



# Parent View

Heltwate Special Needs School

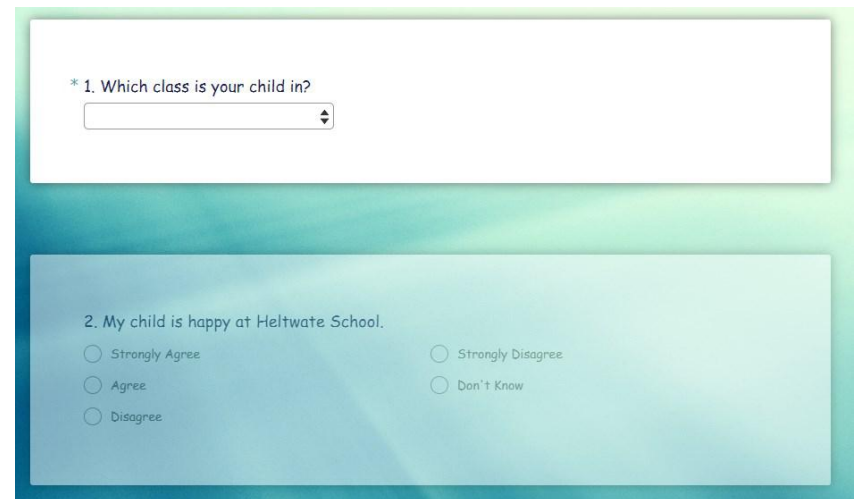
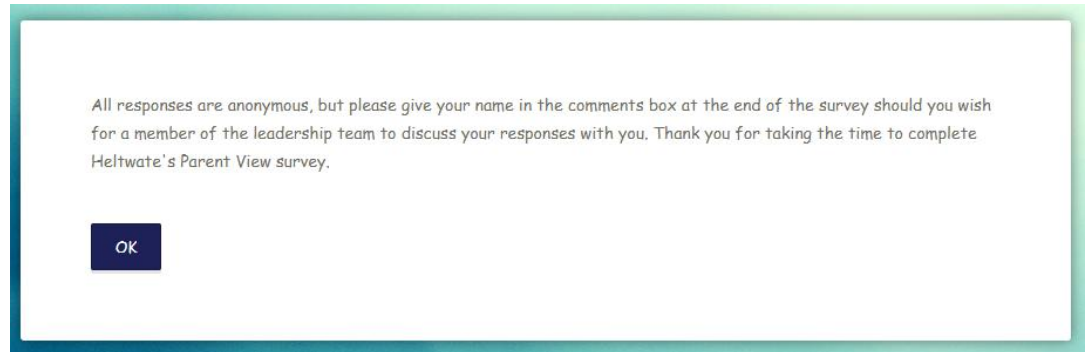
November 2018

94 responses were received in total from parents and carers, which is an increase on last year's 53 respondents. Parents/carers were invited to complete the survey during parents evening and provided with iPads to do so. Parents/carers were also sent letters explaining how to complete the survey online, should they not wish to complete during parents evening, alongside a QR code/direct website link sent via Parent Hub.

# The Statements Considered....

The statements were taken from Osted's 'Parent View' website. They were presented to parents/carers of students at Heltwate School during our November Parents' Evening, in the form of an online survey.

1. My child is happy at this school
2. My child feels safe at this school
3. My child makes good progress at this school
4. My child is well looked after at this school
5. My child is taught well at this school
6. My child receives appropriate homework for their age
7. This school makes sure its pupils are well behaved
8. This school deals effectively with bullying
9. This school is well led and managed
10. This school responds well to any concerns I raise
11. I receive valuable information from the school about my child's progress
12. Would you recommend this school to another parent?
13. Comments opportunity



# Result Break Down

Results were broken down into areas within Heltwate School to identify where improvements could be made.

Many parents within Lower School classes, and some Rainbow 1 respondents selected 'Don't Know' to a number of questions. This could be attributed to their child only attending the school for a matter of weeks and not having experience of the way Heltwate operates as yet.

Groups were broken down as follows:

**Lower School Classes:** Lilac, Lavender, Pink, Purple, Blue and Jade groups. (60 students)

These classes are aged from reception to year 6, catering for a range of SEND

**Rainbow Rooms:** Rainbow 1, Rainbow 2, Rainbow 3, Rainbow 4 and Rainbow 5 groups. (41 students)

These classes are aged from reception to year 13, catering for students with ASC.

**Upper School Classes:** Yellow, Orange, Green, Amber and Coral groups. (48 students)

These classes are aged from Year 7 to year 10, catering for a range of SEND

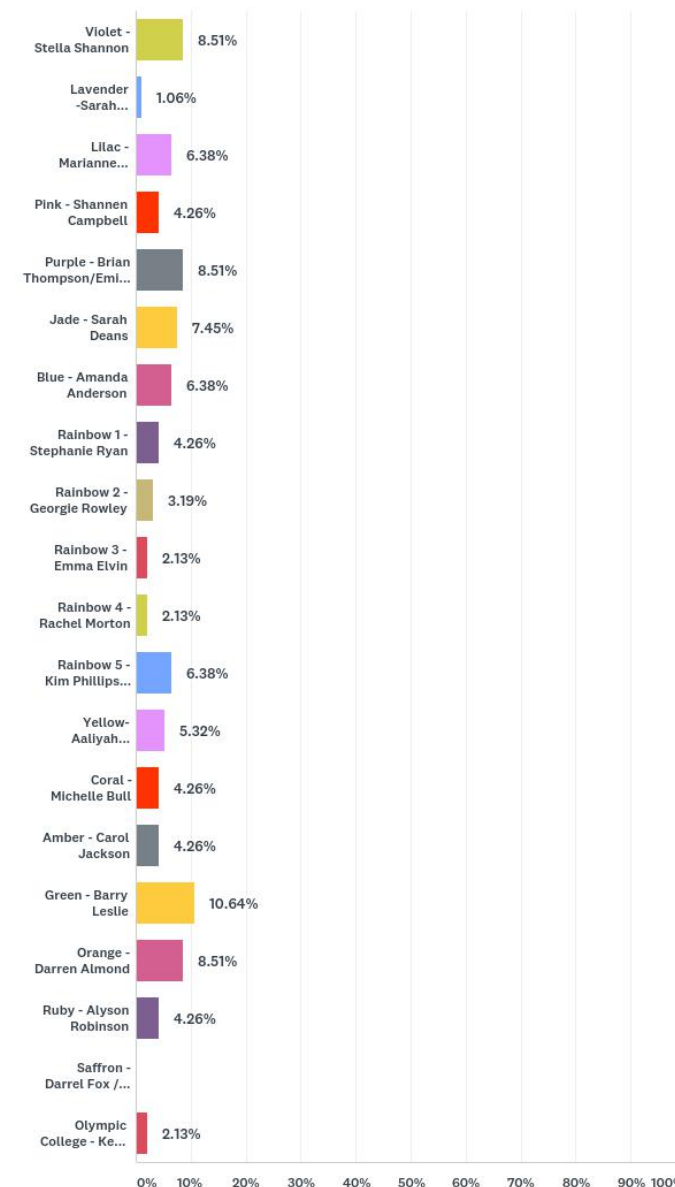
**St George's Site:** Saffron, Ruby, Olympic College 1 and 2 groups. (30 students)

These classes are aged from Year 10 to year 14, catering for a range of SEND

The initial question in the survey ask respondents to identify which class their child was in, which enabled us to group data effectively.

Parents from some classes were more responsive than others, so the data does not represent the opinion of all parents/carers with students at Heltwate School.

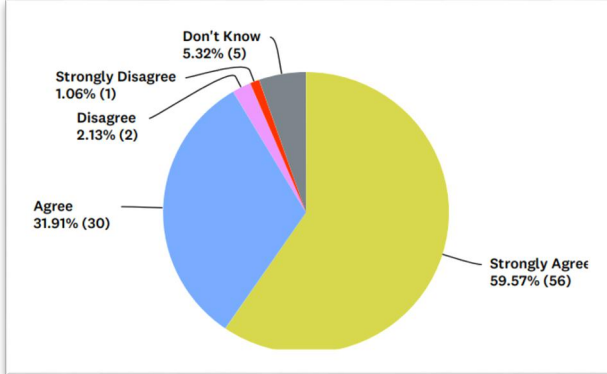
Q1 Which class is your child in?



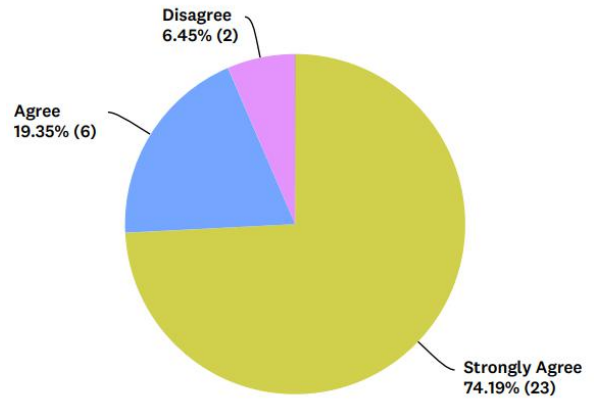
# Results: Statement 1.

