

CUTENHOE HILL PRIMARY SCHOOL AND NURSERY

April / May 2026



PARENT FEEDBACK RESPONSE:

Dear parents and carers,

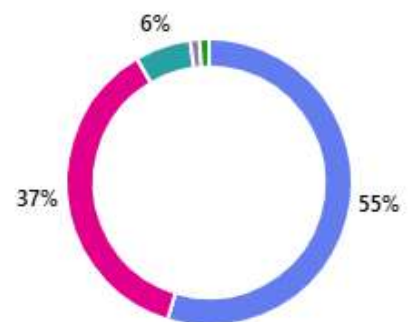
Thank you to all of you who took the time to respond to our annual parent questionnaire this year. The questionnaire is an invaluable way for the school to understand what is important to you and how we can continue to develop and improve for the benefit of your children.

We received 95 responses in total, which is a fantastic return.

Please see below the results of the questionnaire and the school's response:

1. My child is happy and feels safe at school.

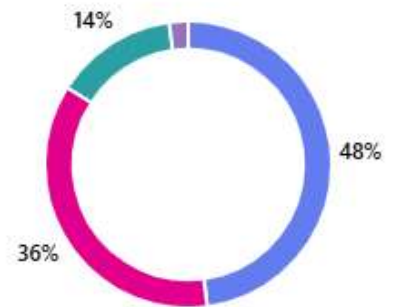
● Strongly agree	52
● Agree	35
● Neutral	6
● Disagree	1
● Strongly disagree	1



We are really pleased to hear that overwhelmingly, **92%**, of parents feel that their child/ren are happy at Cutenhoe Hill Primary School. 2 respondents have said that their child is unhappy at school. I would strongly urge those parents to speak to either the class teacher or a member of the senior leadership team so that we can find out more about what the issues are. Every child should feel safe and happy in school so therefore it is imperative that we find out what is happening for these pupils.

2. Cutenhoe Hill Primary School has high expectations for my child.

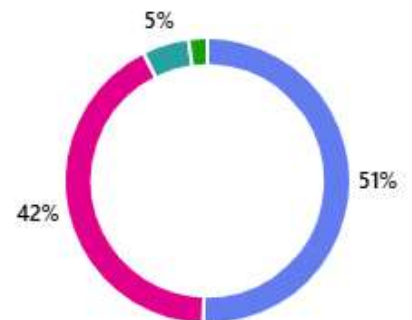
● Strongly agree	45
● Agree	34
● Neutral	13
● Disagree	2
● Strongly disagree	0



We believe very strongly at Cutenhoe Hill that having high expectations for all children ensures the best progress. It is great to see that many parents recognise this too (**83%**). I would be keen to hear from those parents who do not feel this is the case. A member of SLT is always available at the start and end of each day so please do approach us so that we can understand your views further.

3. My child is making good progress.

● Strongly agree	48
● Agree	40
● Disagree	5
● Strongly disagree	0
● Neutral	2

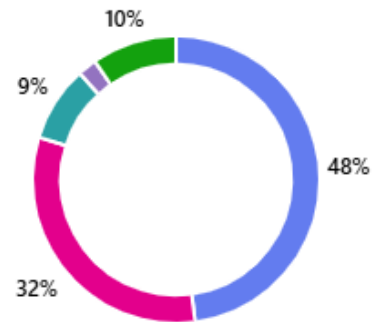


Pleasingly, **93% of parents** feel that their child is making good progress. If you have any concerns about your child's progress, please speak directly to the class teacher who will be able to provide further information about your child's learning and progress.

Other opportunities to discuss progress are in the parent consultation sessions in October and February.

4. My child receives appropriate homework for their age (reading, TTRs / Numbots, spellings, other targeted activities).

● Strongly agree	45
● Agree	30
● Disagree	8
● Strongly disagree	2
● Neutral	9



79% of parents agree their child receives appropriate homework for their age.

