



**SUTTON ST JAMES C.P. SCHOOL**  
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Tel: 01945 440209  
Headteacher: Miss Claire Willows



22<sup>nd</sup> September 2025,

Dear Parents,

### **Parent Survey Results and Response**

Firstly, I would like to say a huge thank you to the parents who completed the Parent Questionnaire sent out during the Summer term. We had a pleasing 29 replies. It is very helpful when lots of parents respond as this helps us to understand your perception of the school – its strengths and areas for development. This enables us to respond to your views making changes where necessary to ensure that you are happy with the school and the provision it makes for your children or to explain why some things have to stay as they are.

The responses were overwhelmingly positive and the comments made were very helpful. Please find attached a summary of the 29 replies and the comments made, alongside the school's responses to many of these questions/suggestions at the end of the letter.

Once again, a big thank you to everybody that took time to complete and return the questionnaire – it is with your support that we are able to further improve the school in ways that you wish to see, to make your child's education as positive as possible.

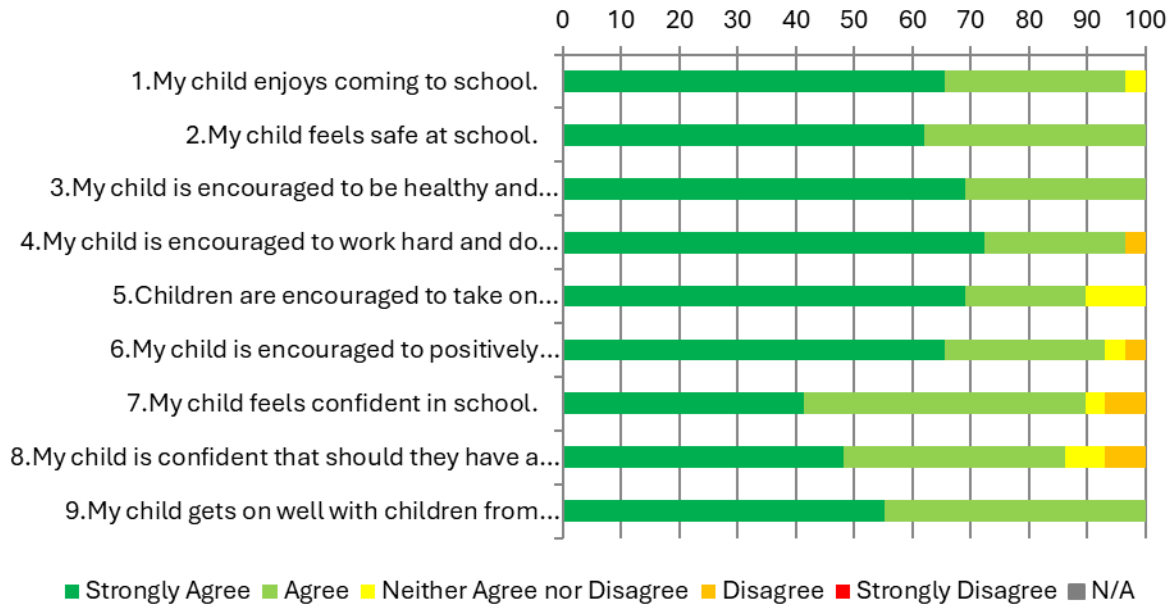
Yours sincerely

*C. Willows*

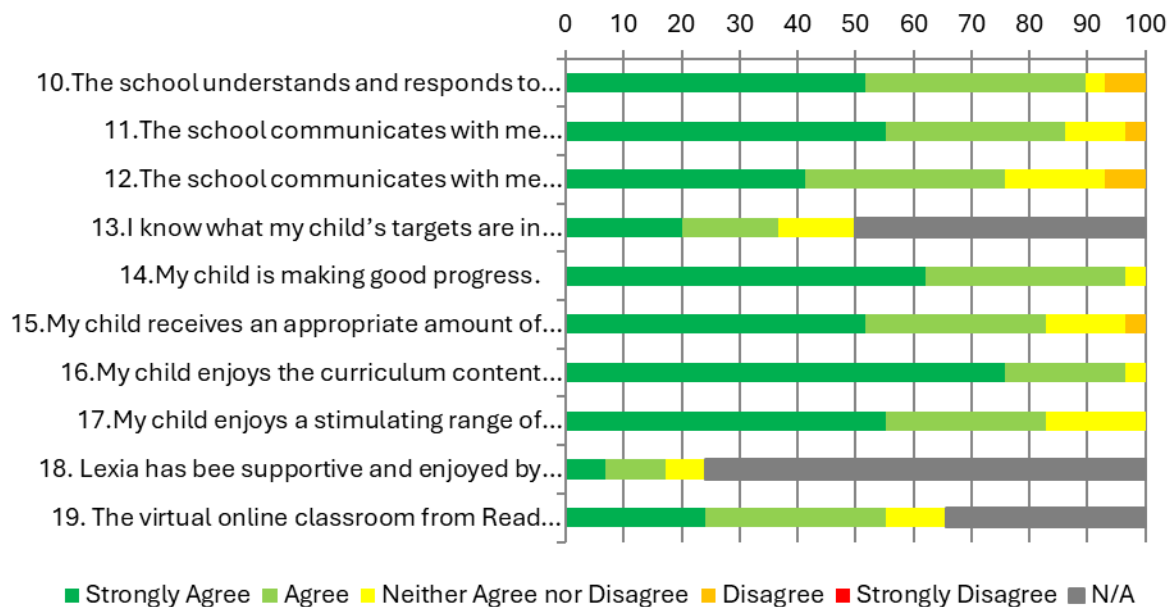
Miss Claire Willows  
Headteacher

## Summary of responses to each section

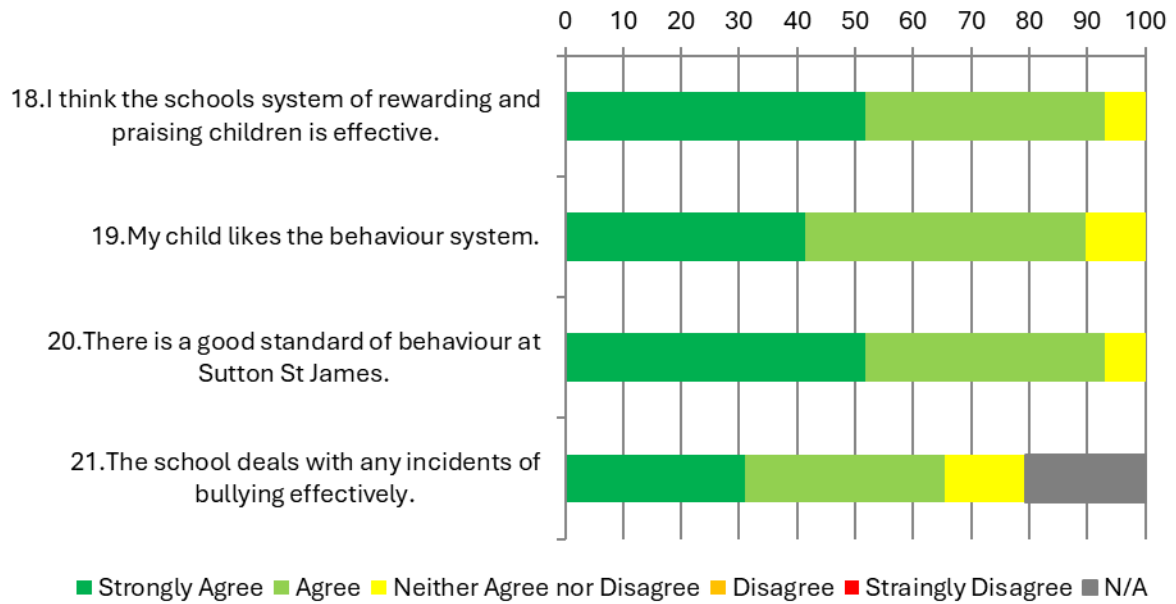
### Well Being



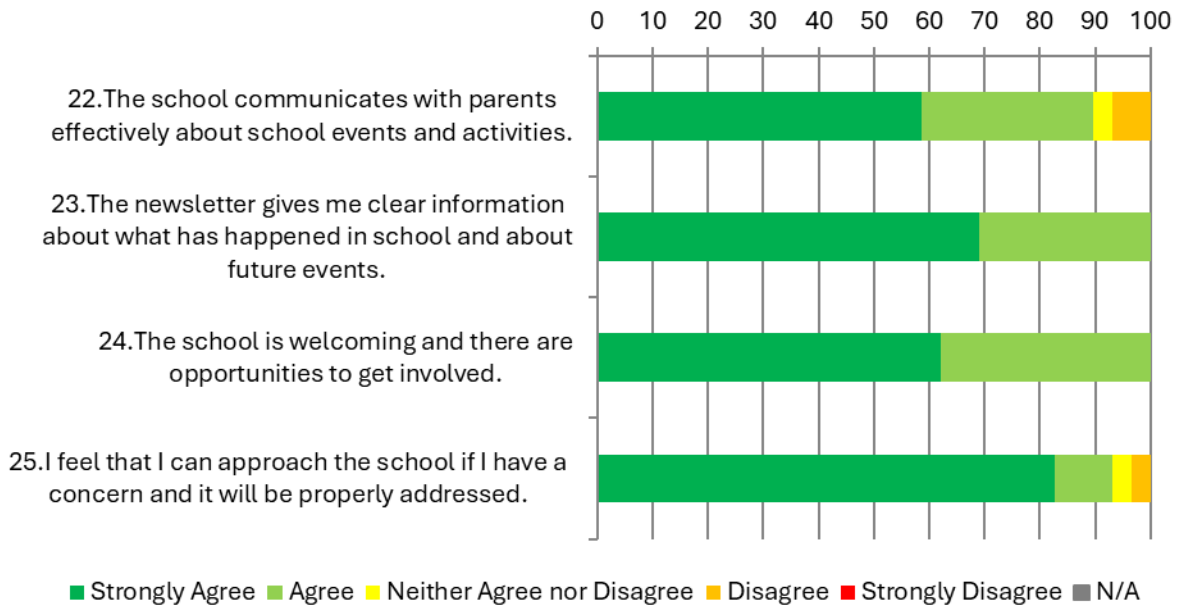
### Learning and Curriculum



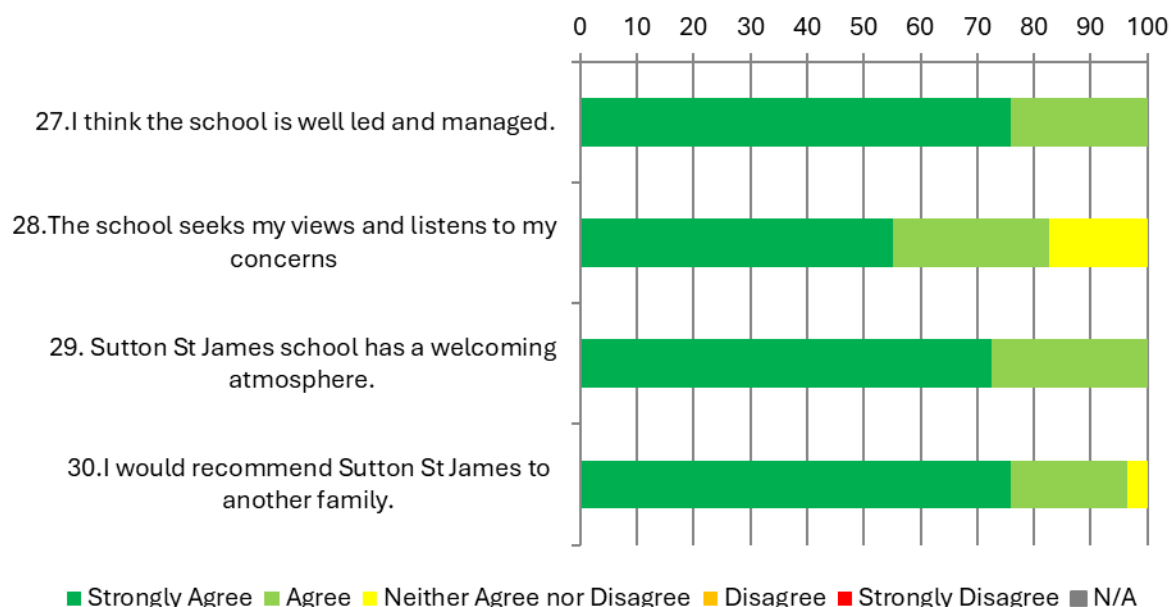
## Behaviour



## Communication



## Leadership and Management



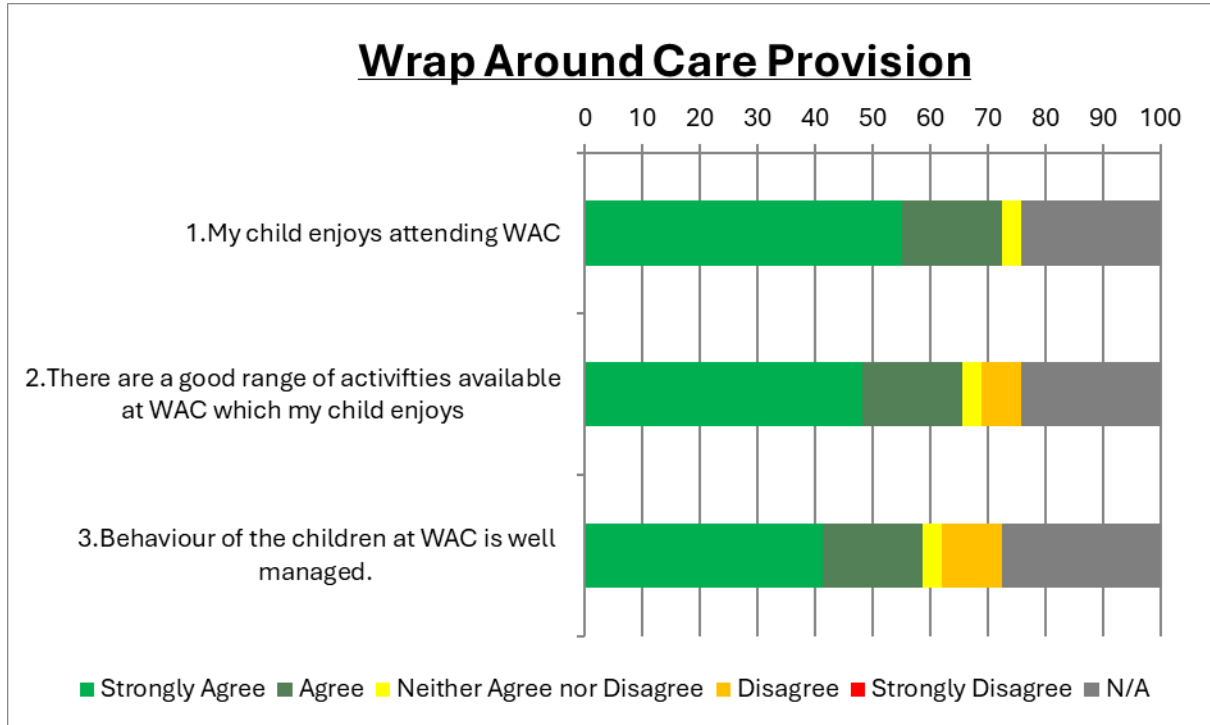
7	It would be nice to know in advance about walk a mile to encourage my child's engagement
17	It would be nice to have after school clubs aimed at KS1 ie cooking/baking, Lego, yoga and music.
24	Sometimes a little last minute
19	The subject line and content of email don't refer to the letter so if you are trying to focus on a certain letter you have to click through all email links. <i>This will be included in future – please also use the website where all letters can be found if you are unable to find the letter in your e-mail.</i>