Statement 1: My child is happy at this school

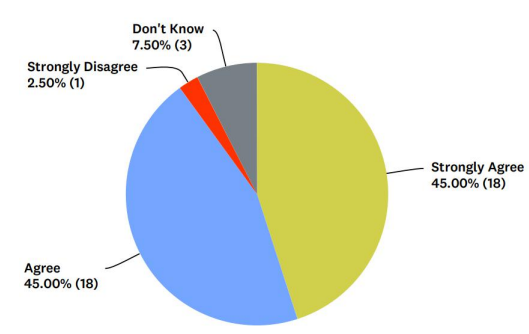
All parents/carers response:



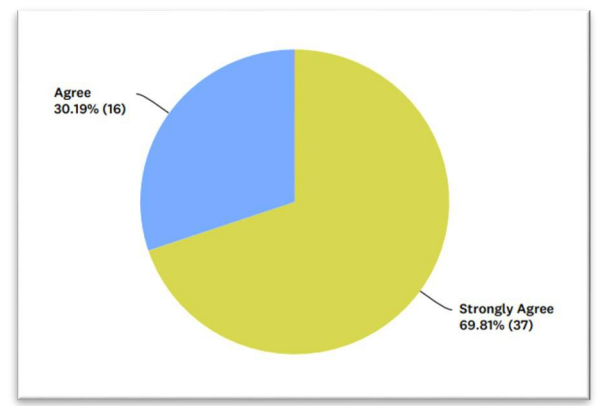
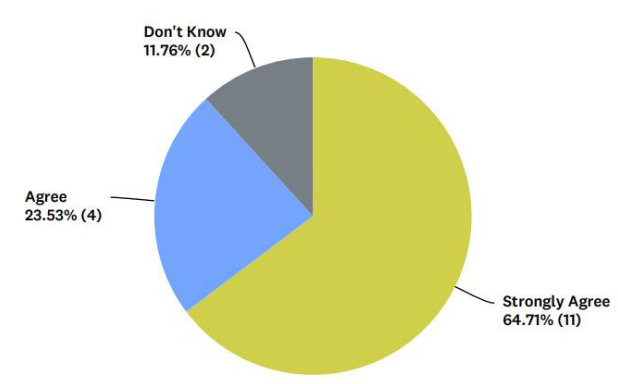
Upper School parents/carers response:



Lower School parents/carers response:



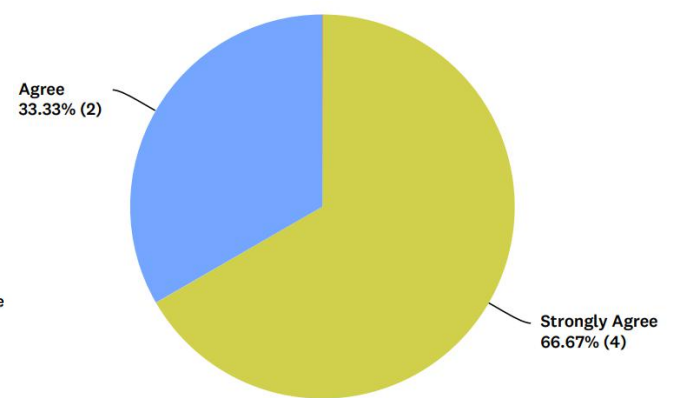
Rainbow Rooms parents/carers response:



Last year's overall result.

This year's data shows a decline for the 'strongly agree' option in comparison to last year's data, but the majority state that their child is happy. Individuals who 'strongly disagree' can be identified from the class data and are known to the SLT team. These families are working alongside the management team to find solutions to issues.

St George's parents/carers response:



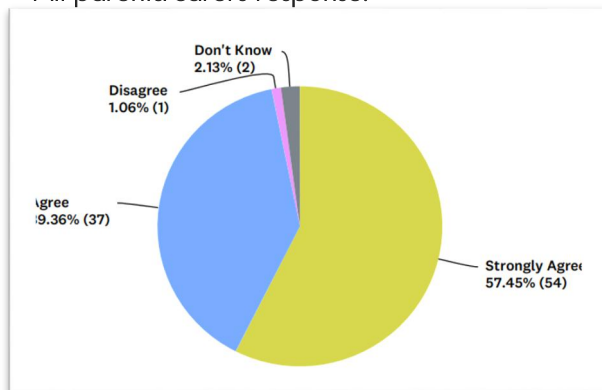
Comparative Data. Taken from Ofsted's published 'Management Information Parent View' document. Data shows % national responses from schools surveyed by Ofsted:



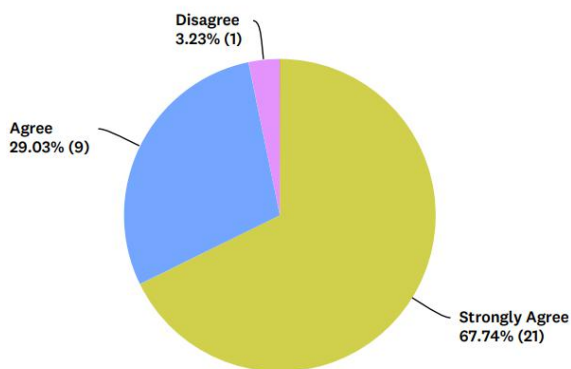
# Results: Statement 2.

Statement 2: My child feels safe at the school

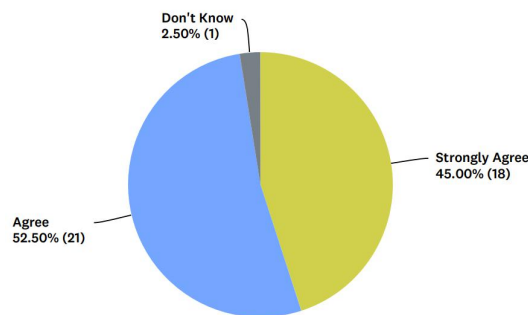
All parents/carers response:



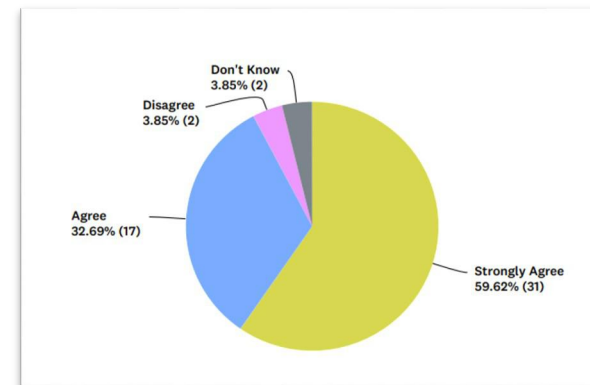
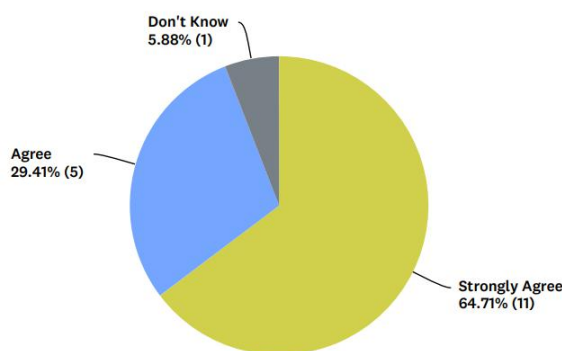
Upper School parents/carers response:



Lower School parents/carers response:



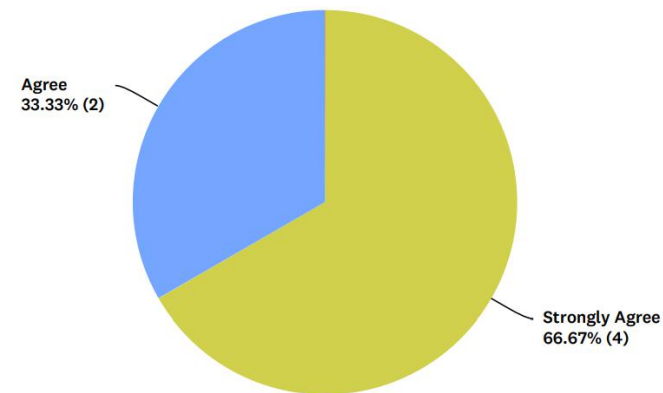
Rainbow Rooms parents/carers response:



Last year's overall result.

97% agree or strongly agree that their child feels safe at Heltwate this academic year, as opposed to 93% last year. However, 2 parents said that they 'didn't know', (parents/carers of students new to the school). 1 parent said that their child didn't feel safe, but the parent involved has been identified and concerns raised by these individuals are currently being addressed.

