

**Results from the SEN Parental Satisfaction Survey (parents of pupils on the Record of Need) – September 2018**

**Number of returns = 9/21 (43%)**

<b>Autumn Term 2017 Questions</b>	<b>Agree</b>	<b>Partly agree</b>	<b>Disagree</b>	<b>Conclusion</b>
<ul style="list-style-type: none"> <li><b>Do you feel your child and their needs are well supported?</b></li> </ul>	66% 6/9	33% 3/9	0% 0/9	<b>Majority agree</b>
<b>1. Parent comments</b> <ul style="list-style-type: none"> <li>Helped lots</li> <li>Supported well</li> <li>Lots of help given</li> <li>My child is given lots of encouragement and areas to go to when required. I am happy with how my child is supported</li> <li>They are understanding more now, but have waited a long time to get the school to take my child's needs seriously. Now everyone is working with me and things have been put in place we are seeing a difference already</li> <li>Need to give full guidance to school, but generally following</li> </ul>				
<ul style="list-style-type: none"> <li><b>Do you understand how well your child is progressing?</b></li> </ul>	100% 9/9	0% 0/9	0% 0/9	<b>Vast majority agree</b>
<b>2. Parent comments</b> <ul style="list-style-type: none"> <li>Meetings etc.</li> <li>Meetings</li> </ul>				
<ul style="list-style-type: none"> <li><b>Is your child happy in school?</b></li> </ul>	66% 6/9	33% 3/9	0% 0/9	<b>Majority agree</b>
<b>3. Parent comments</b> <ul style="list-style-type: none"> <li>Very happy</li> <li>Mostly</li> <li>Very</li> <li>😊</li> <li>He is happier at the moment which is great because that means he is coping better with the environment &amp; the strategies put in place. I don't know if he will ever be able</li> </ul>				

<p>to say that he likes school – that is our challenge!!!</p> <ul style="list-style-type: none"> <li>• My child enjoys school but feels pressured sometimes</li> <li>• My child gets very anxious about going to school. Often feels he is naughty when consequences are given to him</li> </ul>				
<ul style="list-style-type: none"> <li>• <b>Do you feel part of reviewing your child's progress, alongside staff?</b></li> </ul>	100% 9/9	0% 0/9	0% 0/9	<b>Vast majority agree</b>
<p><b>4. Parent comments</b></p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• The Early Support TAC was a really positive experience &amp; would like to thank the SENDCo for organising this</li> <li>• Always kept updated with my child's progress</li> <li>• Regular half-termly meetings</li> </ul>				
<ul style="list-style-type: none"> <li>• <b>Are your views, as a parent listened to?</b></li> </ul>	89% 8/9	11% 1/9	0% 0/9	<b>Vast majority agree</b>
<p><b>5. Parent comments</b></p> <ul style="list-style-type: none"> <li>• Always</li> <li>• Especially parents meetings</li> <li>• Now yes ☺, prior to July 19 no / or not taken seriously. I'm not sure if the necessity for an EHCP is fully realised but CAMHS and myself are in agreement that this needs to be a priority</li> </ul>				
<ul style="list-style-type: none"> <li>• <b>Is there anything you would like to add that would help the school improve its policy or its service to parents whose children may have special educational needs or a disability?</b></li> </ul> <p><b>Parent comments</b></p> <ul style="list-style-type: none"> <li>• I guess it is being more aware / understanding of invisible disabilities or undiagnosed conditions and the effect it has on the child / family. Also, it is important to remember that children put on a 'coping mask' at school so you don't necessarily see the full picture. The effects of them trying to cope all day has a huge knock on effect at home so it really needs to be a team effort.</li> <li>• Better communication between staff. Training on SEND, understanding the signs and supporting pupils needs.</li> <li>• More than happy</li> <li>• I can't always pick up my child from school so sometimes go a while before I know how he is doing at school. A home / school book would be useful</li> </ul>				
<p><b>How Windmill Hill Academy will address parental concerns?</b></p> <ul style="list-style-type: none"> <li>• Continue to have an 'open door' ethos to meeting the Class teacher or SENDCo to support with any concerns, requests or sharing of information.</li> </ul>				

- SENDCo will continue to be available at Parents Evenings to discuss any concerns with parents
- SENDCo to follow up any parents who have not met termly with their child's class teacher to review targets on their Provision Maps and arrange a convenient time / venue to ensure this is possible.
- Discussion with Year 6 teacher / SENDCo at Launceston College to highlight pupils with SEND who may require additional support and extra transition visits
- Ongoing staff training with regards to SEND needs within the school and to keep teachers updated on individual pupil needs