SUTTON ST JAMES C.P. SCHOOL

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Headteacher: Miss Claire Willows

5th October 2026,

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 an amazing 42 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 42 replies and the comments made, alongside the school's responses to many of these questions/suggestions at the end of the letter. Some comments have been changed to anonymise them.

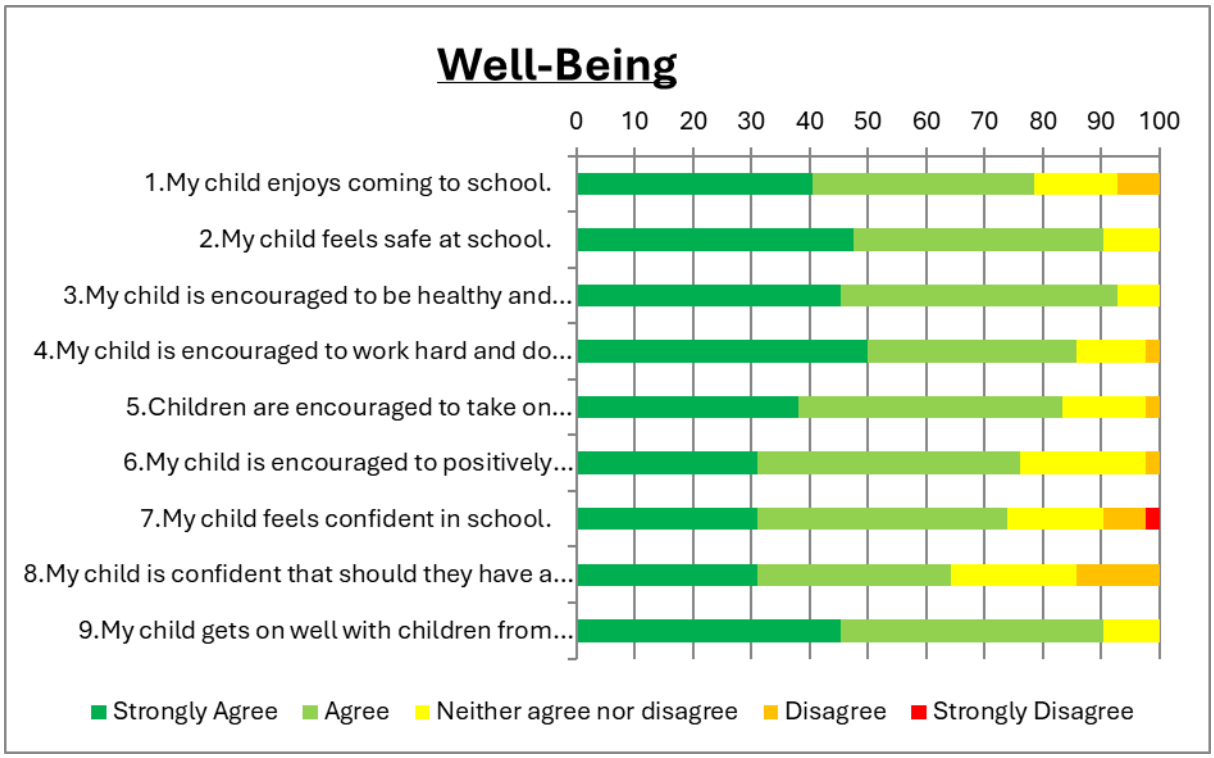
Once again, a big thank you to everybody that took time to complete and return the questionnaire – it is with your support that we are able to further improve the school in ways that you wish to see, to make your child's education as positive as possible.