St George's parents/carers response:



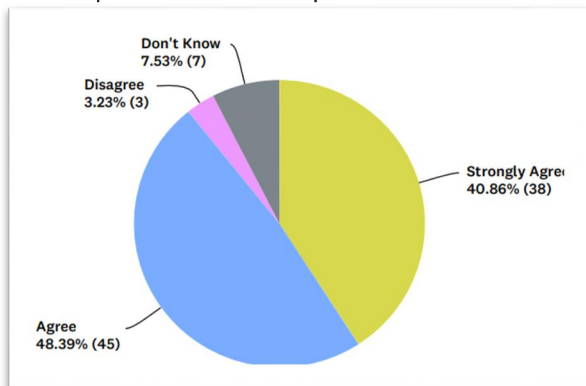
Comparative Data. Taken from Ofsted's published 'Management Information Parent View' document. Data shows % national responses from schools surveyed by Ofsted:



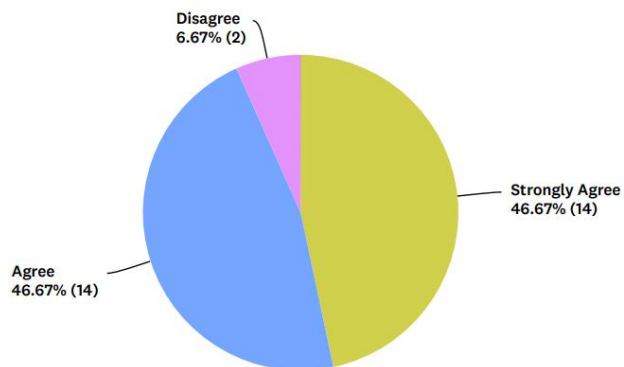
# Results: Statement 3.

Statement 3: My child is making good progress at this school

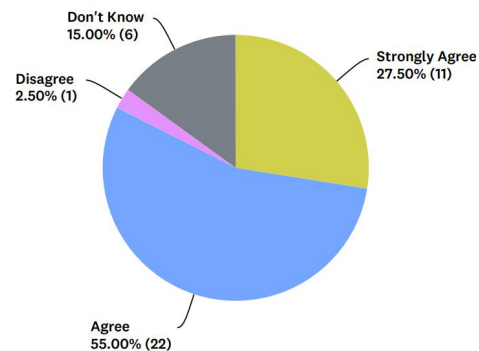
All parents/carers response:



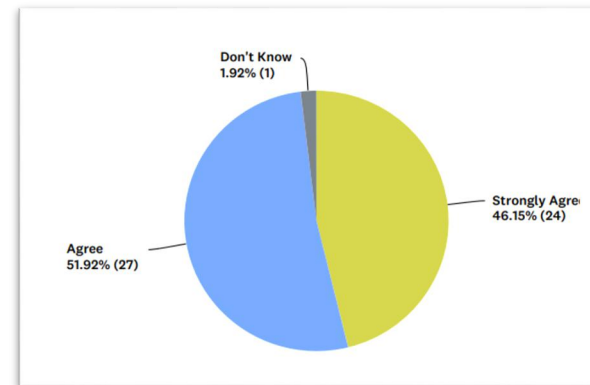
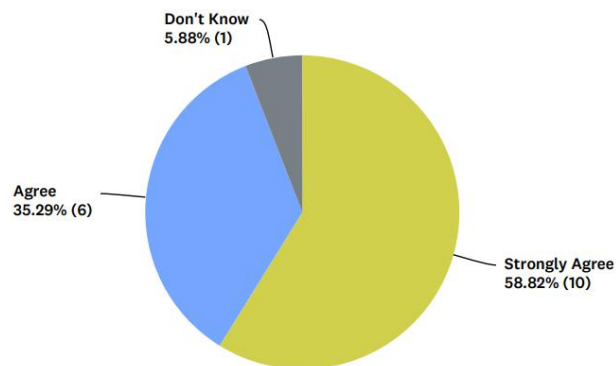
Upper School parents/carers response:



Lower School parents/carers response:



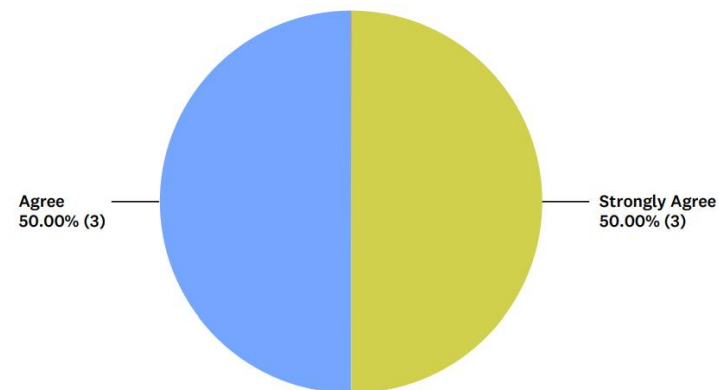
Rainbow Rooms parents/carers response:



Last year's overall result.

This year's data shows a slight decrease in positive responses, but a much larger percentage of parents saying 'Don't Know'. This could be attributed to younger students joining the school, whose parents do not have a clear idea yet of what progress they should expect to see from their child.

St George's parents/carers response:



Comparative Data. Taken from Ofsted's published 'Management Information Parent View' document. Data shows % national responses from schools surveyed by Ofsted:

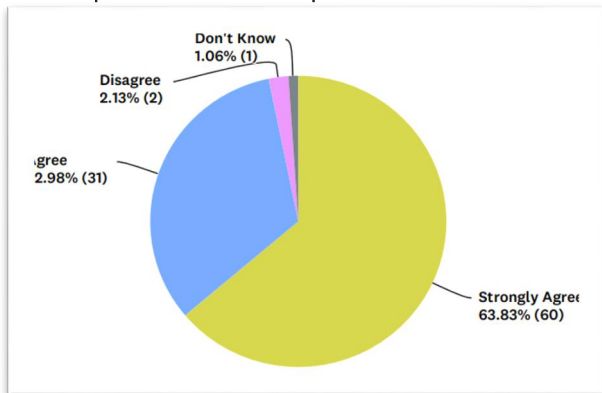


Strongly agree
  Agree
  Disagree
  Strongly disagree
  Don't know

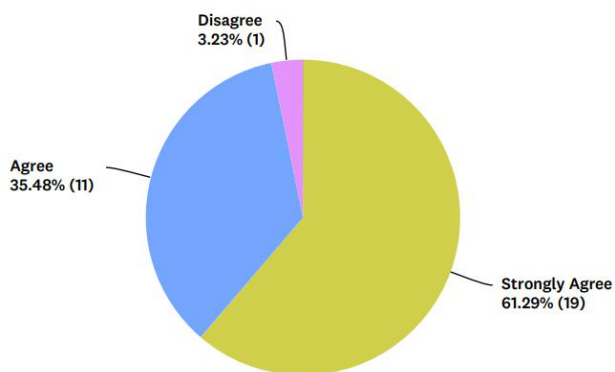
# Results: Statement 4.

Statement 4: My child is well looked after at this school

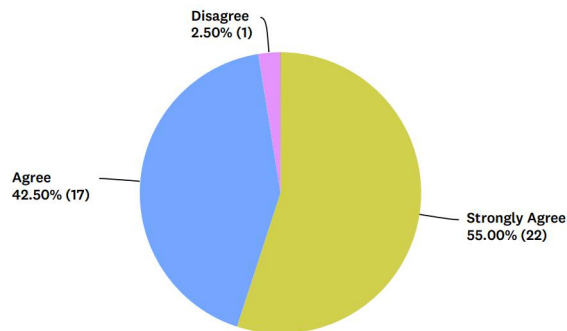
All parents/carers response:



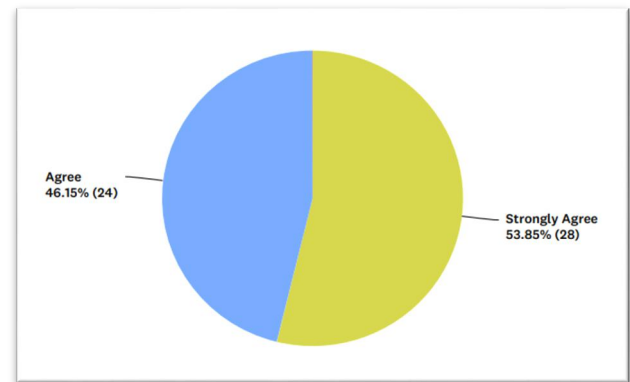
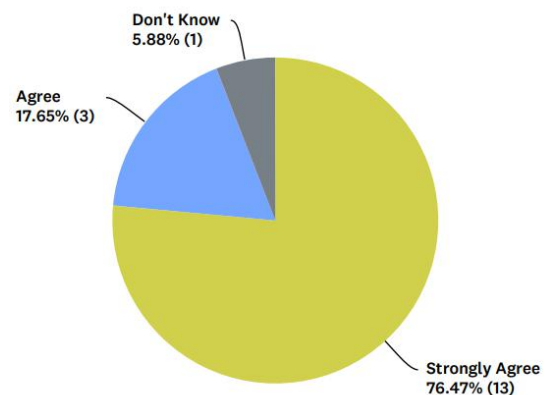
Upper School parents/carers response:



Lower School parents/carers response:



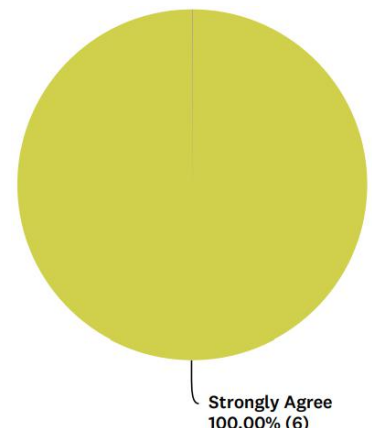
Rainbow Rooms parents/carers response:



Last year's overall result.