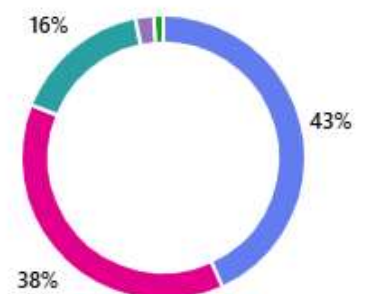
Here at Cutenhoe Hill, we use evidence and research as the basis for our decisions. There is little evidence to suggest that lengthy and frequent homework during the primary years has a positive impact on children's outcomes.

We focus on the development of children's fluency skills for reading, writing and maths; evidence and research suggests that not only does this boost children's self confidence in essential skills which are transferable but also means that they become more efficient in these strategies, thus freeing up essential space in their minds to think about new and different learning. We hold assemblies for parents regarding home learning as well as sending reminders on ClassDojo.

As with all parental issues, in the first instance, please do speak with your child's class teacher if you have any concerns regarding the home learning activities your child is provided with.

5. The school deals effectively with behaviour.

● Strongly agree	41
● Agree	36
● Neutral	15
● Disagree	2
● Strongly disagree	1



Generally, the behaviour is excellent in school. We review our behaviour policy annually to look for further improvements. This year, because Therapeutic Thinking is fully embedded within the behaviour policy, we have seen a significant improvement in the attitudes and behaviour of children with incidents of difficult behaviour reducing over time. Visitors to the school frequently comment on the children's behaviours to learning and to one another. **81%** of parents also agree that behaviour is dealt with effectively.

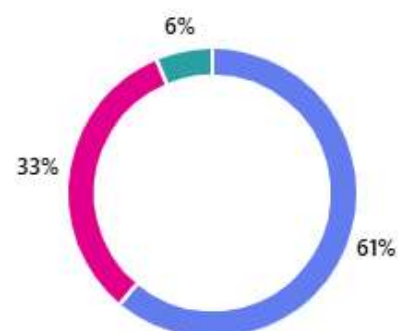
When a behaviour incident occurs in school, staff ensure that the guidance within the behaviour policy is followed, and children involved are given an opportunity to reflect on

their behaviour and given time to consider the best way forward to repair the situation; this always includes opportunities for further learning. Other children may not be fully aware of the subsequent consequences for those involved.

For the small minority of parents who do not believe that behaviour incidents have been dealt with effectively, please do speak to either your child's class teacher or a member of SLT so that we can respond to any individual concerns. As with all sensitive issues, we can only discuss issues relating to your child and we are not at liberty to disclose the outcomes of behaviour incidents other than informing you that school policy and guidance has been followed.

6. The school is well led and managed.

● Strongly agree	58
● Agree	31
● Neutral	6
● Disagree	0
● Strongly disagree	0

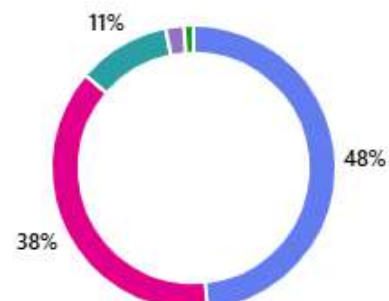


94% of parents feel that the school is well led.

We take great pride, as a senior leadership team, in the relentless drive for school improvement whilst maintaining a child centered approach. As with any issues that arise in school, we would encourage parents to raise these directly with the Senior Leadership Team who are available at the start and finish of every school day.

7. The school responds well to any concerns I raise.

● Strongly agree	46
● Agree	36
● Neutral	10
● Disagree	2
● Strongly disagree	1



87% of parents feel that the school responds in a timely and appropriate way to concerns raised. For those parents who do not feel that this is the case, in the first instance, please raise concerns with your child's class teacher. They are often best placed to deal with concerns.

