

Dear Parents/Carers

Thank you so much for your thoughtful and constructive feedback. We truly value the time you've taken to share your experiences and suggestions – your voice is incredibly important to us as we continue to grow and improve as a school community. We will do our utmost to action all the requests.

Team St Stephens

	Summer Term 2022.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know.	Overall conclusion
1	My child enjoys attending this school.	80%	13%	6%	1%		Vast Majority Agree
2	My child is making good progress at school.	72%	27%	1%			Vast Majority Agree
3	Behaviour in the school is good.	61%	35%	3%	1%		Vast Majority Agree
4	My child gets the right amount of work at home to do.	62%	31%	3%	2%	2%	Vast Majority Agree
5	The teaching is good.	84%	15%			1%	Vast Majority Agree
6	I/we are comfortable about approaching the school with questions or a problem.	76%	21%	2%		1%	Vast Majority Agree
7	The school expects my child to work hard and achieve his/her best.	72%	26%	1%	1%		Vast Majority Agree
8	The school works closely with parents.	60%	36%	3%	1%		Vast Majority Agree
9	The school is well led and managed.	73%	24%	1%		2%	Vast Majority Agree
10	The school is helping my child become mature and responsible.	70%	27%	2%		1%	Vast Majority Agree
11	The school provides interesting activities outside of lessons.	51%	35%	9%	3%	2%	Vast Majority Agree
12	I/we am kept well informed about how my child is getting on						
A	Through reports	60%	33%	4%	1%	3%	Vast Majority Agree
B	Through parents' evenings	67%	27%	2%	1%	3%	Vast Majority Agree
C	Through the availability of staff after school	54%	37%	7%	1%	1%	Vast Majority Agree
13	I/we find the website helpful for finding out current information.	54%	39%	3%	3%	1%	Vast Majority Agree
14	My child is safe at school.	87%	12%	1%			Vast Majority Agree
15	There is a good range of learning trips or visits during school hours	57%	35%	5%	2%	3%	Vast Majority Agree
16	I/we are satisfied with our choice of school.	84%	15%	1%			Vast Majority Agree
17	The school governors are available and accessible for parents.	26%	47%	16%	5%	6%	Vast Majority Agree
18	The school office offers advice and support to parents.	82%	15%	1%		2%	Vast Majority Agree
19	The school office is able to help with any queries I have.	85%	11%	1%		3%	Vast Majority Agree

Comments on what the school does particularly well:

- St Stephens primary school is the most wonderful school I could have ever hoped to have found for my child to attend. My daughter is so well supported and cared for, learning in a bright, positive and engaging atmosphere, and where all staff clearly care greatly about all children.
- Encouragement for any achievements with praise
- Excellent management and a very caring school
- Friendly and dedicated staff
- Teachers are friendly and helpful. Very likeable.
- The school considers children's wider needs and not just educational ensuring children become well balanced and whole individuals.
- Great atmosphere students are calm and well behaved
- The school is just beautifully managed. The children are given so many opportunities.
- Everything, the teaching, the opportunities for the children, the morale, the enthusiasm from the teachers
- See the best in my child even when he's having a tough time
- Friendly and has a strong sense of values and ethics that the children have a strong sense of.
- Interesting activities for the children
- Supporting the parent/child with any help with their child's special needs
- Supporting the parent/child with any help with their child's development delays
- Interact and help with supporting parents as well as the children
- Supports my child
- They promote inclusion and diversity. They understand every child is unique and make sure every child is feeling valued and heard.
- Learning through music and actions the teacher has been amazing. Love the way children come into and out of school so respectful and well behaved. My child has come on so well since moving to the school.
- Communication and making each child feel seen and special
- Interacts with pupils and parents
- Very supportive and helpful to parents. Always happy to listen and answer queries
- Great teachers, great expectations, great trips!
- Focuses on all aspects of learning, nurturing both educational and emotional development
- Provides a nurturing environment that supports our children through all aspects of their learning
- Our son's teacher is amazing, he is very lucky! She supports us in communicating discretely on good and bad days
- Great time skill. Always ring straight away if accidents happen or keeping medical up to date
- After school clubs
- Explains and takes time with pupils
- My son loves his teacher and how she is with the children
- The school is very inclusive and likes to ensure all children have the same opportunities.
- Warm friendly teachers
- Supports my child, especially with her needs. I feel that my daughter has been able to thrive because of this support
- Fun and safe environment.
- Trips and clubs
- We have recently moved to St Stephen's and the change in both our children and their attitude towards school has improved hugely. We are extremely grateful for the support we received for both children transitioning to a new school and found every member of staff to be friendly, welcoming and helpful in all aspects. Our children have settled well, made friendships and seem to have learnt more in a few months than they had in years at their previous settings. We are super glad we chose St Stephen's and only wish we made the move sooner.
- Ensuring and motivating the students to achieve their best!
- Everything
- The school is great, and the teaching staff work very hard to support my child with her challenging behaviour
- The school are amazing and always strive to get the best out of my child, they support his strengths and help him work on his weaknesses, the whole team is amazing!
- Communicating
- Just a wonderful, wonderful school, always amazing moral, I feel so lucky that she gets to receive her Education through St Stephen's academy
- Embracing all skills even if not academic. X
- The receptionists are amazing, always so helpful and compassionate.
- Teaches the children about individuality and celebrates each child for their success especially
- Accidents are well reported
- Excellent leadership from the headteacher which you can tell passes on to the staff and children too.
- Friendly staff and great at teaching.