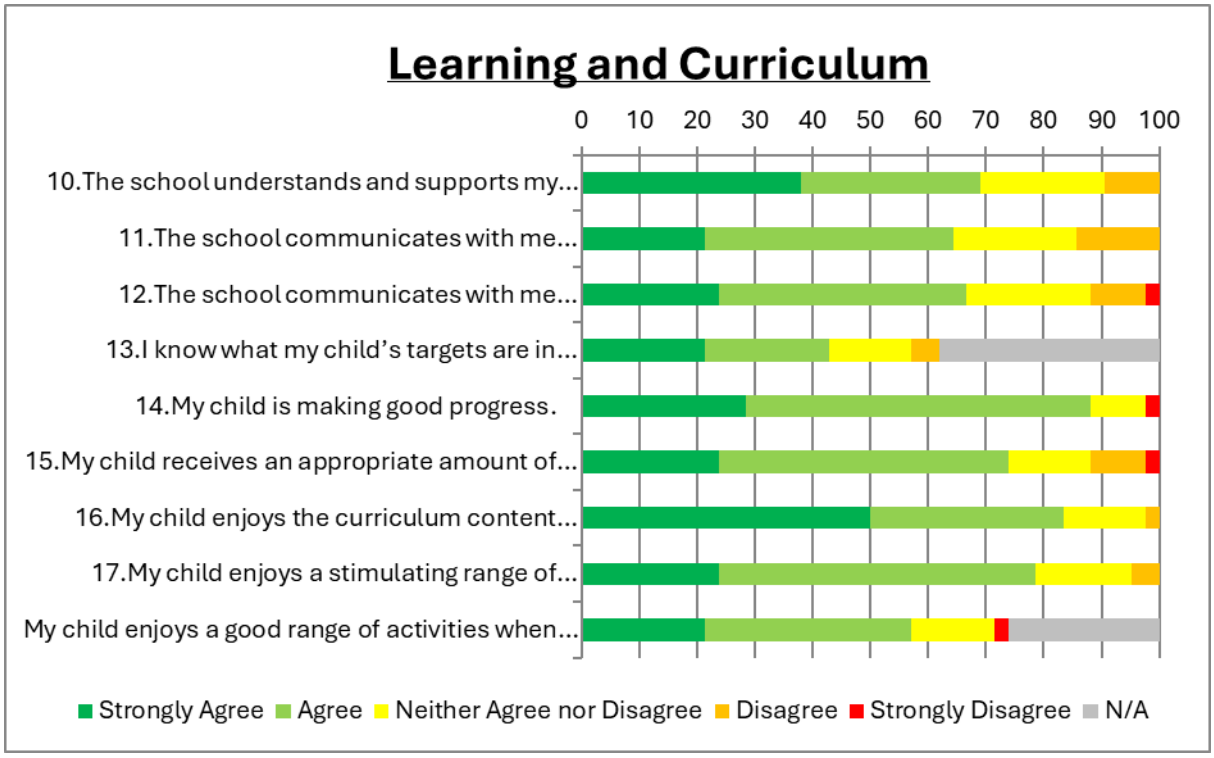
Yours sincerely

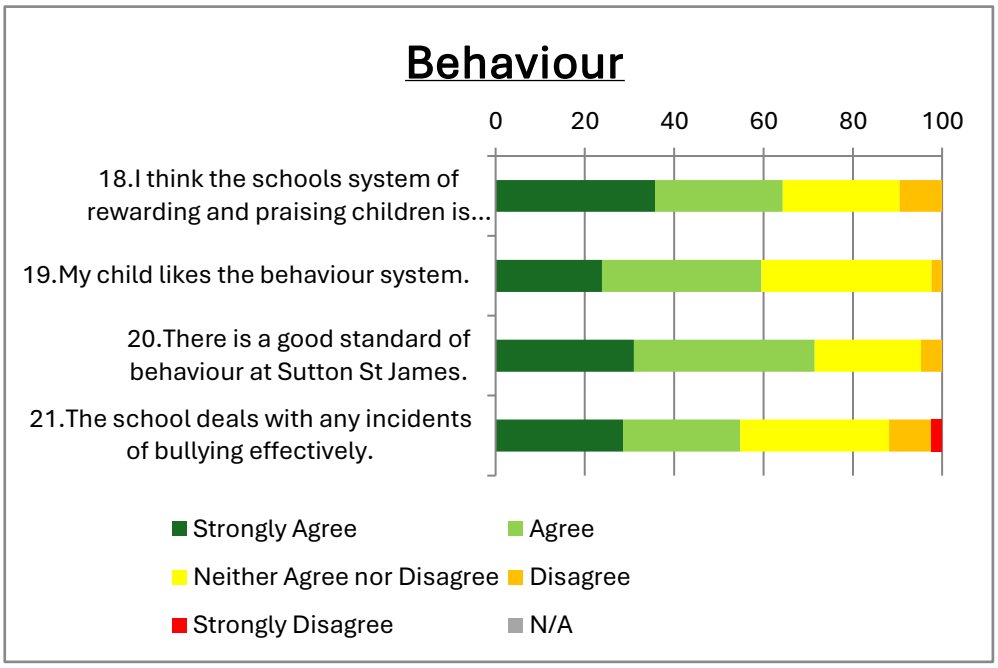
C.Willows

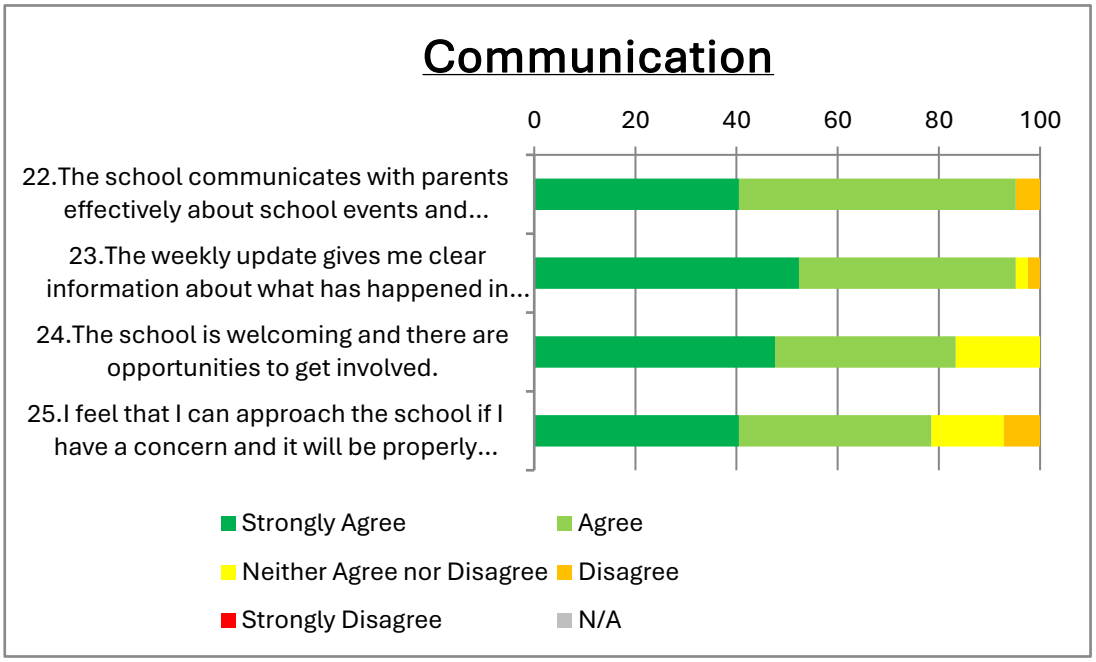
Miss Claire Willows
Headteacher

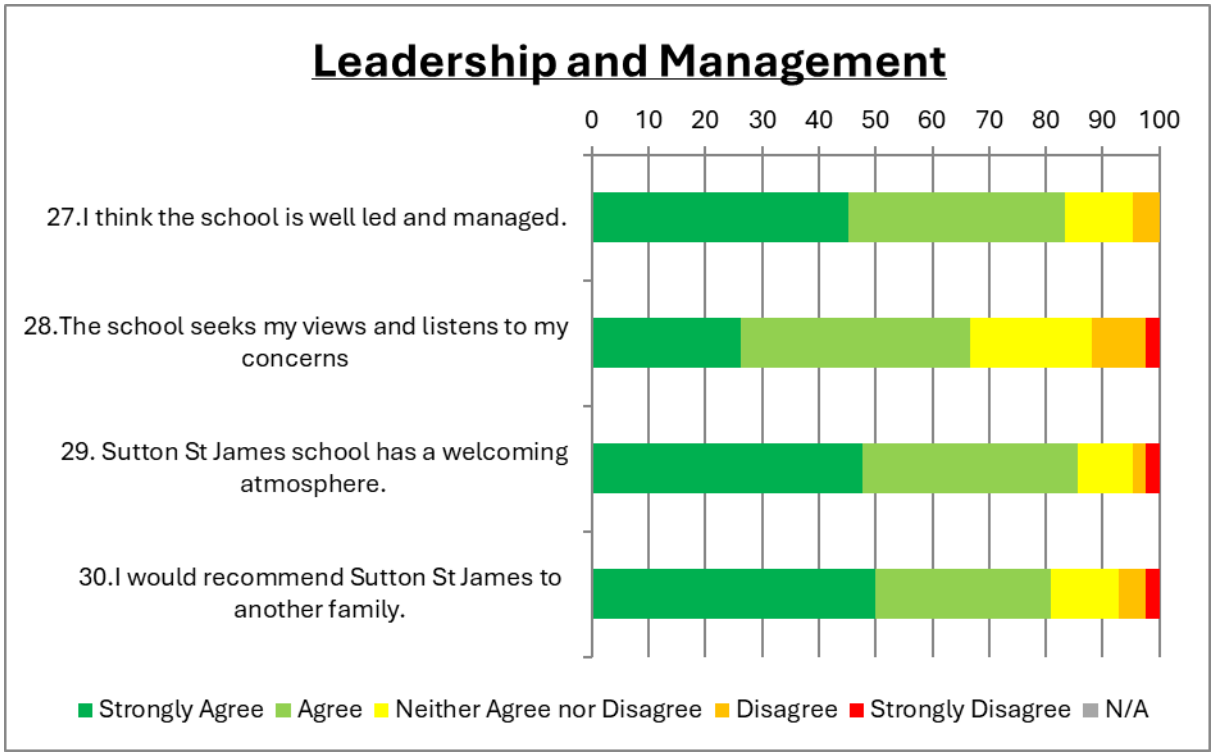
Summary of responses to each section






Behaviour
0
20
40
60
80
100
18.I think the schools system of rewarding and praising children is...
19.My child likes the behaviour system.
20.There is a good standard of behaviour at Sutton St James.
21.The school deals with any incidents of bullying effectively.
Strongly Agree
Agree
Neither Agree nor Disagree
Disagree
Strongly Disagree
N/A


Communication
0
20
40
60
80
100
22.The school communicates with parents effectively about school events and...
23.The weekly update gives me clear information about what has happened in...
24.The school is welcoming and there are opportunities to get involved.
25.I feel that I can approach the school if I have a concern and it will be properly...
Strongly Agree
Agree
Neither Agree nor Disagree
Disagree
Strongly Disagree
N/A



Things that you like about the school	• The 'family' feel. Everyone is seen and heard and respect works all ways between staff, children and parents. Staff seem happy and the children