This year's data shows a slight increase for the 'strongly agree' option, but worryingly, 2 parents felt that their child was not well looked after. This will be investigated further where possible.

St George's parents/carers response:



Comparative Data. Taken from Ofsted's published 'Management Information Parent View' document. Data shows % national responses from schools surveyed by Ofsted:

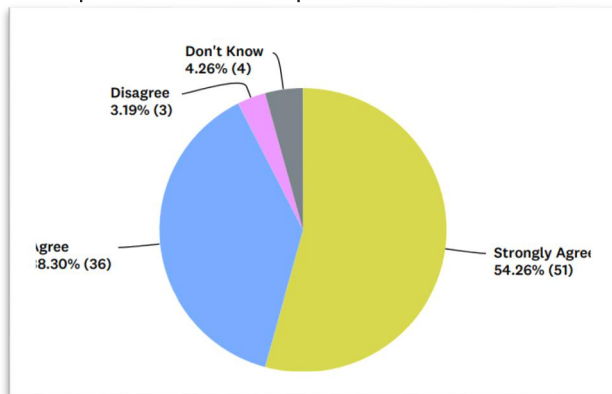




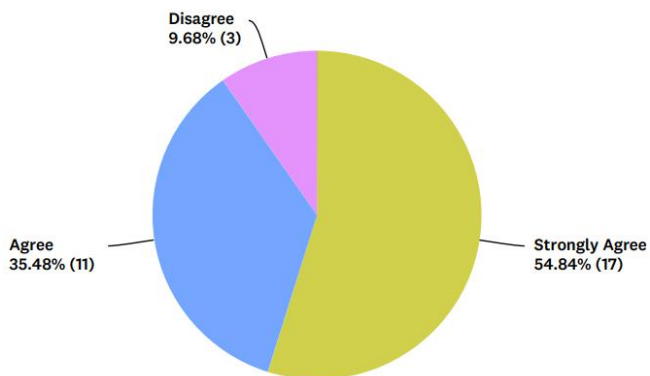
# Results: Statement 5.

Statement 5: My child is taught well at this school

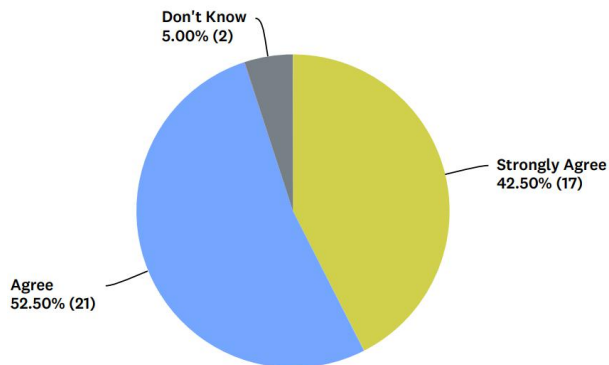
All parents/carers response:



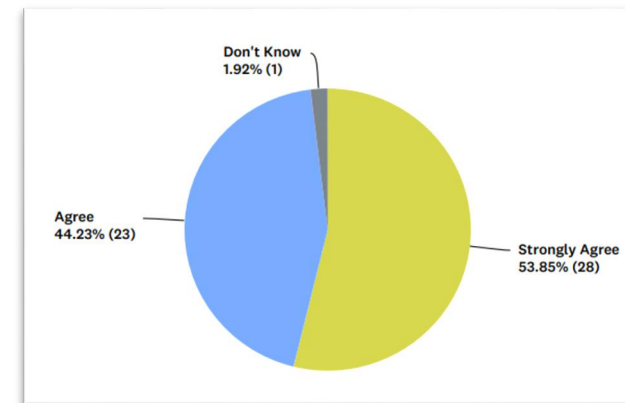
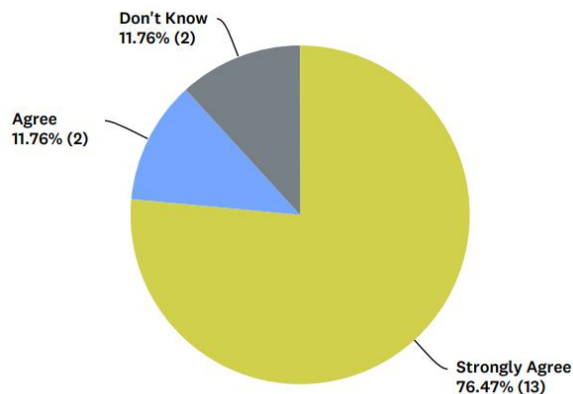
Upper School parents/carers response:



Lower School parents/carers response:



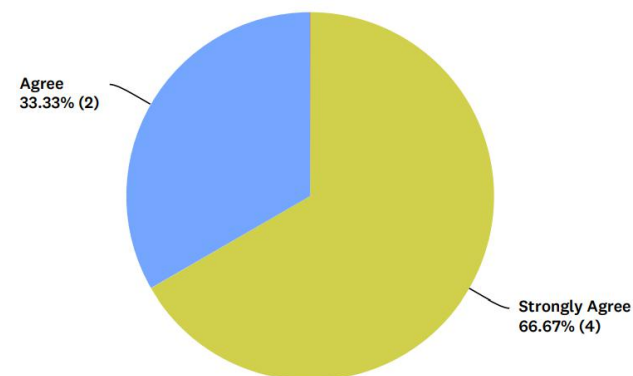
Rainbow Rooms parents/carers response:



Last year's overall result.

This year's data shows a nominal decrease in positive responses and an increase for the 'strongly agree' option. The parents who disagree that their child is 'well taught' are likely to be parents of students who rarely attend school, (based on classes they identified their students as being a part of). No parents have raised formal concerns about the standard of teaching at Heltwate

St George's parents/carers response:



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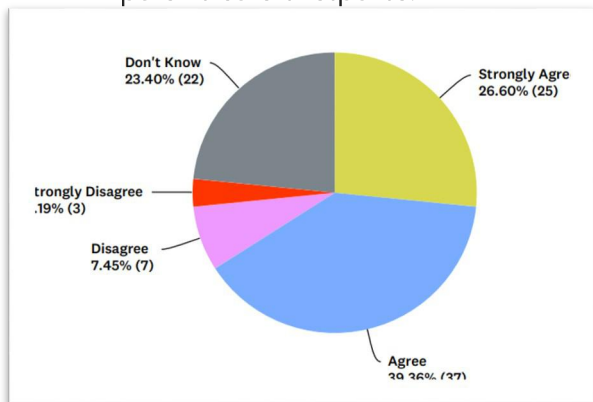
Strongly agree
  Agree
  Disagree
  Strongly disagree
  Don't know



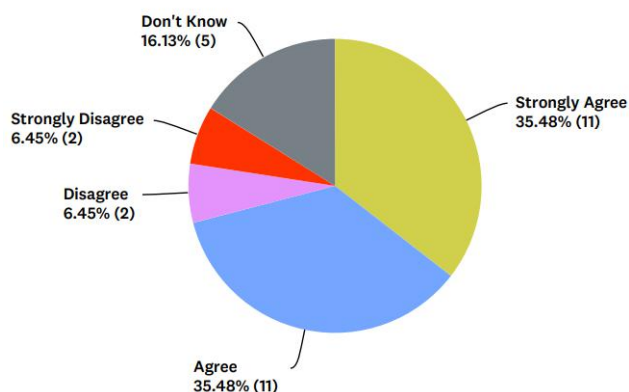
# Results: Statement 6.