- Welcoming, inclusive and very supportive
- Teaching quality, support for parents and children.
- Progress
- Working together with parents and providing a supportive environment.
- Catering for and having a thorough professional and personal understanding of my son's special needs and abilities
- Amazing communication, clear that the children's wellbeing and safeguarding is of the utmost importance. I highly recommend the school to whoever appropriate. I am eternally grateful the children are so happy and in such a fantastic school
- My child is flourishing at school which is a direct result of the fantastic teaching from her teachers
- A happy safe environment with excellent teachers
- Teaching is excellent and all staff are friendly, helpful and approachable
- My son has come on leaps and bounds since attending St Stephens and has come out his shell a lot. He loves this school
- They are inclusive, compassionate to all. Whilst being a safe, happy and diverse place for the children to be.
- The preschool is amazing. My daughter asks to go every single day and is always so excited to go.
- Communication with parents and realising individual child needs
- Keeping us up to date with how my son is getting on and how progress is going with the extra things he needs.
- Communication and education materials is wonderful
- The teachers are amazing
- Creates a learning culture
- Communication, reception is brilliant and always so helpful
- All round inclusive and great teachers

St Stephens Reply:

An ENORMOUS thank you for all your positive, constructive and kind comments. At St Stephens Community Academy we strive to deliver a high quality, engaging and inclusive education- a safe environment where all pupils can flourish and reach new goals. We believe that all our pupils can and will achieve in all aspects of the curriculum. We recognise and encourage different talents; social development and life skills are clear and ever-present priorities to support our pupils through their future adventures with us and beyond. Our partnership with you is key to ensure this happens –we all want the very best for your child/ren.

Comments on how the school could be improved:

I.

- I think this school is great, maybe needs a little improvement with communication
- Informing parents of PE days.
- The use of dojo as a better form of communication
- Communication can be last minute e.g. about events in school/children needing something. There is no communication when there is staff change making it difficult to support or prepare your child as you're not aware. Limited use of photos/blog for KS1 compared to others.
- Communication is hard to keep up with and follow-last school used Dojo, and it was amazing to chat with teachers keep up to date with the latest information. I find the emails on the other app hard to follow.
- Classroom Wishlists' - for every class to post a termly Wishlists for donation of books/items/magazines/art materials needed to support teachers and reduce school plus personal expenditure for topics/projects that term and helps families to stay involved with what the children are doing at school.
- Someone answering the phone more on reception, always seems to go to answerphone sadly
- Teachers supporting all children & addressing any concerns before a parents evening as it makes the parent feel awful when the parent evening is all negative even though the child is succeeding.
- More staff presence during drop-offs and pick up
- Communication is sometimes last minute.
- Better communication, or on the App have a messaging service that parents can respond or query.
- Could listen more to parents.
- When something like trips or things that are needed to be brought in. It would be great if we had more reminders leading up to it so they can't be forgotten about

St Stephens Reply:

Thank you for your valuable feedback — we truly appreciate your honesty and suggestions. We're excited to share that we've been accepted by County to be a pilot school for a Parental Engagement Project aimed at strengthening communication and collaboration with families. You've highlighted some important areas for improvement, and we're committed to acting on this feedback and will be in touch soon with updates and opportunities to get involved.

II.

- Better neurodivergent awareness
- Having the children in the right age group classes as it seems the children put with the younger year group are suffering in, they're learning development.
- I personally don't feel supported by the SEND provision which I think could be greatly improved.

- More teaching assistants to help support in class.
- Staff ratio
- Peer relationships
- A classroom dedicated to disruptive students with a staff member monitoring could improve learning. In said classroom, the students should be made to sit through lessons on behaviour before returning to their classrooms. Hopefully this would discourage future disruption if made to sit through the same monotonous lesson on behaviour. My child feels their learning is being disturbed constantly by noise levels in their classroom.