too. The school is safe and issues are dealt with promptly and appropriately • That everyone knows everyone. Breakfast club. Every day seems well organised. Assembly on a Friday. • Teaches good values, fair to all children • Happy environment • Lots of enrichment activities • Wrap around care very useful • My child likes the food • I like how my child is enjoying school and loves all the things the school does. • I feel the school is well led • The school involves parents and welcomes them in. • It has a real Community feel. I feel my children are making good progress. • The community feel of the school • The vast opportunities to get involved and visit the school • Clear rules and structure. • Communication with families. • Consistency with the school day. • WAC and breakfast club. • Welcoming to children and parents. • I believe everyone is always trying their best. • The school is friendly and the staff are approachable. My child likes coming to school and made new friends quickly. • Structure, organisation, positivity, encouragement of learning, child / parent events, plenty of advance notice of upcoming events, good communication and always happy to talk about any issues we may have. Huge well done to all staff on making this school such an amazing one for us all :) • I like the homely, welcoming feel of the school. I like the school and parent involvement and events. • Member of staff on the school gate welcoming the children. • WAC • Adapting activities to meet needs of all the children • The school is welcoming and has a feeling of community throughout the age groups • Events are advertised in good time • Parents evenings are well organised • Breakfast club is welcoming, relaxed and very well priced • Lessons are interactive and all children are invited to actively contribute • The school are supportive to families and go out their way to help where possible. • The events that get put on for children, the trips, swimming. Celebration assemblies are great! • That my child is happy and learning well. PTA events that happen are always good! • The children have had positive relationships with some members of staff, and there have been opportunities for learning and school trips that they have enjoyed. • Excellent offering for working parents with clubs and WAC. The opportunities for parents to visit and interact with their children is great - and the changes to Father's Day / Mother's Day this year was also good.

