

18 July 2025

Dear Parents and Carers

### **Your Voice Matters! Updates from Our Recent Parent Survey at Carisbrooke College**

At Carisbrooke College, our emerging vision of "Education is Our Castle" – reflects our commitment to providing a strong, safe, and supportive environment where every member of our school community can thrive. Your feedback is vital in helping us build and strengthen our castle, and we are incredibly grateful to everyone who took the time to complete our recent parent survey.

Your insights are invaluable, and we have carefully reviewed all the responses. We are pleased to see many positives about Carisbrooke College, and we also recognise where we need to focus our efforts for improvement.

Here is a summary of what you told us, and how we are responding to ensure Carisbrooke College continues to be an outstanding place for your children:

#### **1. Communication and Academic Feedback:**

- Some parents/carers expressed concern about a lack of communication regarding their child's academic progress, particularly for Year 8. One parent/carer mentioned only having one parents' evening in nearly two years or receiving no feedback at all.
- Some parents/carers highlighted instances where promised feedback did not arrive.
- We also received feedback that communication about trips was unclear or late, leading to missed opportunities.

#### Our Response:

We have revised our parent communication strategy for the upcoming academic year. Parents' evenings/consultations for the new academic year are:

Year 7	Meet your Tutor 16/10/25 and Parents' Evening 23/04/26
Year 8	Parents' Evening 07/5/26
Year 9	Parents' Evening 15/01/26 and KS4 Options Evening 05/03/26
Year 10	Parents' Evening 05/02/26
Year 11	Parents' Evening 04/12/26 and 26/03/26

- You will receive two monitoring reports a year to keep you better informed about your child's academic development.

- We are improving the consistency of communication regarding school events, trips, and homework. We are reviewing the use of Arbor App/ParentMail to ensure all relevant information, including trip details and payment instructions, is easily accessible and reaches all parents in a timely manner.
- We are implementing a new system to ensure all enquiries, including follow-up from missed Parents' Evenings, are actioned promptly and consistently.

## **2. SEND Provision and Student Wellbeing:**

We received some feedback expressing disappointment with SEND provision, particularly for students without EHCPs. Parents/carers highlighted concerns about staff understanding of neurodivergent children, a lack of mental health support, and a feeling that children with similar conditions were treated the same despite differing needs. Some felt the school was too quick to send children home rather than managing behaviour in-house.

### Our Response:

- We recruited a full-time SEND specialist to strengthen our provision and ensure consistent support for all students, including those without EHCPs. Zoe Divers started on 1st May, 2025.
- Comprehensive training for all staff on neurodiversity, individualised support strategies, and positive behaviour management is being rolled out to enhance our ability to support every child's unique needs.
- We are reviewing our mental health support pathways and exploring partnerships to ensure accessible and effective provision for student wellbeing.

## **3. Behaviour and Fairness:**

Concerns were raised about inconsistent behaviour management, with some students feeling dragged down by disruptive classmates. There were specific instances of students being given detentions without being informed directly by the teacher.

### Our Response:

We have redrafted our behaviour policy with all staff, emphasising consistency, clarity in communicating consequences, and opportunities for students to reset their behaviour. There will be information on this at the start of the academic year which will include a new strategy for managing disruptive behaviour in classrooms to protect the learning environment for all students.

## **4. Extra-Curricular Activities & Rewards:**

There was a desire for more extra-curricular activities, particularly non-sports options like chess club. Some parents noted that existing clubs were not suitable for all interests or for the lunch break length. Some disappointment was expressed regarding changes to reward trips, particularly the move from Thorpe Park to Robin Hill, and the feeling that good behaviour is no longer uniquely rewarded if all students are invited.

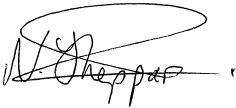
### Our Response:

- The clubs and extra curricular timetable is shared in the weekly Headteacher Blog and is on the website. This link will be updated with the new timetable in September [School Clubs and Revision](#)
- Staff have been offered the opportunity to run a club instead of doing lunchtime duty and this will broaden the offer in the new academic year.
- We are reviewing our rewards system to ensure consistent recognition for well-behaved and hardworking students, and exploring new incentive trips that truly reward excellence and effort.

We understand that the recent transition to an academy has brought significant changes, and we appreciate your patience and ongoing partnership during this period.

Thank you once again for your invaluable feedback and continued partnership. We are confident that by working together, we can ensure Carisbrooke College remains an exceptional place for your child to learn and grow.

Yours sincerely

A handwritten signature in black ink, appearing to read 'N. Sheppard', with a large, loopy flourish above the name.

Natalie Sheppard  
Headteacher