St Stephens Reply:

A few comments have raised important points around support and provision, which we appreciate. We are very proud of our inclusivity and strive to support a wide range of SEND needs within our school with adapted teaching. Our SENDCo works tirelessly across three days each week to ensure the best possible support for pupils with additional needs, while also guiding staff and shaping classroom practice. We recognise there is always room to strengthen communication with families and are reviewing how we can improve this further. We regularly reflect on class groupings to ensure children are in the best environment for their stage of learning. While national declines in pupil numbers are impacting school budgets and staffing ratios, we remain committed to clear communication, strong relationships, and high expectations for all pupils, irrespective of the class structure.

Staffing challenges do exist, but we continue to explore ways to maximise in-class support and deliver targeted interventions where they're most needed. We are also committed to maintaining calm, respectful classrooms where consistent behaviour expectations help all children to focus and succeed. As a Gold Rights Respecting School, we place great value on peer relationships and wellbeing. These are woven into our curriculum and pastoral care, ensuring every child feels safe, valued, and included.

III.

- Perhaps extra after school activities like Basketball/Dance groups
- Increased activities during school hours e.g. more trips
- Increased range of after school clubs. Breakfast club to start earlier.
- After school clubs within each term that include all year groups.
- After-school clubs are now sparse and do not always cover all year groups.
- Sometimes the information regarding activities after school do not include enough information in order to make an informed decision on whether to give permission.
- Few more after schools accessible for more year groups.
- Slightly earlier breakfast club for parents who start work earlier or work further afield. 0730 or even 0745 would help massively to myself who has to attend 0900 lectures in Plymouth.
- Amount of after school clubs has dwindled a little.
- Possibly more clubs for younger children.
- More accessible after school activities for those a bit further away.
- More sporting activities with other schools

St Stephens Reply:

We're very proud of the wide range of opportunities we've been able to offer this year, with over 30 after-school clubs running since September to date—far more than most other schools in our local community. These clubs have given children the chance to explore new interests, build confidence, and enjoy school life beyond the classroom. We recognise that this half term has seen fewer clubs available. This is largely due to the shorter half term, several staff members being unable to commit to after-school activities for personal reasons, and limited budget available to support this provision. We're currently reviewing what we can offer after the break, and hope to provide a varied programme that includes as many year groups as possible. We are constantly applying for grants and requesting funding to enable enrichment opportunities via clubs and for classes.

We've also heard your suggestions for more variety, improved communication about club details, and earlier start times for breakfast club to support working families. These are all being considered as we plan ahead. We do try and attend a wide range of sporting activities with other schools however the cost of transport does impact on some events. We are always very happy to host inter school events. Transport costs do also make an impact on school trips however we must thank our wonderful PTFA for their support helping to make residential and class trips possible. If you have any ideas or would like to offer your time to help run a club, we'd be delighted to hear from you. Your support can make a real difference.

IV.

- Poor choice of school dinners needs more normal food sausage rolls, pasties, sandwiches burgers etc It's hard enough to get kids to eat new things at home school dinners have definitely made this harder. We are a Cornish school; pasty should be served or at least sandwiches as an everyday option.
- Maybe make the school dinner menu a bit simpler, sometimes they get a bit too creative and picky children don't like it
- Make Room for packed lunch eaters to eat indoors in winter

St Stephens Reply:

We understand how important it is for children to enjoy their food and feel comfortable during lunch. Our school follows a nutritionally balanced, planned menu to support children's health and wellbeing. We know some children find certain options unfamiliar, and we're mindful of the need for simpler, more familiar choices. Our UNICEF Steering Group is currently reviewing food provision, and we're in regular discussions with our catering provider to ensure meals remain appealing and accessible, while

still meeting nutritional standards. Suggestions such as including more traditional favourites and regional items like Cornish pasties are appreciated and will be shared as part of this ongoing work.

We'd also like to clarify that we always provide indoor space for packed lunch eaters during the colder months to ensure all children are comfortable at lunchtime.

V.

- I've seen nothing to be improved
- Keep going.
- I honestly can't think of anything that needs improving. Fantastic school!
- I can't think of anything. Hats off for the amazing job you all do!
- N/A
- It's perfect as it is for my daughter.
- No way it's perfect
- Nothing
- We are currently happy
- No improvement needed
- We're very happy all round
- Not sure that it can be improved.

St Stephens Reply:

Thank you to everyone for your thoughtful and constructive feedback. We truly value the time you've taken to share your experiences and suggestions – your voice is incredibly important to us as we continue to grow and improve as a school community. We will do our utmost to action all the requests. Thank you again for your continued support. We're looking forward to building even stronger connections with you as we move forward together.