

Parent and carer feedback 2015

**Whole school community**

The school cares about my child's happiness and wellbeing and keeps him safe				My child is learning and developing as a person				The school responds quickly and helpfully when I need their support			
agree strongly	agree	disagree	disagree strongly	agree strongly	agree	disagree	disagree strongly	agree strongly	agree	disagree	disagree strongly
85%	100%	0%	0%	70%	100%	0%	0%	75%	95%	5%	0%

20 parents and carers responded.

**School leavers 2015**

The school cares about my child's happiness and wellbeing and keeps him safe				My child is learning and developing as a person				The school responds quickly and helpfully when I need their support			
agree strongly	agree	disagree	disagree strongly	agree strongly	agree	disagree	disagree strongly	agree strongly	agree	disagree	disagree strongly
100%	100%	0%	0%	100%	100%	0%	0%	100%	100%	0%	0%

4/7 parents and carers responded

**Those recently admitted to the school**

You were well treated and supported during the admissions process				Questions and queries were well handled				Once inducted into school your ongoing questions and concerns were well handled?			
agree strongly	agree	disagree	disagree strongly	agree strongly	agree	disagree	disagree strongly	agree strongly	agree	disagree	disagree strongly
100%	100%	0%	0%	100%	100%	0%	0%	83%	83%	17%	17%

6 families were approached

## **Additional comments from parents and carers**

### **Whole school community**

- “Doing really well”
- “Great head-teacher-why my child doing so well...he’s brilliant”
- “Doing a wonderful –noticed a difference since being at BLS”
- “Such a turnaround – nice he wants to come to school...hasn’t said that for a very long time...very happy when he arrives home from school”

### **School leavers 2015**

- “Without the hard work of the school he wouldn’t have got through”
- “Grateful for all the support given to him with both his behaviour and his learning”

### **Those recently admitted to the school**

- “School number goes to answerphone when you call reception – however all contact with teacher is well responded to and is very valued”
- “Nan concerned about not getting through and any emergency queries”
- “I am really pleased with school”
- “Glad with quick responses...really pleased...anxiety has decreased”
- “Things are really good and amazing wants to put some really good feedback on the website...feel really supported...teacher very good...good communication from teacher.”
- “His teacher is amazing, fantastic...communication from her really good and valued...I feel connected”
- “Has improved really well but his behaviour is up and down...in one year he has learned so much...teacher brilliantly consistent...”

### **Feedback on the admissions process**

Six parents’ were spoken with and their feedback sought comments are set below.

1. “It went very well and he has settled...treated us with genuine respect...other schools have been a bit funny with us and not welcomed us as they should...didn’t pressure us let him go at his own pace”

2. "Very nice, Katrina was very nice, I was looked after properly...quite well (induction), a lot of feedback I spoke to Mr Bushin quite a lot...would like that feedback to continue...text Mr Bushin and I feel I can contact the school whenever I want...very professional"
3. "Bit sticky at first...we were made to feel welcome...we got the help and he got the help needed...Katrina looked after us"
4. "First meeting with Mr MacCourt and Kat really, really good, excellent and also the way T was inducted was excellent"
5. "Really nice, Katrina was really helpful, helped me a lot when I hit brick wall..."tried really hard and he is very challenging and is much improved"
6. "Really apprehensive at first...mixed feelings...Ofsted report helped a lot...

We weren't rushed out the door...Katrina really took the time, nothing was too much trouble and always followed up...really reassuring at a difficult time...reassured Kat gave me peace of mind, calmed me down and relayed this to my son...I was able to calm my son.

We looked for problems and spoke up and T spoke up...staff listened to him and T really excited...then he wanted to go back to you...negotiating with you and T gave him dignity control..."