

As parents & carers your views, opinions and suggestions are important to us. Recently we asked you to comment on what was good about the school and what areas we could make improvements. I have listed some of the comments and the responses and actions taken as a result below.

What's good about our school?	What could we do better?	Our Response
<ul style="list-style-type: none"> • Great community spirit. Good learning outcomes. • Some really good teachers • Promoting parents involvement • Communication Breakfast club is excellent for working parents • Great staff who really know the children. • Approachable, friendly staff, have the children's learning and wellbeing at heart. Always strive to improve on what could be better. • Parent interaction and involvement • I feel the environment at cross house is excellent, everyone is very helpful and caring towards staff and the pupils. • Making the children feel they are capable of achieving their goals. • Making sure all the kids are included and valued. • Great communication to parents regarding upcoming events • Learning and teaching • Teaching activities, trips, interactive activities for the children • Welcoming friendly ethos for children to learn in. Great involvement for parents. Great at challenging and supporting children • The school is amazing !! Teachers fab, head teacher Mrs Murray is so committed to the school and her team excellent. To have a pe teacher is fantastic and so important for the children • My child is a happy, confident individual who enjoys being at school. • Nurturing ability and self belief in our children and offering parents the chance to be involved in all aspects of the school • Caring about every child • Teaching kids how to respect one another • Lots of interaction with parents, good communication, lots of varied teaching, challenging the kids • Communication 	<ul style="list-style-type: none"> • Disappointed with our experience of a composite class. Opportunities not available to all. • At times children monitored by their peers which isn't ideal. • Better act on bullying • More party for kids like Christmas disco, Valentin disco • Not give the kids homework on a night where there is a school organised event e.g. disco or learning sessions that children attend. • my child is currently in primary 3 which sometimes the amount of homework i.e. topic homework on top of the usual - reading, 4x writing tasks, sumdog can be a lot as it doesn't support out of school activities with trying to complete all homework and stay active out side of school! feel there could be a better balance as if there was topic home work i don't feel 4x writing activities needs to be there as well? hopefully something will change as currently right now it can be a challenge which involves late nights and early mornings causing less sleep and impacts on the next day at school of course. • More involvement with musical instruments. • Communication • More information about what they are learning or have learnt would be ideal as my child doesn't tell me anything and says "I can't remember" when asked. • Challenging kids • More times for the parents to come in and see what the children do in school • My child didn't get into any clubs the last term and was disappointed could make more available or rotate pupils to ensure all have a turn • Mainly the drop area. It has got bad since Mrs Murray was off and people misusing it. I appreciate it is not the school doing this rather parents etc misusing - too many infant parents in particular walking their wee ones over. I understand the need to do this but I parked offsite when my kids were younger. Also it would be nice when kids get noticed when they do something well. Spotlight happens only once a month now which is a shame. 	<ul style="list-style-type: none"> • Educational outings are planned and based on the current context of learning. Not all classes, at the same stage will be studying the same context for learning at the same time and therefore timings of educational outings may be different. • Our P7s (and P6s in the absence of P7s) help to monitor classes during wet intervals. A member of staff is always on hand. • We have recently reviewed our anti bullying policy. This can be found on our school website. Should you have any concerns in relation to bullying please contact a member of our management team. • Our parent/carers fundraising committee now organise the discos and the number offered has increased this year. • We will carry out a review of our current homework policy next session and homework will feature on our school improvement plan for session 20/21. We are aware that we need to make some improvements. At the moment, homework is issued on a Monday and handed into school on a Friday. This allows children and their families to plan homework around after school commitments etc. • Instrument tuition is offered to pupils from P4 onwards, depending on the instrument, the pupils ability (as determined by the instructor) and the number of places available. Pupils in P5 get one year free tuition, thereafter charges apply. Children in P5 receive weekly music lessons from a specialist music teacher. • We endeavour to use a range of communications methods to communicate with our parents/carers but we are aware that there is always room for improvement. • Learning Logs and homework tasks are the main ways we communicate your child's learning to you. We also have Family Learning sessions and 'Let's Learn together' events organised throughout the year. If you have any other suggestions as to how we could do this please get in touch. • In most classes we operate a 'Chilli Challenge' approach. Children, with help from their teacher, choose the most appropriate task, based on level of difficulty. If you feel that your child is not being appropriately challenged please contact the school. • We have increased the number of Family Learning events both during school time and in the evenings this year. We are keen to find a balance as some parents/carers find it difficult to come into school during the school day and we have received complaints that there are too many events. • Every teacher in the school takes a club over the course of the year on a voluntary basis. Where possible, we will rotate groups of children. • Please see our newsletter for parking advice. • Children's achievements are regularly celebrated in class, at weekly assemblies and at monthly spotlight assemblies. We also have special achievements assemblies dedicated to celebrating individual achievements. We have 'Celebrating Achievements' displays around the school and children's achievements can be recorded in a dedicated section of their learning log. We are aware that we could more to publicise other ways in which we celebrate success.

