

Thursday 5 February 2026

Dear Parents and Carers

Headteacher - Ms N Sheppard

Parent Voice Surveys - Outcomes

We would like to thank you for continuing to share your views through our parent surveys. Your feedback plays an important role in helping us reflect on our safeguarding practice and ensuring we continue to develop and strengthen support for our students.

Over the past two years, the school has carefully reviewed feedback from families and students and has continued to build on existing safeguarding systems, pastoral support structures, and staff training. We are pleased that recent survey responses show increasingly positive feedback from parents about how safe and supported young people feel at school.

Recent survey comparisons indicate:

- An increase in the number of parents who report that their child feels safe and secure at school
- Greater confidence from families that concerns raised with the school are responded to appropriately
- Stronger recognition of pastoral staff and trusted adults supporting student wellbeing
- Increased confidence in online safety and digital safeguarding support
- More parents saying they would recommend the school based on safeguarding provision

These improvements reflect the continued development of safeguarding systems and practices over time. We recognise that this work builds on the foundations established by previous staff and leaders, alongside the commitment and professionalism of our current team. Safeguarding is always an evolving area, and we remain focused on continuous improvement.

We also recognise that surveys highlighted some areas where parents would welcome further clarity or reassurance. As part of our ongoing development, we are continuing to:

- Strengthen communication around SEND pathways and support processes
- Increase visibility and reassurance around supervision in social areas of the school
- Improve clarity about how concerns are followed up and communicated with families
- Continue staff training to support inclusive practice and student wellbeing

SEND Development and Local & National Reform

Families will be aware that Special Educational Needs and Disabilities provision is currently an area of national focus. The government has indicated that further SEND reform is expected through a forthcoming national white paper, which aims to strengthen consistency, clarity, and statutory processes across education, health, and care services.

Locally, the Isle of Wight Council has also published its SEND strategy and improvement priorities, which focus on strengthening early identification, improving communication with families, and improving Education, Health and Care Plan (EHCP) statutory processes.

The school is working closely with the Local Authority as part of this improvement work. I am a member of the Isle of Wight SEND Strategic Improvement Board and can reassure families that significant collaborative work is taking place across education, health, and social care partners to improve systems and outcomes for children and young people with SEND. This includes work specifically focused on improving EHCP timeliness, clarity, and multi-agency collaboration.

While some of this work sits beyond individual schools, we remain fully committed to working with families and external partners to ensure students receive the support they need and deserve.

[Parent/Carer Code of Conduct](#)

The Academy Committee has recently reviewed and approved the school's Parent/Carer Code of Conduct - linked above. This policy is designed to support positive, respectful partnership working between home and school, which is essential for maintaining a safe and supportive environment for all students.

We would like to draw parents' attention to a few key principles within the policy:

- Parents and carers are expected to work in partnership with the school in the best interests of their child
- All members of the school community should be treated with dignity and respect
- Concerns should be raised through appropriate school channels, normally beginning with Tutors or Heads of Year, or the Designated Safeguarding Lead for safeguarding matters
- Communication, including online and social media communication, should remain respectful and constructive
- Parents and carers should not approach other children, families, or staff outside of appropriate school processes to resolve concerns

The policy also explains how the school will support parents in resolving concerns appropriately and outlines the steps that may be taken where behaviour does not meet these expectations. The aim of the policy is to ensure safe, calm, and respectful communication that supports the wellbeing of students, families, and staff.

A copy of the Parent/Carer Code of Conduct is available on the school website and linked above. We encourage all families to familiarise themselves with it.

Thank you again for your ongoing support and engagement. If you would like to discuss safeguarding or wellbeing support for your child at any time, please do not hesitate to contact the school.

Yours faithfully



Natalie Sheppard
Headteacher