Statement 6: My child receives appropriate homework for their age

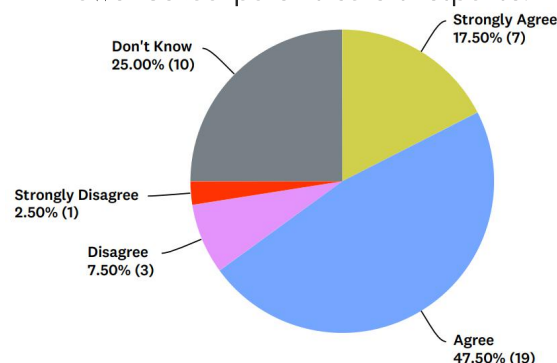
All parents/carers response:



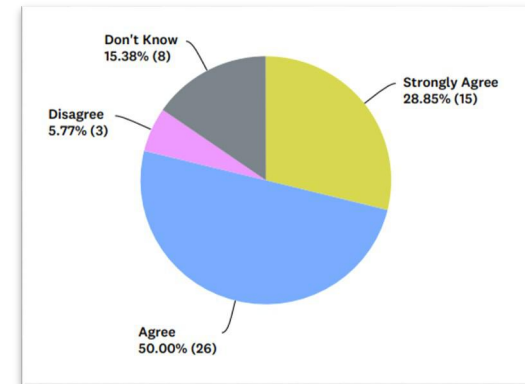
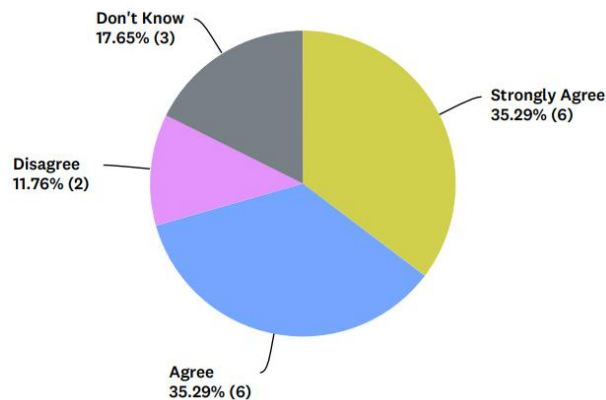
Upper School parents/carers response:



Lower School parents/carers response:



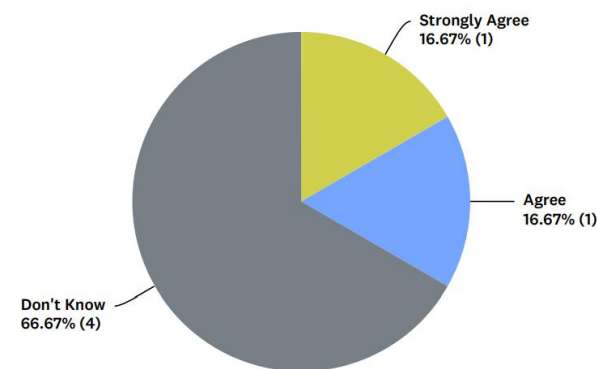
Rainbow Rooms parents/carers response:



Last year's overall result.

Homework is always a contentious issue. Homework is now set termly for all classes following the Cornerstones curriculum and individual class weekly homework is in place also. Olympic College do not set homework, as it isn't felt to be age appropriate for college students. Homework is optional and parents are welcome to request additional homework at anytime. This will be recomunicated to parents via our next newsletter.

St George's parents/carers response:



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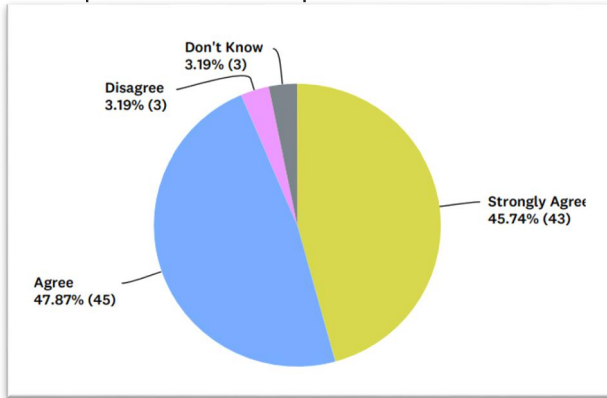


Strongly agree
  Agree
  Disagree
  Strongly disagree
  Don't know

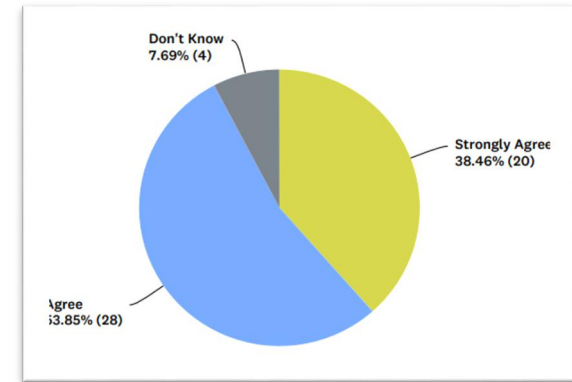
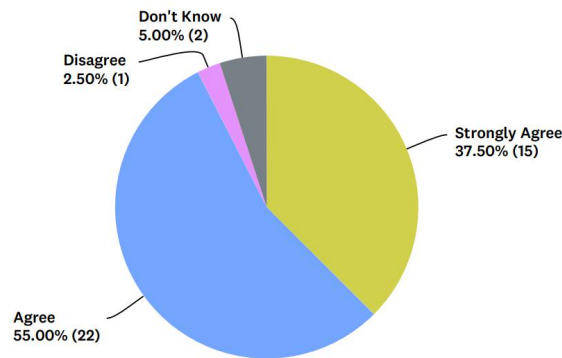
# Results: Statement 7.

Statement 7: This school makes sure its pupils are well behaved

All parents/carers response:



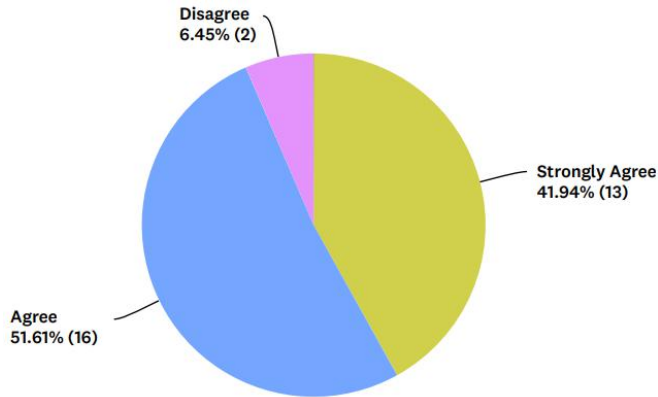
Lower School parents/carers response:



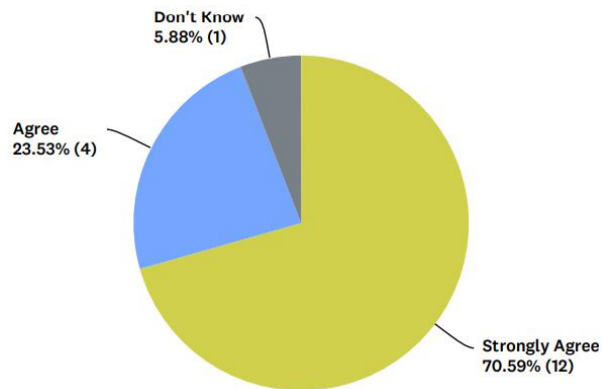
Last year's overall result.

This year's data shows a nominal decrease in positive responses, with more parents stating that they disagreed. When the data was further analysed, it was clear that issues had been raised regarding the cohort within individual groupings and issues that had taken place outside of school. These issues have been dealt with by school.

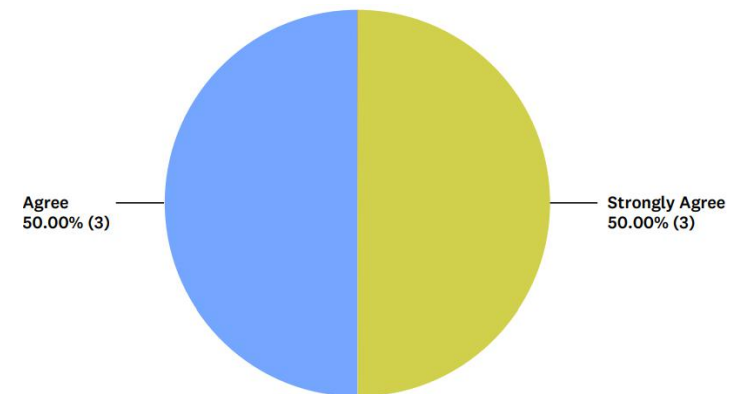
Upper School parents/carers response:



Rainbow Rooms parents/carers response:



St George's parents/carers response:



Comparative Data. Taken from Ofsted's published 'Management Information Parent View' document. Data shows % national responses from schools surveyed by Ofsted:

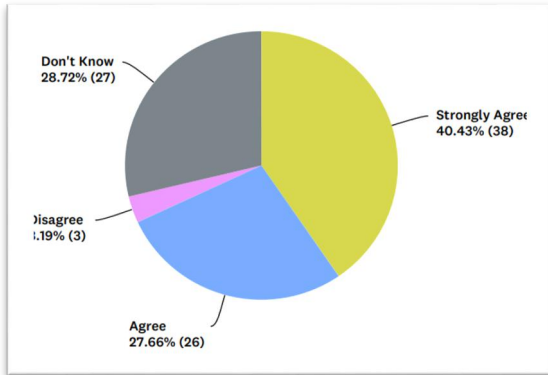


Strongly agree
  Agree
  Disagree
  Strongly disagree
  Don't know

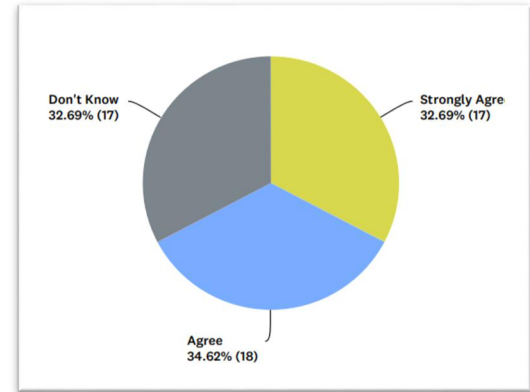
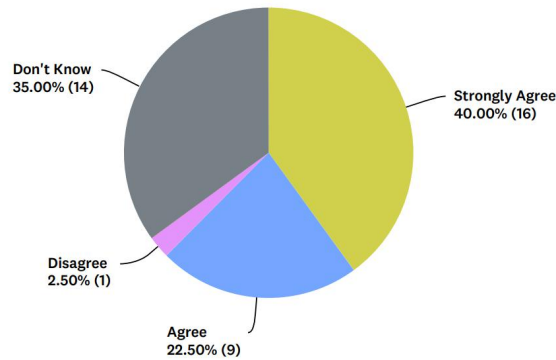
# Results: Statement 8.