20	Slightly unfair children miss out on end of term treat if parents don't log their reads in book. Sporting achievements to be celebrated as well
	Too many celebration assemblies and too much focus on certificates. My child feels like they have failed that week if they don't get a certificate.
20	I don't like my child being left out of rewards for reading. However, since filling this out I'm aware this is changing and also aware that my child should try harder with his reading at home.
13	Definitely agree - sometimes difficult as when I ask my child questions it's difficult to get answers from her sometimes.
23	I assume the school definitely do, however I'm fairly new to the school and have not had any issues, therefore feel unable to comment.
31	We thank you for a wonderful first year. Our child loves going to school every day and speaks highly of all the teachers and staff. Starting school was a new experience and the start of a new journey for her and also for us as parents. We've found all teachers and staff very welcoming and friendly and approachable. It's easy to see that everyone puts their heart and soul into the school, from Miss Willows greeting children and parents each morning and evening, to the caretaker helping the children at sports day. We appreciate you all and thank you for your hard work and dedication. It doesn't go unnoticed by us!
4	There wasn't 100% understanding on needs
7	Growing in confidence but lacking and needs more praise
8	Feels like will get told off
12	Was not communicated why reading level was not moved up. Worries on asking for help that will get in trouble.
24	Some things have come out last minute
10	I feel more focus is given to SEN children to aid them to hit expectations, whereas children working above are not pushed so get stagnant.
11	I think 1 report home at the end of the year is not enough. Would be good to have one at half year as a min to enable more to be implemented in way of support and development, and even then because there is no commentary for majority of subjects if below in those, we don't know why.
12	I have no idea how else I can support at home, the school only push reading at home plus homework, but nothing tailored to my child.
24/25	Communication regarding some events has been extremely last minute, this puts pressure on parents – especially if this includes payments or outfits. These trips or activities are planned well ahead in advance – so notifications should be sent out with more notice. There has been at least 2 occasions this year where there has been very little notice eg regards to a trip organised requested payment less than 24hours. Not all parents have financial means so they budget strictly – many parents I've spoken to feel this way. It puts pressure on parents which could have been avoided if the school was more organised with delegating information more timely. We as a family budget having an unexpected amount requested is not helpful.
11/12/13	I receive limited communication from school on my children's progress and attainments but I make the assumption that this is because they are doing well and any issues are communicated by exception. They will generally inform me themselves of their achievements in spelling tests etc. perhaps communication could be