	• Opportunities to interact with class teachers is also easy and appreciated. • So friendly. • Head teacher and teachers all work so well together. You get a real sense that they genuinely enjoy their jobs and want to do their best • Make my child feel welcome, approachable, • WAC and breakfast club are very good, flexible and affordable.
Things that you would like to see improved about the school	• A PE teacher. Even though I love the assembly on a Friday, maybe they could be reduced as too many certificates are given out & lose their value. • School security • I think there could be greater communication between school and home when any incidents happen. Granted, this isn't all of the time but there have been several occasions now where we've heard from other parents rather than the school. It makes it difficult for us to follow up at home when we aren't always in possession of the full facts. • More regular feedback from class teachers on topics, how my child is doing, more opportunities to see their work etc • Homework either given regularly and marked or not given • There doesn't need to be an assembly for parents every week. It puts undue pressure on parents to come, yes, the children at the school like it, of course they do but it's not fair on parents who work or who are unable to make it. • Assemblies are ridiculously long when they don't need to be. • Communication about events is generally good, but more notice needs to be given about trips. • Day to day communication is weak from teachers, it would be better doing a weekly summary from each class and sending to that class every week rather than a whole school one. • Updates from the teacher about what the class are doing or currently doing is inconsistent therefore we can't promote this at home. They send out termly updates but it's not in depth and obviously, plans change and adapt. • Staff are fine unless there is an issue. • Child's current teacher is unfair in sanctions given and takes things too personally. • The not turning around where the bus comes in and out. • Homework • It concerns me that there has been a high staff turnover this year. • I acknowledge the change in the reading reward but from a parent that has children that consistently read at home they feel let down when others in class don't achieve this. I feel there should be a reward for children making the effort. • I think it's great that the school has an inclusion approach, but I don't feel staff are always trained enough to support such students. One box does not fit all. • I sometimes hear reports from my child of things that have happened during social times (normally unkind behaviour) that they don't feel has been addressed properly when they've gone to tell the staff, leaving them feeling a bit helpless. • More communication if my child is unwell in school. • More opportunities to drink plenty in hot weather. • My child often gets sat next to disruptive children in class and finds it difficult to hear and concentrate. • Availability of send support and letting the children speak. • Possibility of introducing breakfast club good behaviour certificates and thoughts of how we could work around security to the main door of the school being unlocked to allow free movement when entering and exiting the school for breakfast club. • I would like to see more training for staff for children with additional needs particularly masking behaviours. • Communication about my child's progress, there is no communication when they are taking tests, parents have a role in preparing their children: good night's sleep, breakfast etc etc • Additionally, there appears to be limited opportunity for children who are working at greater depth to be challenged which leads me to question whether the aspirations for these children are as high as they could be • Homework has been largely absent in a class since Easter and is insufficiently challenging for my child as a result his engagement has waned over this year • Communication and professionalism of staff • Although the days where parents can come into school are loved, there can be quite a few which can add to parent guilt when parents can't make them all. • Fairness within the school, more teacher and parent communication • More advance notice on trips or events that happen at the school. Visitors etc. • I would like to see more consistent communication with parents, fair and consistent behaviour management, and better support for children with additional needs. I also believe parents should feel listened to and treated with respect, even when there are disagreements. • Since Mr Mooney left, I don't feel it fair on the children or class teachers to take on their PE lessons. I view the quality in PE has decreased and the teacher gets extra time out of class to cover PE. So the children are in a lose-lose situation. • Inter school competitions. Whether this be e.g. X country, swimming or football. I hear of other schools taking part in inter school competitions and believe many of the kids would love to compete against others. • PE Teacher
Any other comments	• It's very evident the staff care about all the children & have a great leadership. • I wrote this all out last year and didn't hand it in as I felt it was unfair being the child's first year at the school, but I feel the same this year which is why I've been honest. • I am very pleased that my child attends Sutton St James. I feel that they get a positive experience overall and enjoy the range of activities that they can get involved in. • This school is amazing and the improvements are just down to a too high workload for the SENDCo but the