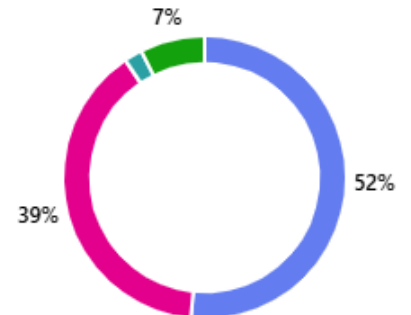
If you are not satisfied by the outcome, this can be escalated to the year leader who can look further into the issue.

A copy of the school's complaint procedure is held on the school website and is there for you to refer to if necessary.

<https://www.surreystreetprimary.com/attachments/download.asp?file=153&type=pdf>

8. The school communicates with me effectively about how to support my child's learning.

● Strongly agree	49
● Agree	37
● Disagree	2
● Strongly disagree	0
● Neutral	7

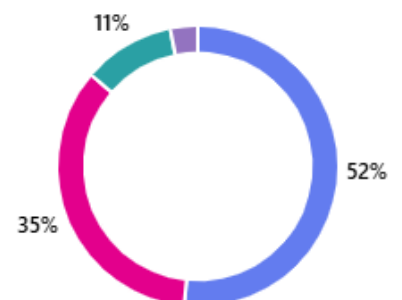


91% of parents feel well informed about how best to support their child's learning, which is great to hear. We would however like 100% of parents to share this view. Again, if ever you need further information, then please do speak with your child's class teacher. This can be done either face to face or via ClassDojo. We know that your child's class page has a host of important information regarding your child's learning so we would encourage you to check the class page frequently to ensure you are up to date.

We will be aiming to provide a half term's notice as a minimum for all trips and key events as a result of previous parental feedback. In addition, we will be increasing the number of opportunities for parents to engage with school through coffee mornings, assemblies and the school PTA.

9. The school endeavours to meet the needs of all pupils including those with special educational needs?

● Strongly Agree	49
● Agree	33
● Neutral	10
● Disagree	3
● Strongly disagree	0

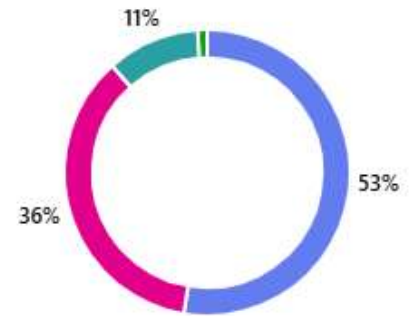


87% of parents agree with this statement.

At Cutenhoe Hill we value every child and work closely with parents to ensure that we have all the relevant information we need to best support your child. If you have concerns relating to your child's learning and believe that your child may have additional learning needs then please do raise this with your child's class teacher or alternatively contact Ms Royle, our school SEND administrator via email SENDteam@chps.uk who will be able to speak to you about your concerns. A member of the SEND team is always available at the start and finish of every day if you have any concerns. The school website also has a host of resources and links which may be of use: <https://www.surreystreetprimary.com/send>

10. Cutenhoe Hill Primary School values child mental health and wellbeing

● Strongly agree	50
● Agree	34
● Neutral	10
● Disagree	0
● Strongly disagree	1



89% of parents agree with this statement.

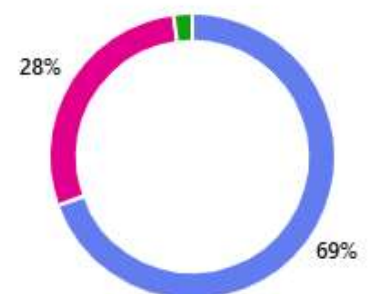
We host a whole range of interventions for those children most in need, but we also work with a number of outside agencies too: CAMHs (children, adolescent mental health clinical team), CHUMs, Art therapy, Sand therapy, drawing and talking to name but a few.

We provide free before-school clubs every day of the week as we know that opportunities to be physically active promote good mental health. We have a programme of free after school clubs, including choir, drama club, homework club, rugby and netball and hope to have a full programme of clubs available for the new academic year.