Statement 8: This school deals effectively with bullying

All parents/carers response:



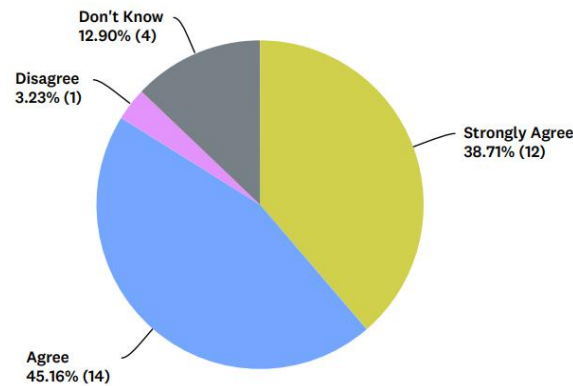
Lower School parents/carers response:



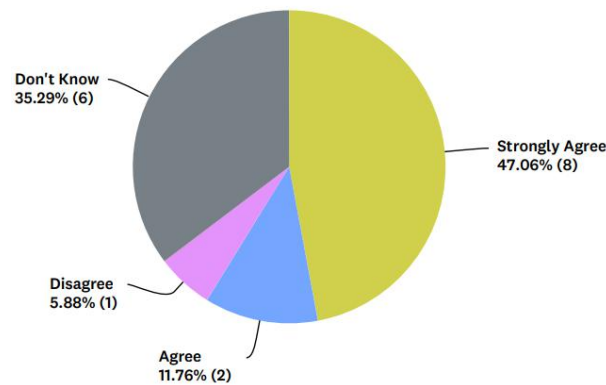
Last year's overall result.

This year's data shows that 3 parents feel that Heltwate does not deal well with bullying. No issues have been raised formally, but anti bullying week will be constructed to ensure that all students have the opportunity to discuss any concerns or worries they have regarding bullying,

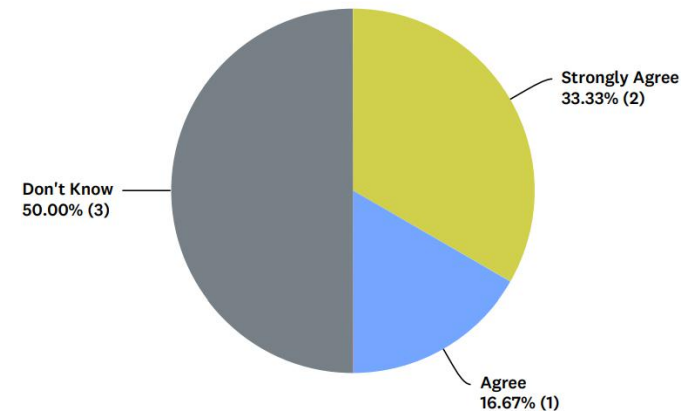
Upper School parents/carers response:



Rainbow Rooms parents/carers response:



St George's parents/carers response:



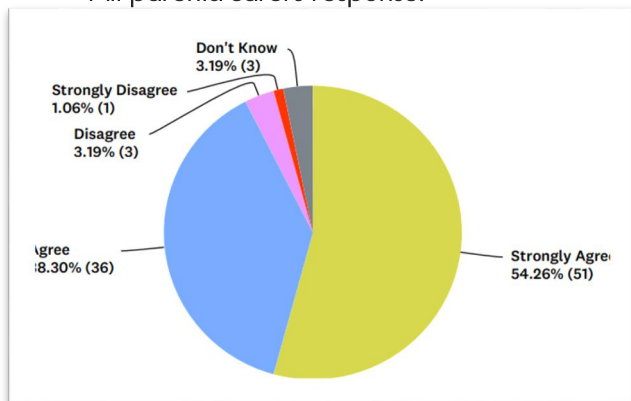
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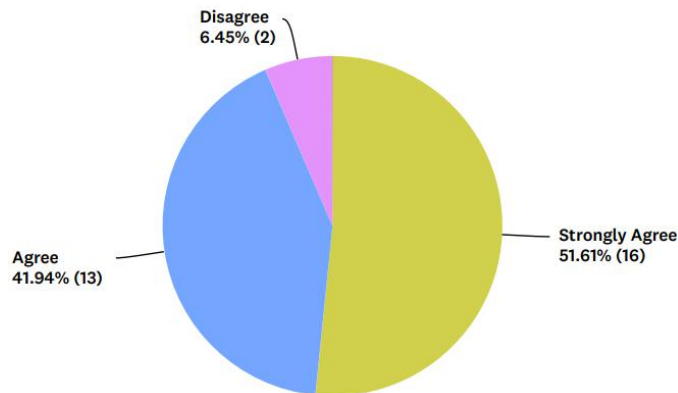
# Results: Statement 9.

Statement 9: This school is well led and managed

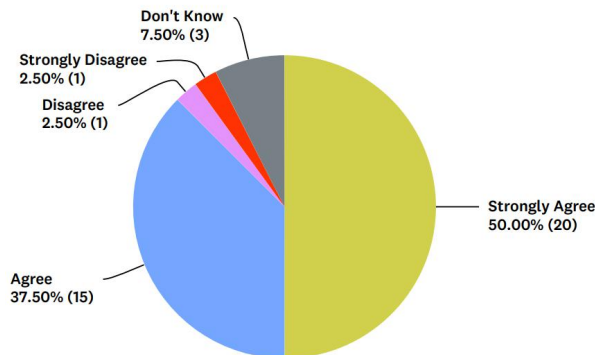
All parents/carers response:



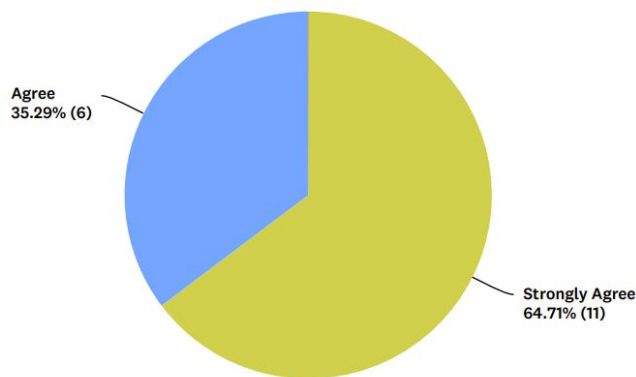
Upper School parents/carers response:



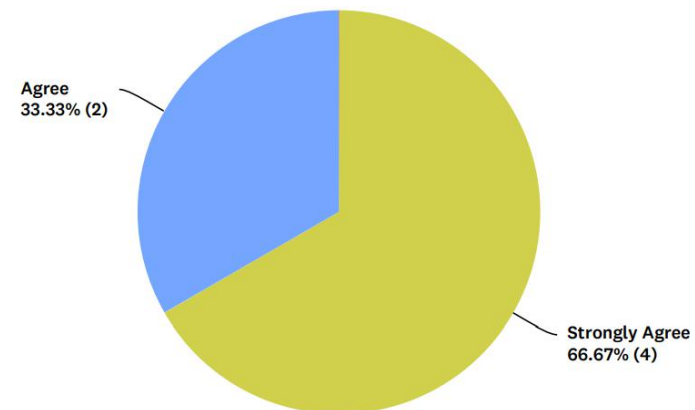
Lower School parents/carers response:



Rainbow Rooms parents/carers response:



St George's parents/carers response:



Last year's overall result.

This year's data shows 3 parents/carers disagree and one parent/carer strongly disagrees that Heltwate is well led and managed. The management team will always do what they feel is in the best interest of Heltwate students, even if this means disagreeing with parents. Parents/carers were invited to share any views at the end of the survey, but none chose to elaborate, (other than positively, on this question.