What's good about our school?	What could we do better?	Our Response
<ul style="list-style-type: none"> Keeping our children safe, providing a secure, clean and friendly environment where the children can learn and grow. Keeping up to date on policies and procedures *antibullying* Children are all inclusive, treat children as individuals. Genuinely helpful staff who care and want the best for the children Letters and Newsletters are really good Keeping in touch with parents Looking out for my child. Anytime I have called with a concern you have been very helpful and accommodating. My daughter feels safe, valued and learns to a high standard Supporting children in their learning whilst involving families Making the children happy. Lots of out-of-hours family events that get parents involved and let them see how the school operates, how committed the staff are, and how happy and comfortable the children are. I'm really happy with pretty much everything including my sons progression. No hesitation to help anyone with additional needs and support through nursery now school. Building a community of lovely children Supporting children to achieve their potential Everything. As a school you are are very pro active. Meeting children's needs individually when required , good communication with teachers Kids and parents involved in all aspects of education. Support of the children as they learn together with teachers and parents/carers. Lots of events for parents/carers to join in and see how the children are progressing and learning. Lots of sporting activities The school offers a good variety of extra-curricular activities. It has high expectations from pupils and a good 'welcoming' feeling. The school encourages children to celebrate success outside of school. 	<ul style="list-style-type: none"> I feel we were giving our child a hard time any time they received a bronze or silver in their diary. After consideration, We started to think this may be unfair as to receive a silver or bronze for something may neglect that for, perhaps, the majority of the day they actually had a good day. Yet because the colour reflects the full day, we wouldn't give praise as we only knew of this one negative incident. I appreciate it must be difficult marking each child's behaviour AND effort for each day. Having the behaviour and effort recorded for each part of the day (morning - playtime, playtime-lunchtime, lunchtime - hometime) would be more representative of how their day was, however I fully appreciate how time consuming and unmanageable this would be, and therefore not an ideal solution. Less homework in last wks of term esp when Christmas Fayre, nativities Nothing really, except get rid of all those repetitive paper forms for trips if you can?! parking and drop off is ridiculous for a school of this size. When I drop my son off I want to see him walk in the school gates to know he's safe (P2) but I get told off by the teachers for parking in the drop off?? I do not agree that nativity ticket were numbered it ends up parents at the front and any additional tickets purchased are different numbers family scattered all over the hall and not able to enjoy together. I understand people may jostle for seats but is that not what being a grown up is about being mature! Explain more on the policy of why no photos are allowed when most other schools allow photos of your own child but not for social media use Parent pay needed improved as few issues with it, looking at playground facilities Ideally more notice for some of the interactive sessions during school time would be helpful in order to ensure a parent or carer is available to attend. Musical instrument lessons have not been offered Smaller class sizes or more opportunity for children to learn in small groups with teaching staff. Sometimes volume of homework can be too much. Children with additional needs, I would say that teachers etc should be able to tailor to their individual needs such as cognitive development. Personally with my own child he struggles to learn if the work is repetitive (same learning everyday) and like to learn and challenge his self with different learning opportunities, such as hands on, visual, using Technology, hands on, group discussions. His brain works differently from others and he can get bored therefore loses interested. Quality of school meals Sometimes there are too many meetings and feel guilty when parents are working and can't attend The Christmas party event at night. This was too expensive to get in, having to pay for each kid, I don't think there should have been a cost to get in, especially for the kids. Too much, sweets in every room. Toy from santa was a selection box (more sweets) It wasn't fun, especially at this time of year when parents aren't exactly flush. I won't be rushing to another. The Halloween night at least had the inflatable slide and the outdoor carts, they were fun and worth the money. Not sure if there was anything at the Christmas event that didn't involve sweets. I felt there was lack of communication in the beginning. I had no experience with Crosshouse as my child came from a different nursery and at some points I had no idea what to do or what to expect. From talking to friends other schools were giving out more information. 	<ul style="list-style-type: none"> The recorded colour in a child's Learning Log is a reflection of the whole day. If a child's behaviour/effort has improved during the course of the day then a class teacher can advise the child to move up the ladder. Should you wish to discuss this further please get in touch. Homework policy will be reviewed next session. See previous response to homework comment. The EV5 forms to which you refer are compulsory and in line with South Lanarkshire Council policy. Our advice is to park out with the school grounds and walk your child safely into school. Parking in the drop off is not permitted under any circumstances. We took the decision to number the tickets a few years ago following lots of complaints regarding early queuing, jostling for seats at the front and significant concerns regarding health and safety. Extra tickets are only made available when other families do not take up their 2 ticket allocation. At the beginning of every school year parents/carers are asked to give their permission for photographs to be taken of their child. Some parents/carers do not give permission and have very good reasons for doing so. To go into more detail would breach our Privacy regulations. We are aware of a few teething problems with ParentPay and continue to work with our support services team to resolve any issues. Please get in touch with our office if you experience any further problems. We issue an annual calendar at the beginning of the school year to help parents/carers with planning their attendance at events. We are aware that some dates eg 'Let's Learn Together' sessions are not issued in advance. We will endeavour to include these on the annual calendar. See previous response to musical instrument tuition. Our class configuration is based on the number of children enrolled at the school and the number of classrooms. All class sizes are in line with Scottish Government and South Lanarkshire Policy. At Crosshouse, all class teachers are allocated weekly additional time to work with small groups of children. We have used our Scottish Attainment Challenge funding for this purpose. Teachers group children of similar learning ability for learning and teaching purposes in all classes and are trained to adapt their teaching methods to meet the needs of all children. We would ask you to contact the school to discuss your child's individuals needs. Our facilities staff meet with our Pupil and Parent Councils annually to discuss school meals and menus. We'd be happy to pass on your suggestions. We understand that it can be difficult for parents/carers to attend events during the day and try to give as much notice as possible. Over the past few years we have increased the number of Family Learning events in the evenings. Your feedback was discussed at our recent Fundraising Committee meeting who organised the event and we agreed that we will try to reduce the number of sweets at events. The fundraising group is a very small team of only 7 parents and they would welcome more members so that they can offer more variety at fundraising events. The school has received over £6000 from the fundraising committee recently to upgrade and develop our school library. We are very sorry to hear this. We have discussed this with our Parent Council and will add more information events to our P1 transitions calendar. Mrs Murray will also discuss this with the other Head Teachers in our Learning Community to find out what other schools are offering. Thank you.