	better when they are undertaking tests etc at school.
1	Induction for reception was so well organised and our child was confident in where to go from day 1.
14	Very impressed with he 'stretch & challenge' and progress he has shown in phonics/ love of reading & fluency
20 & 22	Behaviour & respect shown is impressive & children love the shells and house community.
31	Very impressed with our first year – swimming was amazing with little ones & trips two in the 1 <sup>st</sup> year – fantastic!
Things that you like about the school	<ul style="list-style-type: none"> <li>• My child enjoys the celebration assemblies &amp; opportunities for parents to come into class.</li> <li>• Friendly, welcoming, good communication</li> <li>• I feel that the school is well managed and the headteacher makes a great effort to get to know all the children.</li> <li>• Assembly for parents, headteacher welcoming the children and the support the teachers show the children.</li> <li>• Staff are amazing, the school has such a welcoming, friendly atmosphere. Classrooms learning is fed back as fun. The rewards and celebration assembly is great for the children.</li> <li>• Friendly, intimate and fun</li> <li>• Leadership and that all the teachers and staff know every child in the school. Also that the kids start swimming in Reception.</li> <li>• We feel the school has fantastic interaction with parents, and really enjoy the days parents are invited in. Our daughter enjoys the curriculum and wants to go to school.</li> <li>• I love the schools supportive &amp; strong community consistently looking out for the children – I have no bad words to say &amp; love the high standards of behaviour.</li> <li>• Miss Willows is very hands on as a headteacher, welcoming at Breakfast Café, opening/shutting the gate everyday to welcome children, parents/carers.</li> <li>• Strong leadership</li> <li>• My child feels safe at school.</li> <li>• Lovely staff</li> <li>• Good size</li> <li>• Welcoming</li> <li>• Excellent staff, lovely environment</li> <li>• The sense of community. My little boy has flourished in his first year at Sutton St James.</li> <li>• Welcoming, supportive, opportunities for great range of sports and activities</li> <li>• They go above and beyond for the children.</li> <li>• The children are commended and praised each week in assembly and the warmth from all staff.</li> <li>• Lovely school</li> <li>• Size, amount of pupils, staff are friendly and accommodating.</li> <li>• The school day appears well structures with a good range of interesting activities. My child's feedback is that there is a good range of books to read and plenty of breaks.</li> <li>• Welcoming, always open to new ideas, positive, well organised, punctual, team effort, efficient, respectful, good communication, always looking to improve.</li> <li>• Really like that the children are encouraged to help both the younger or older children when needed and that they are recognised for their individual efforts.</li> <li>• Excellent behaviour, high expectations for pupils, fantastic leadership &amp; ethos, loving staff, community feel. I think your school is outstanding &amp; we are lucky to be there!</li> </ul>
Things that you would like to see improved about the school	<ul style="list-style-type: none"> <li>• More access to trim trail &amp; bigger equipment for taller children.</li> <li>• More recognition for those who consistently do well in lessons rather than just make improvements.</li> <li>• Not a great selection of after school clubs for Swallows.</li> <li>• Ensuring that children who achieve their read/homework target receive their reward &amp; aren't missed. Making bigger emphasis on drinking fluids throughout the school day.</li> <li>• If any children receive reflections that parents are informed also as this does not always happen.</li> <li>• Wasn't mentioned in the questionnaire, but I feel that school dinners have got worse this past year according to the kids. Kids complain that they are lukewarm/cold.</li> <li>• Personally, more frequent uploads of what they are doing in class.</li> <li>• Homework in my child's class is often not marked and my child is not motivated to complete it.</li> <li>• Class page was not updated all year</li> <li>• Some more understanding on kids struggling to adjust</li> <li>• More praise and encouragement</li> <li>• Reporting on child's progress (general rather than SEN) pushing the more capable children to keep them engaged.</li> <li>• Time keeping on notifying parents in advance – with more notice about events – trips and required payments due.</li> <li>• More after school clubs for KS1</li> <li>• More regular progress reports</li> <li>• Please could the questionnaire be sent out as a word document next year so that we can type into it. – <b>Yes absolutely.</b></li> <li>• Not really anything to be improved, but a couple of ideas that could be taken into consideration: <ol style="list-style-type: none"> <li>1. Children celebrating birthdays this week – no date given or age give, just a mention of children who have celebrated a birthday that week in the weekly newsletter.</li> <li>2. Childrens recognition of the week/month or term, depending on practicalities. A chance for a child to put forward someone whom in their eyes has had an impact on them and done something amazing, or one that a child can have the ability to recognise an achievement or emphasise with he nominated persons efforts. Whether it's academic, running a marathon, carrying on working or managing the household chores despite being ill. It could range from teachers, headteacher, MSA, secretary, cleaners, parents, siblings or other, with all nominees to be presented to the school council for them to whittle it down and choose just one, for nominee winner to either get a mention, a certificate or an invite into assembly on celebration Friday to accept the certificates from the headteacher and child nominator.</li> </ol> </li> </ul>