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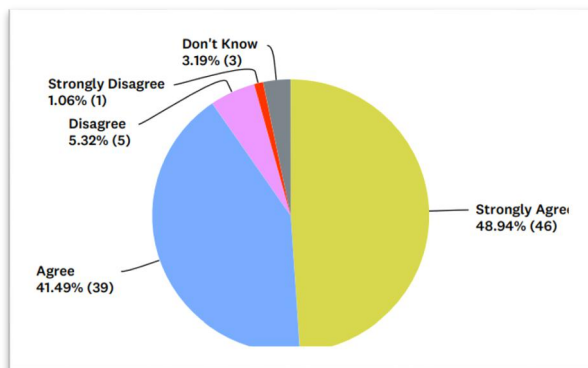


■ Strongly agree 
 ■ Agree 
 ■ Disagree 
 ■ Strongly disagree 
 ■ Don't know

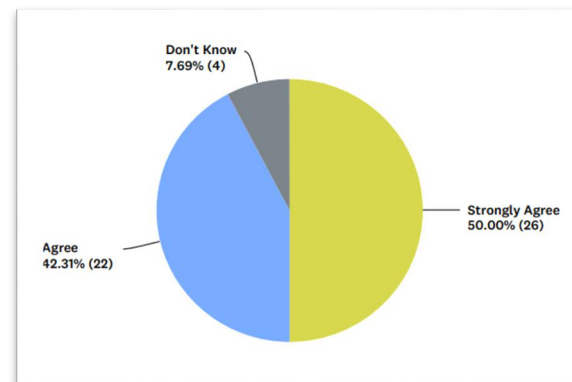
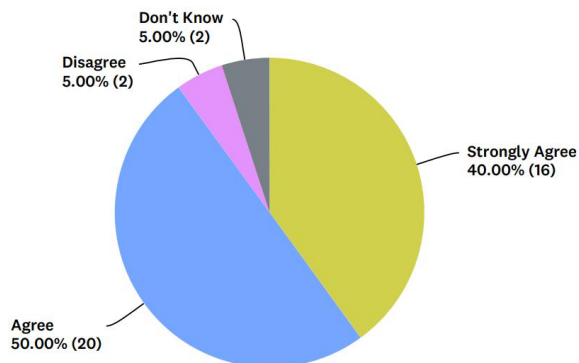
# Results: Statement 10.

Statement 10: This school responds well to any concerns I raise

All parents/carers response:



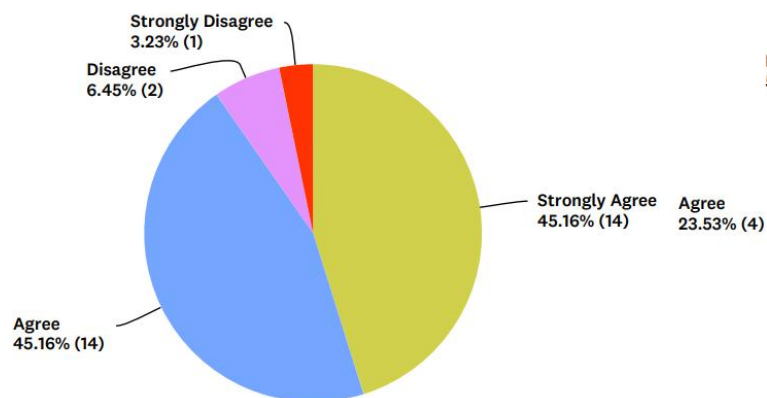
Lower School parents/carers response:



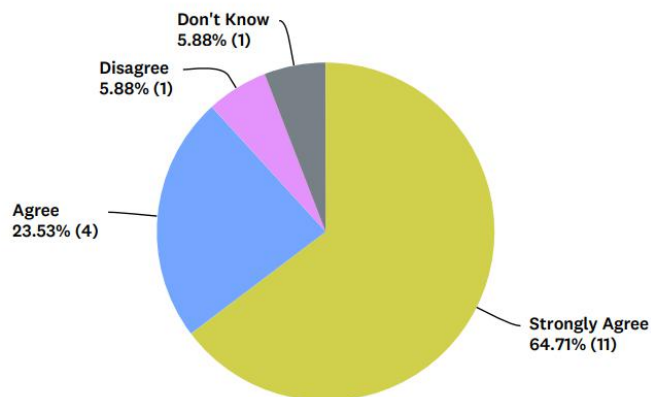
Last year's overall result.

This year's data shows a nominal decrease in positive responses, and an increase in parents who disagreed. When data was further analysed, this was shown to be the same parents who felt that the school was not 'well led and managed'.

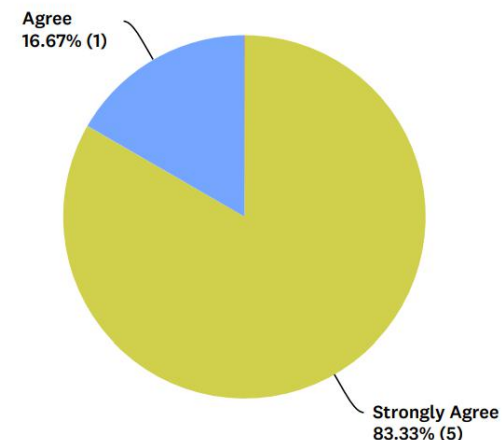
Upper School parents/carers response:



Rainbow Rooms parents/carers response:



St George's parents/carers response:



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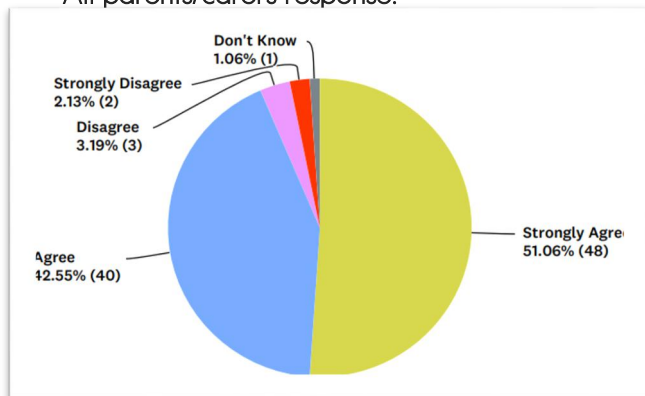


Strongly agree
  Agree
  Disagree
  Strongly disagree
  Don't know

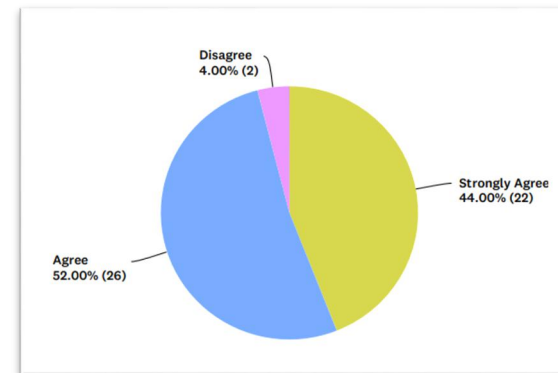
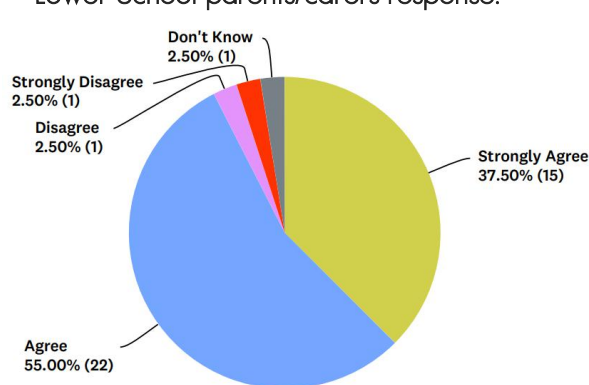
# Results: Statement 11.

Statement 11: I receive valuable information from the school about my child's progress

All parents/carers response:



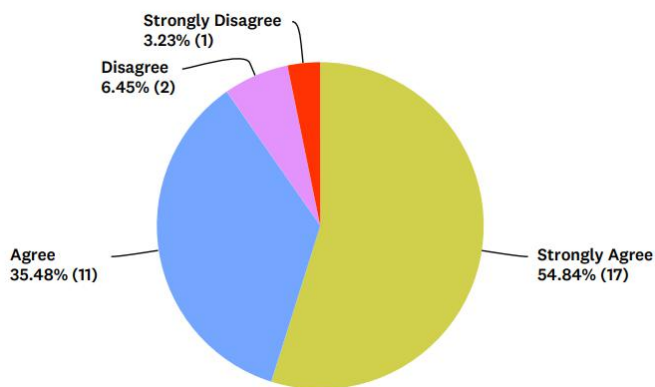
Lower School parents/carers response:



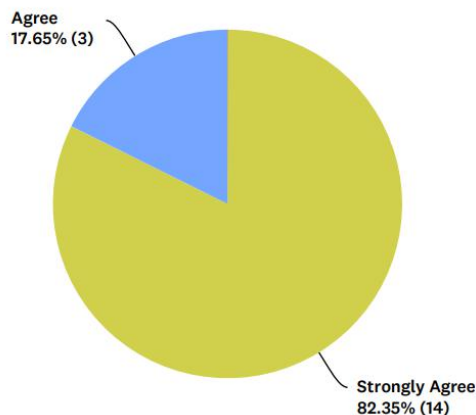
Last year's overall result.