If you have concerns about your child's well-being, then, in the first instance, speak with your child's class teacher or contact the school office and Mr Geer will contact you to discuss your concerns.

11. The school is welcoming.

● Strongly agree	66
● Agree	27
● Disagree	0
● Strongly disagree	0
● Neutral	2

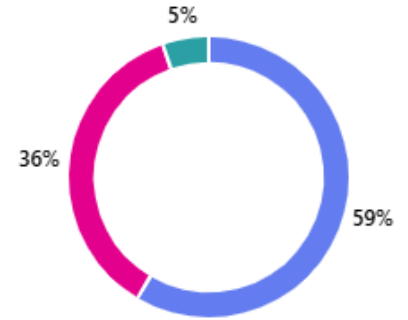


98% of parents agree with this statement.

We know that starting the day off right is essential to the school day and creates a positive atmosphere for learning. Members of the Senior Leadership Team, SEND Team and Family Worker Team are available each day, before and after school, for both the parents and the children.

12. There are opportunities for parents to get involved e.g. assemblies, events and workshops.

● Strongly agree	55
● Agree	34
● Neutral	5
● Disagree	0
● Strongly disagree	0

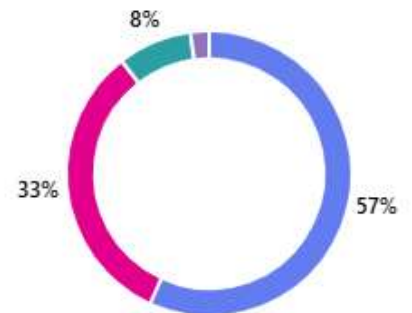


94% of parents agree. We hold regular celebration assemblies so that parents can share their child's achievements. At the end of each term, we host a singing spectacular where parents get to see the children perform. We hold annual performances for the EYFS nativity and the year 6 performance in the summer term. In addition to this, there will be further opportunities for families to get involved:

- Celebration assemblies
- PTA - Parent Teacher Association
- Share a book
- Reading and Maths workshops (from September)- understand how your child learns to read using phonics and deepen your understanding of strategies to support mathematical understanding, for EYFs parents.

13. I would recommend this school to other parents.

● Strongly agree	54
● Agree	31
● Neutral	8
● Disagree	2
● Strongly disagree	0



90% of parents would recommend this school to other families.

We would like this to be 100% of families so I would urge the parents who disagree to speak to a member of SLT so that we can gain greater insight into your views.

Parents were invited to leave additional comments regarding the school if they wished. Please see below:

Do you have any other comments about the school?

I'm impressed with my children's progress so far, Cutenhoe Hill Primary School is the best 🍪

School is amazing

Quick response to children concern

The school is wonderful I'm always impressed by the leadership. It's remarkable the Mrs Jackson knows the students by name. The teachers welcoming pupils in the morning and greeting parents is wonderful and makes everyone feel welcome even when you're not having a good day. The no phones allowed policy is brilliant. Frustrating when you have an urgent call but it allows parents to focus and put their kids first. That drop and pick up time is dedicated to the kids and not phones. Brilliant initiative, keep up the fantastic work. I do think the kids should get more homework though.

School has family friendly environment. Teachers and staffs are very helpful and welcoming.

Cutenhoe hill primary encompasses all the usual things you'd expect from a school, nurturing, aspirational, great teachers, academic progress, inclusive, etc. What sets it apart though is something that words cannot adequately describe. It's a safe space for children and families, where support is given, fears allayed, a friendly face on a dark day and a fierce determination to do what is right by all. Our school may not be huge but it is definitely mighty!

Absolutely FANTASTIC school. Mrs Jackson, Ms Morrell and Mr Geer are fantastic leaders and teachers. All staff are amazing but have to call them out specifically. Will be such a shame to see Mrs Jackson leave. XXXX has thrived in every way since attending, parents evenings are thorough and you can see teachers care. I love this school and would definitely recommend. Nothing bad at all to say.