Any other comments	<ul style="list-style-type: none"> <li>• More outdoor time for some children that find it hard to concentrate in a class room setting.</li> <li>• Really pleased with Sutton St James in the short time my daughter has been attending. My daughter is now enjoying school and is excited for learning.</li> <li>• This year the school resolved issues between our child and another really quickly, calmly and our daughter, feels she was listened to and the matter was concluded well.</li> <li>• Every child I know is happy to attend so I think that shows a safe environment – keep shining!!</li> <li>• Any concerns I've raised I've felt the school has taken them very seriously. The school has a warm and welcoming feel. The school has a real community feel about it which is lost in larger primary settings.</li> <li>• Too many open events, feels pressure to attend because I don't want my child to be the one without anybody, hard for working parents.</li> <li>• You're all brilliant. Thank you for all you do!</li> <li>• We speak highly of Sutton St James and we would recommend to anyone who we speak to.</li> <li>• Not to nag kids over water bottle size – it's not down to them, it's down to parents.</li> <li>• Still not enjoying swimming or being pushed to what they can do</li> <li>• Did not get a paper copy of form (don't have a printer, had to use work one).</li> <li>• Medications – many times my child has come home from school and has said it has been forgotten. I ask if my child reminded them and the answer is yes but it still doesn't get done with affects the condition.</li> <li>• A huge thankyou to all of the staff for continuing to support my children in their education as well as their emotional and social development. Staff are hardworking and dedicated and this is clear in the behaviour of all of the children at the school.</li> <li>• On a whole we love the school. There has been a couple of issues along the way, but we have always managed to keep talking, to respectively listen and consider each other's views in order to navigate a path to reach a resolution. The school is a well oiled machine with everything (the majority of the time) working in sync; The headteacher is positively assertive, the teachers are amazing and are always approachable if there is any ounce of concern. We are always given ample time of term dates and up and coming events allowing us as parents sufficient time to prepare, and the school is always looking and smelling clean and tidy. A huge well done to you all and a massive thank you for another year!</li> <li>• Always so impressed that the staff engage with PTA disco &amp; join in – shows the sense of community and love for the pupils.</li> <li>• Celebration assembly each week gives an insight to the respect and behaviour &amp; love the embedded maths with shell scores!</li> </ul>
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Comment/questions raised from questionnaire	Response from school
Communication being last minute	We do try wherever possible to give parents as much warning as possible about upcoming visits, events and opportunities for the children. Many of the regular dates are given at the start of the previous year, such as sports day, special assemblies, Harvest Festival etc, giving you plenty of notice to make sure that you do not miss out if you or other members of your family are able to attend. We will endeavour to give you as much notice as possible for all activities happening in school through various means of communication – please keep an eye on the dates section of the weekly update and letters emailed to you.
Range of Clubs	As you will be aware, all clubs except WAC are done on a voluntary basis by staff. Fees charged for after school activities are used to purchase resources for the club. As a school we are reliant on the good will and generosity of staff to give up an hour of their own time each week to run a club for the children and we are very grateful to all of those who do this. When we plan clubs, we do try to ensure a balance of activities for KS1 and KS2 and we will continue to keep this in mind in the forthcoming year.
Progress and achievement communication	Over the year we will be sending out Teacher Assessment levels (KS1) or NFER standardised scores (KS2) at the end of each long term for the core subjects of Reading, Writing and Maths. These will let you know how your child is progressing across the year. In addition to this, you will have the opportunity to come into school and talk with your child's class teacher about their achievement and progress in school, during Parents' Evening appointments. At the end of the year, you will receive the End of Year report. Please remember that the teachers are more than happy to discuss your child with you at the end of a school day should you want further / more regular updates. In future we will endeavour to let you know when children are taking tests at school, however, please do not put any pressure on your children about these, just encourage them to do their best.
Notification about reflections	If your child has been given a reflection that day a note will be sent home to inform you about this. We hope that your child will be able to explain why they have been given a reflection, but if not please speak to your child's class teacher who will be able to give you more information.
Homework not marked	This should not have been the case. Please speak to your child's class teacher in the first instance to ensure that your child is handing in their homework each week or speak to Miss Willows so that she can look into it further.
Class Webpages not updated	Class webpages should be updated termly by class teachers. If there appears to be a problem with the class page, it may be a technical glitch – please speak to the class teacher in the first instance. If the problem is not resolved, please bring it to Mis Willows' attention and she will investigate it further.
School Lunches	These will be monitored over the first few weeks of term to ensure that the quality and standard of them has not dropped. All food is temperature tested before serving to ensure that it has been stored at the correct temperature. The temperature may then drop slightly whilst serving takes place, but this is done as quickly and efficiently as possible. MSAs will discuss if there are