Last year's data shows that 96% of parents agreed with this statement, which exactly matches this years results. Those who disagreed have been identified as the same parents who have disagreed with the previous questions, in addition to a parent who has higher expectations of staff members with regards to reporting daily occurrences. SLT are aware of the issues this particular parent has raised previously and are working hard to find a compromise.

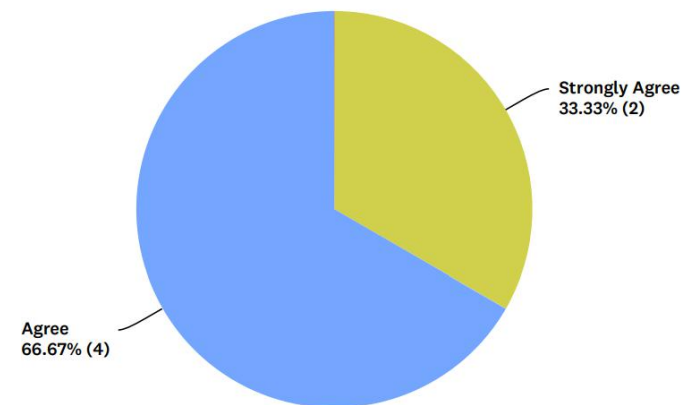
Upper School parents/carers response:



Rainbow Rooms parents/carers response:



St George's parents/carers response:



Comparative Data. Taken from Ofsted's published 'Management Information Parent View' document. Data shows % national responses from schools surveyed by Ofsted:

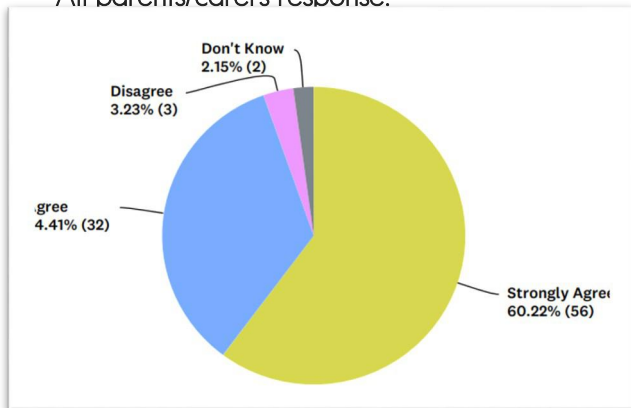




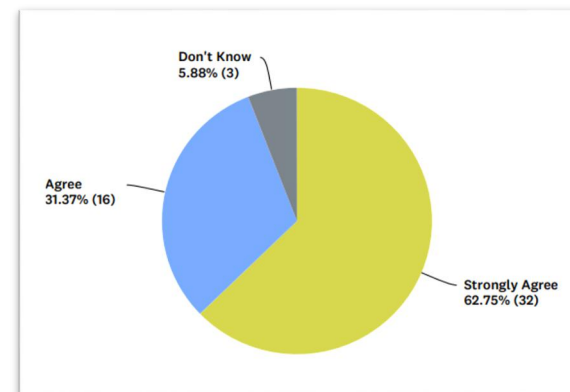
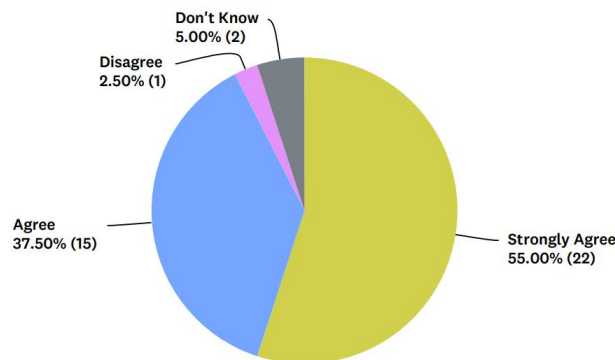
# Results: Statement 12.

Statement 12: Would you recommend this school to another parent?

All parents/carers response:



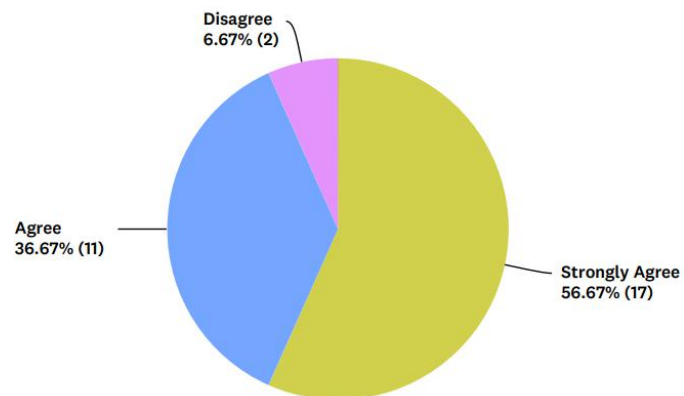
Lower School parents/carers response:



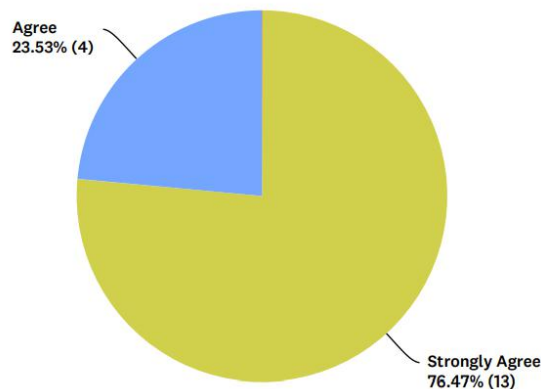
Last year's overall result.

This year's data shows that 95% of parents would recommend Heltwate School. It's disappointing to find that 3 parents would not be happy to recommend the school, but unfortunately they have not elaborated as to the reasons why.

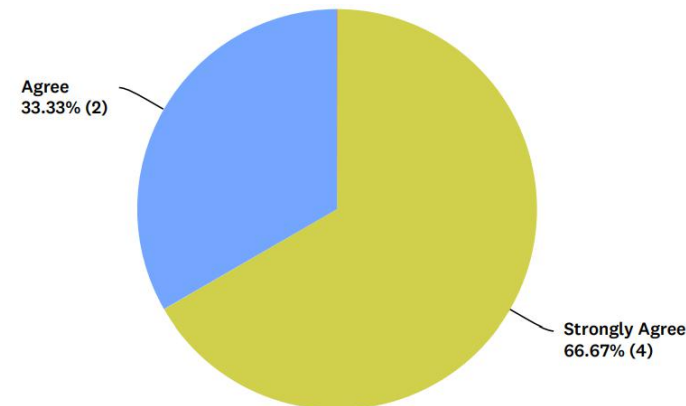
Upper School parents/carers response:



Rainbow Rooms parents/carers response:



St George's parents/carers response:



Comparative Data. Taken from Ofsted's published 'Management Information Parent View' document. Data shows % national responses from schools surveyed by Ofsted:





# Parents/Carers' comments:



## Parents were invited to make any comments they wished to share:

- I have recommended the school to someone else and my pupil has had progress and I feel that she is More talkative and more happy
- Communication could be better. No one seems to ever check my child's book bag or read the red book which I thought was a communication book between home and school. Many times now my messages have been ignored. Otherwise all is great and my child's progress is definitely improving
- Heltwate school is a fantastic school and it looks after everyone.
- I would suggest this school to anyone who learning difficulties.
- Done
- My other son attends a school where they use parent pay. It's so much easier for school dinners, trips etc. Also the only option we have is to send cash on transport which is not ideal or safe.
- My son has always been very happy at heltwate I as a parent couldn't be happier with all aspects of his education
- Hi would like a reading diary for my child, and tapestry be used more, be more kept up to date with my child's progress, but overall my child is very happy at school.
- Always made to feel welcome and happy with my grandson progress.
- Fantastic school
- More sports activity pls
- we like the new school.
- As Awais is non verbal I would like more communication with what he has been up to
- I dont know how much if any progress my child is making at school. Arranging time to meet is very difficult and is always restricted to time so at times you feel rushed. Links with external agencies is poor which could help my child e.g school nursing for toileting. I don't know where my child is with speech and language. At at times i feel all my child has done at school is play.
- Heltwate is a fab school which cares about its students and always keeps me informed
- Keep up a good work.thank you
- Heltwate's an excellent school my son has come on leaps and bounds and he's so happy now.
- The staff are extremely helpful and make great bonds with the children.
- My child is enjoying her schooling at Heltwate
- I'm so grateful for this school i really can't praise it enough. Everyone has helped my child so much and he loves going. Keep up the great work staff your doing a great job.
- Kim is an asset to the management of this school. She is always approachable and you can see she is always thinking of the students and going above and beyond for them.
- I am very happy with my son's school and all the staff
- Michelle bull is the best teacher my daughter ever had. She goes further than just being a teacher. She cares about her pupils and will help the parents aswell I couldn't ask for a better teacher . Heltwate is lucky to have her.
- I cannot praise the school highly enough.

These comments have been taken directly from the survey results. Comments have not been amended for grammatical or spelling errors.