We are happy to the school management and progress. Teachers are very friendly and support each and everything.

No thank you. Is very good school

Teachers here are more than instructors, they are mentors who support and motivate every child and parents.

Overall the school is amazing and supports my sons needed and wellbeing as needed and when needed they act promptly

Excellent performance

Good environment

Fantastic staff and very well organised

Very positive atmosphere in the school. Children are always welcome to explore and express themselves freely. Love it

Best decision was moving my children over here - thank you for all the great work you do. Sports club in the morning is an absolute blessing!

The school has a fantastic and brilliant head teacher and team. They also have teachers who are great, approachable, helpful, supportive and easy to communicate with if we have any questions or queries. I would definitely recommend this school to other parents as it is one of the best schools in Luton.

They are all good, I am satisfied.

My children have been well supported and are thriving there.

Excellent school and staff

Very good school and builds children confidence

Thank you for the care, support and dedication to educate our children every day.

No, I am very satisfied with everything the school offers for my child

What we say!

Thank you for your comments.

It is part of our school ethos to be a truly family oriented school. We recognise the value in being available to our families so that they can share concerns and worries that they may have; we find that this approach typically allows for any issues to be easily resolved. Staff at the school share the ethos and values and as such, the staff team frequently go above and beyond to ensure that the children have the best experiences during their time in school.

Other comments

Our response

More afterschool activities and clubs. I know teachers have to go home but there must be ways to engage children after school to form new friendships and skills, other than sports, choir and afterschool club. Lego club was an awesome idea and I wish it was still available. Also school plays and other little workshops and groups visiting the school would be amazing.

We run a full programme of before and after school clubs. We will send this information out again to parents as a response to this comment. We have worked hard to ensure that there are no additional costs for before and after school clubs to ensure they are accessible to all our pupils. We welcome feedback about the types of club on offer and will look to have a range of clubs available throughout the school year. We have had a term of Lego Club in the Autumn term and have also had a Drama club running from the spring term. We endeavour to enrich children's experience at school through a wide range of trips, workshops in school as well as theatre trips.

1. While the school celebrates children to be children without putting huge emphasis on academic achievement, the celebration assemblies (at least up to y1 level) only reward parental input into apps (Dojo, Numbots, Boomreader) and not necessarily how the children are doing in class. Achievements should be based on

Thank you for your feedback. In all celebration assemblies we celebrate children receiving merit certificates, alongside home learning certificates and Learner of the Month certificates. Learner of the Month certificates celebrate what the children have done in school and do not relate to home learning as these are a separate award. Learner of the Month certificates can reflect any aspect of the child's achievements, from being helpful, showing kindness,