	children that need support shouldn't be overlooked due to this. • No, you all do a great job. • Overall, a really great school. My daughter is mostly happy at school, and I find the school very helpful with referrals and support. • The school continues to be a place that my children enjoy attending. They know where they 'fit' in the school and what is expected of them in terms of behaviour • My daughter had been well supported this year by a nurturing and warm teacher and as a result her social skills have developed positively • My son has been inadequately challenged, and it appears that too great a focus was placed on times tables at the expense of a more varied curriculum • We are keen that he has high aspirations for himself but feel that perhaps his ability has been overlooked this year which is a source of great disappointment. We recognise, of course however, the difficulties of teaching a mixed ability group • We are concerned about the loss of some excellent teaching staff this year and will be closely monitoring any impact upon our children to determine whether SSJ school remains the right place for them to achieve their full potential • Allow children who have toileting issue to use the toilet freely instead of getting them to wait and then urinating themselves • Thank you for the opportunity to provide feedback. I hope the school continues to reflect on how it communicates with families and resolves disagreements. Every parent wants to feel that they are listened to and treated fairly, and every child benefits when schools and families can work together respectfully. • A lot of support seems to be provided by TAs covering FULL lessons very frequently. The turnover in FTE seems concerning and unsettling for parents and children. The communication around teacher movements has improved lately so all parents have the same understanding.

Comment/questions raised from questionnaire	**Response from school** to the most commonly raised points from the Questionnaire.
PE Teacher – cover of PPA time, inter school competitions	All teaching staff are entitled to PPA time (Planning, Preparation & Assessment), which equates to 10% of teaching time or 2.5 hours per week. This can be covered with specialist teachers or with suitably qualified support staff. When Mr Mooney (PE teacher) decided to stop covering PPA time, to enjoy his retirement, teachers were consulted about which lesson they would like to be covered to replace this. Most staff were keen to teach PE. However, from September, 1 of the 2 x 1 hour PE lessons that all children receive in school will be covered by a sports coach (from Sport2Day). We also will be using Karl Gernett and Miss Harwood (specialist music teachers who have a real passion and talent for this subject) to cover an hour of music in each class. The additional cover for PPA / leadership / ECT will be provided using our amazing HLTAs in school, many of whom have teaching qualifications or equivalent. When teachers are on training courses, classes are taught using our HLTA and higher-level qualified staff, who are all very competent. These members of staff are familiar with the children, routines and strategies that we have in place and hence help to maintain consistency for the children. This is common practice in schools and is often a far better option than using supply staff who the children do not know and who do not know the school – unless covering a long-term absence.
Security at Breakfast Café	From September the door into the main hall will be locked when children arrive for Breakfast Café. This means that you will have to wait at the door until one of the members of staff has opened it for your child, to let them in. Staff will keep an eye out for children arriving, but please make sure that you bring your child in and wait with them, rather than sending them in on their own.
Celebration Assembly	As you will see from the comments above, Celebration Assembles are loved by some, whilst others are not as keen. We will be introducing a Breakfast café certificate as suggested to reward good behaviour / choices at this provision. Whilst we understand that some parents may feel guilty if they are not able to attend, we will consult the children to gain their opinions, as this is who the assembly is for. This will be one of the first jobs for the new School council once they have been elected. We will let you know what their feedback is in due course.
Communication – notice regarding visits, topics, tests etc	Again, this is an area which divides parents' opinions, with some feeling that the school communicates well, whilst others would prefer more. This issue is one of balancing what parents want, against teacher workload. We endeavour to give parents as much notice as possible about visits etc, especially when these involve a financial parental contribution. Topic overviews are provided at the start of each term for parents and teachers are asked to update the class page on the website as often as possible – please keep on eye on these for more information. In terms of test weeks – All KS2 children will have NFER tests during weeks commencing 7.12.26, 15.3.27 & 21.6.27. Y4 Multiplication Tables Check week is 7.6.27, Year1 Phonics Screening Check is 14.6.27 and KS2 SATs are 10.5.27. Please make a note of these weeks on your calendar- we will also try to note these in the dates on the weekly updates. Please do not put any pressure on your children about these though, just encourage them to try their best!
Communication regarding incidents in school	Please do check your child's book bag each evening as this is where Head Bump forms and incident forms tend to be put. This is to ensure that you get them, so that you are informed about significant incidents which have taken place at school. We cannot inform parents about all incidents as this would take a long time at the end of each school day. If you receive a bump form and would like to know more, please do not hesitate to phone the school and speak to