	ways to speed up this process further.
Drinking fluids	Class teachers will be asked to remind children to drink at key points throughout the day and to refill water bottles at appropriate times (break and lunch times). Some children will choose not to take on board the reminder. If your child has a specific issue relating to water consumption, please do not hesitate to speak to your child's class teacher who will be happy to work with you to encourage more to be drunk during the day.



<b>WAC</b>	
Change to encourage	My children prefer the range of after school clubs as they are provided with opportunities to be creative or learn new skills / games etc.
General comments	<ul style="list-style-type: none"> <li>• Enjoy the access to fun games on ipads.</li> <li>• We love WAC ad it really does help to be able to rely on extra support</li> <li>• Please could there be structured activities. Playing outside is fun but not all the time.</li> <li>• My child has enjoyed attending WAC club once a week for half a term. They enjoyed hanging out with their friends.</li> <li>• My children enjoy attending WAC, but have said although they are outside in the summer months they would like to be able to do colouring activities outside too. For me as a parent this club has been a real asset for childcare when I'm at work. Also, would prefer children don't share snacks due to allergies and intolerances.</li> <li>• My child really enjoys it and is always upset when he is not able to attend.</li> <li>• There are many after school clubs my son can't do due to his SEN needs. WAC allows him to feel included in the club environment.</li> <li>• My child loves WAC and if she had her way she would go everyday. Very pleasing to see and hear from a parents perspective.</li> <li>• Loves going and is more settled being there. Can talk to staff they are very friendly.</li> <li>• My child enjoys it so much they complain if I forget to book.</li> <li>• In September there appeared to be more structure to the activities. Over the year however I have been less confident of the structure and supervision over WAC. My children have come home on multiple occasions with minor injuries.</li> <li>• WAC is a fantastic facility that allows me to flex work and the flexibility to book with 24hrs notice is amazing. Our child loves coming and always wants to stay longer. Very lucky &amp; hope to use more as he is older so I can work longer hours as my business grows.</li> </ul>

Comment/questions raised from questionnaire	Response from school
Structured Activities	There will be a structured program of activities in place moving forwards from September with a different focus each day. These activities may be completed inside or outside depending on the weather.
Sharing of Snacks	Staff will remind children that they must not share snacks due to allergies and intolerances. Please support the staff by reminding your child of this rule at home as well, especially if you

	provide a snack for them to bring to WAC club.
Minor Injuries	Staff will continue to monitor the children carefully, but due to the nature of the activities that take place at WAC club, children may occasionally hurt themselves when playing. Staff will continue to inform you, when you collect them, if your child has hurt themselves so that you can monitor this at home.

We would like to take this opportunity to thank you for all of the positive comments that were received on the surveys.

Our team of staff are **amazing** and all work very hard to do the very best that they can for the children. We are all lucky to enjoy our work as much as we do and are privileged to be part of such a supportive community. It is by working together in a positive way that we can all achieve and provide the best outcomes for the children – there may be times where difficult conversations have to happen, but by embracing these as a positive and supportive instrument, we can overcome all problems!

Yours sincerely

*C. Willows*

Miss Claire Willows  
Headteacher