<p>what the teachers observe the children doing at school, and home reports should support it but not be the entire basis of it. I'd also welcome recognition for children who show empathy, creativity, kindness, effort, persistence etc.</p> <p>2. Head teacher's departure is a big shock. Parents (and presumably staff?) need reassurance of the school's resilience to deal with it effectively while a replacement is found and transitioned in.</p>	<p>showing positivity when challenged and so on, reflecting the school rules and the school ethos. We will be sure to emphasis this in assemblies moving forward to avoid any confusion. Parents should receive notification from the chair of governors before half term about the changes to leadership and maintaining the stability of the school.</p>
<p>More professional input for children with sen. More training for staff regarding sen needs. Makaton for TA's</p>	<p>Here at Cutenhoe Hill, meeting the needs of pupils with SEND is at the heart of all we do. We have Makaton trained staff in school and use Makaton sign for many pupils in school already. We work closely with our Speech and Language Therapist who provides support and training to staff for pupils with communication difficulties, including the use of communication boards which are available in all classes. If this parent could raise their concerns directly with a member of the SEND team, we can gain further insight into the issues raised.</p>
<p>The high turnover of children is disruptive to existing children who experience loss of friends and then expected to adjust to new students is unsettling. Consideration around how to retain children or receive more children who are in stable accomodation, publicise the school further, utilising the school hall to draw parents to the school initially as it seems this school isn't generally 1st choice for parents. - Having children undress down to their underwear infront of other children and adults for P.E seems very outdated- I know my children feel.uncomfortable undressing infront of others. I am surprised this practice still exists considering the awareness we now have and legislation to protect children- the message we are sending them is not aligned with this practice. Changing into P.E kits at home and remaining in it for the day makes far more sense, many other Luton schools adopt this approach. - The parking permits outside the school is not conducive to parents safely dropping</p>	<p>Thank you for your feedback. Historically, the school has had a very mobile pupil population (this is reflective of Luton as it is a highly transient town) however, mobility has significantly reduced over the last 18 months meaning that we have fewer children leaving and joining at non-standard times. Unfortunately, Luton is currently facing a fall in birth rates meaning that many schools, especially in the south area of the town, are not full. We have had an increase in the school being requested as a first-place preference for children starting school in Reception, which again is a positive shift. The school has just launched a new facebook page to further promote the school- please do share this if you can: https://www.facebook.com/cutenhoehillprimaryschool</p> <p>In relation to the comments around PE, schools are expected to promote independence, in EYFS teachers have to assess the children against self-care strands such as dressing and undressing independently and changing for PE allows for children to develop this skill. Children in KS2 change separately. By keeping a PE kit in school, we can ensure that all pupils will have the correct equipment to participate in PE lessons. However, we are keen to trial children wearing their PE kit on their PE days in the Autumn term to see how this impacts on pupil well-being and pupil engagement in PE lessons. Further information will be sent out next half term regarding this.</p>

<p>and collecting their children. - There could be more celebrations of wider faiths in the school. For instance, in year 2 it Ramadhan wasn't even mentioned (and there was a whole month to do so)! - More options for after school activities. E.G Drama classes</p>	<p>We hold a weekly Monday assembly for the whole school and ensure that we embrace key events and celebrate a range of religious festivals for example this year we have celebrated EID (we even held our very first Iftar event), Easter, Diwali and Christmas to name a few. As part of our ongoing collective worship pupils also participate in class assemblies on a range of key themes. It appears that parents are not always aware of these so we will make sure that there is a calendar of all events celebrated in school so that parents can talk to their children about these.</p> <p>Please see the previous comments around after school clubs.</p>
<p>Children in lower years are having far to much home work. Not every child learns at the same pace as others and needs the extra support which isn't given due to lack of staff. Children with medical needs are not always looked after and raising the same concerns also gets the parent into trouble. Children with medical needs should have more time in doing things and stop being treated like a child with no medical needs. More staff is needed to help support the children who are struggling rather than teachers complaining they can't do something. When children ask for help they should also get the help regardless to how many times its been said before. Some children take longer to grasp things.</p>	<p>Homework addresses fluency in line with our school policy. If you feel that homework is not appropriate for your child then please speak to your child's class teacher. Please also speak with them regarding how best to support your child at home.</p> <p>To ensure that parents understand the rationale for the school's homework policy we will resend this out to parents via email over the next few weeks.</p> <p>I would also like to reassure you that we encourage parents to raise concerns if they believe an issue has not been dealt with effectively. All adults in class understand that pupils learn in different ways and at different rates and our curriculum is designed and developed to ensure that all pupils can access with the use of adapted resources and/or support. Pupils are not limited in how many times they can request help. I would urge this parent to speak with a member of the senior leadership team so that we can gain a better insight into your concerns.</p>
<p>I'm not happy with this school sorry they solve any problems my child goes through</p>	<p>Could this parent please speak with a member of staff if there has been an issue that has not been resolved.</p>

Thank you again for completing the questionnaire. If you have any further questions, please do not hesitate to get in touch.

Thank you for your continued support,



Mrs. S Jackson
Headteacher