	your child's class teacher.
Homework	Homework is always a contentious issue, with a split of parents feeling that children should / should not receive it. Unfortunately, this is an issue that we will never please everybody with. However, we completely agree that if homework is being set then it should be marked. If this is not happening, please speak to the class teacher in the first instance, and if things do not improve then speak to Miss Willows and this will be addressed.
Turning in bus stop	Parents are regularly encouraged to drive and park considerately outside of school. This will once again be included in the weekly newsletter early in the term. We would like to encourage all parents to drive and park sensibly outside of school, being considerate to our neighbours. We also encourage you not to use the bus stop as a turning point as there are often children walking across this who could be injured by reversing vehicles.
Challenge for all children and Support for SEND children	Teaching staff in all classes endeavour to ensure that all children are challenged regardless of their ability. Challenge and support can be provided in a variety of ways – sometimes this is done using additional adult support, adaptations made to work, additional challenge tasks provided, additional manipulatives / resources or scaffolds provided etc. If you are ever concerned that your child is either not being challenged sufficiently, or supported adequately, please speak to the class teacher in the first instance. This can be done at any point in the year, you do not have to wait for a parents evening appointment to do so. IF you continue to have concerns following a conversation with the class teacher, please speak to Miss Willows who will investigate and discuss her findings with you.
Staff training	All of our staff have ongoing training through school. This covers a range of areas including Safeguarding, first Aid, SEN, Quality First Teaching etc. Last year, all of our Teaching Assistants were provided with the opportunity to attend 6 full day face to face training sessions to help increase their knowledge and understanding of a range of SEND needs. This was provided by working with a cluster of local schools, who all contributed to the shared cost of this provision, as part of our commitment to support SEND pupils in the local area as well as possible. A similar agreement for CPD has been agreed with the cluster again this year, including all members of staff on 2 training days, focussing on Foundational skills, oracy, communication, and mathematical knowledge & language.
Opportunities in school for parents	Whilst we appreciate that some parents may feel guilty about not being able to attend events due to work commitments, we do know that the children love having parents in school. We would encourage you to consider asking a grandparent or another family member to attend if you are not able to, as we would love to welcome them into school too. We can assure you that several children do not have parents attend these events and they do not express any negativity towards the days because of this – they still enjoy them very much.
Staff turnover	Whilst we are sad to have lost some members of staff this year, we also see this as an exciting opportunity to embrace change and look forward to new ideas and personalities in school. Whilst we have lost some good teachers, our recruitment process is rigorous, and we readvertise when not happy with the quality of candidates to ensure that we employ excellent teachers to replace them. We are a small school and are not in a financial position to be able to offer positions of leadership such as Deputy Head etc. Therefore, when staff want to further their career, they must search further afield for these opportunities. Similarly, changes in personal circumstances are beyond our control.
Reading Reward	The reading system was changed because we wanted to move towards a system that encouraged all children to love reading and to want to read for pleasure, rather than reading to gain a reward. However, we have listened to you concerns and feel that this is another area which will be discussed with the School Council for them to get feedback from their peers. Once this has happened, and Mr Richardson, as English lead has also gained pupil voice, we will discuss the way forwards with this as a staff group and let you know the outcome and any changes that will be made.

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