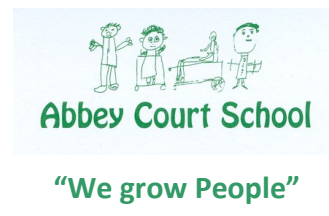


# Results of Parental Survey 2021/2022



2017/2018



## ABBEY COURT SCHOOL

### Results of Parents Survey 2021/2022

186 questionnaires were sent out – there was a 39% return (42%)  
(The number in brackets represents last year's return)

#### 1. GENERAL

Did your child join us during 2021/2022?

Yes	No
24% (27%)	76% (73%)

If yes, did you feel the information you received from and about the school (ie. school visit, home visit, the prospectus, newsletter, copies of parents survey, website details, the uniform details, "My First Day at school" booklet and, where applicable, nursery to reception transition meeting) before your child started was –

Too Much	About Right	Not Enough
7% (0%)	86% (95%)	7% (5%)

Is your child a leaver this year?

Yes	No
12% (13%)	88% (87%)

If so, have we informed you about the next steps?

Yes	No
50% (63%)	50% (37%)

Does your child use a special chair or standing frame?

Yes	No
24% (22%)	50% (78%)

Do you live within Medway Council's boundary or outside?

Medway	Outside
97% (100%)	3% (0%)

Which site does your child attend?

Primary	Secondary
57% (56%)	43% (44%)

What do you feel are the best things your child gets out of attending school?

- The commitment of staff towards pupils; the person-centred approach of the establishment and teaching; the consistency of procedures; the friendliness of staff and the environment of study; the activities which form part of the school syllabus.
- Discipline and communication.
- Independence. Achieving his goals.
- Learning alongside children of his own age and having help and support in the areas that are important to him. It's fantastic he has access to the farm, Tonto, swimming and soft play.
- Everything from socialisation to learning new things at her speed to toileting to practically everything.
- Learning independence.
- My son gets the help he needs at this school. My son loves going to school and I have seen a change in him for the better.
- Independence. Communication skills – my son is getting much better with verbal communication. Social skills – forming new relationships at school has made him more confident to engage with other children outside of school, especially those in our family.
- Learning in a way that suits her needs.
- Socialising with his peers and other adults outside family. Learning to develop important learning skills.
- Socialising, confidence and structure.
- Routine, discipline, socialising, learning, exercise.
- Seeing/making friends, routine, farm, swimming, his speech.
- A big range of activities and opportunities for development. Space for his walker. Social interactions.
- The school is well equipped and the staff are well trained. My child is always happy to go and expresses this with lots of smiles and giggles.
- The joy of being ready to attend school daily. Support with self-development.
- Get to enjoy all the facilities; pool, farm, Tonto. Learning at his own levels. Love all the sensory side to learning, social contact with staff and other children.
- Being with other children. Support from adults who understand his needs. Being in a safe environment to explore and learn.
- Confidence, happiness and new skills.
- Life skills experiences. Working on the next steps that are appropriate for him, not a curriculum written for children without SEND.
- Enrichment, friendship and life skills.
- Everything. The way you welcome my child into school every morning. The great impact you've all given him.

- My daughter loves Abbey Court, she enjoys all the lessons especially all the opportunities to partake in outdoor activities like the farm.
- Confidence to express himself.
- My son is now very sociable. He is very happy when it is time to go to school.
- Socialising with her peers and forming friendships. Routine is excellent for them too.
- Confidence and new skills.
- Interactions with children of her own age and abilities.
- Support, engagement, care and fun.
- Physio input (standing, walking), being around his peers and staff (he is very sociable), doing lots of different activities with the latest technologies, lots of activities in general.
- A safe kind environment to learn. Friendships with peers. Being challenged enough to progress but not over challenged.
- A greater awareness of the world around her. How to integrate and communicate her needs.
- Seeing other children, the right support to get an education and life skills, feeling happy and safe.
- Routine, learning new skills, learning basic skills, understand generally day-to-day tasks.
- Visits to the farm, swimming and afternoon trips out.
- The school provides great support, great facilities. Great communication.
- My child's progress is all types of learning skills.
- Inclusion, friendships, overnight stays. People that understand him.
- Learning new skills, communication, independence, access to teaching aids, socialising, structure and routine.
- Tonto! Learning different things that can also be used at home. Making lots of friends!
- Social skills, great routine, chance to do things we might not be able to at home, support received, friends.
- She is happy and able to socialise with others.
- Access to great teaching, support equipment and facilities all suited to her needs and abilities. An opportunity to mix and interact with others outside of the home and build relationships with the adults and other children at the school.
- The help and support she receives from staff. The social interactions with her peers.
- Routine, friends, mixing and has learnt so much. Brilliant staff who help him on his way and have given him so much time.
- Confidence and support.
- Social interaction, structure and routine.
- He is learning new things and experiencing different things. He has made friends.
- Social interaction.
- Social aspects. Interacting with other children.
- Growth in confidence, knowledge and he loves going to school.
- All the things she needs to progress and settle into a school setting.
- Learning new skills and enjoying life.
- Less boredom, more learning and socialising.
- Learning skills that will enable him to be as independent as he can be.
- Social interaction, stimulation, new skills and fun.
- Socialising and therapies.
- Social aspects and routine of school life.
- Routine and learning.
- My son likes attending swimming and activities, he also enjoys school dinners.
- Social interaction, learning new skills, rebound therapy and swimming.

*Headteacher's Comment*

*Thank you for these super comments. It is always important for us to learn what you feel are the best things that your child gets from attending Abbey Court School. We note particularly that you comment on the curriculum provision here, the safe environment and the quality of the staff.*

**2. COMMUNICATION**

**Newsletters**

Do you find the new **School Newsletter** contains:

<b>Too Much Information</b>	<b>About the Right Amount</b>	<b>Not Enough Information</b>
<b>4% (2%)</b>	<b>94% (94%)</b>	<b>2% (4%)</b>

Do you find them...

<b>Easy to Read</b>	<b>Hard to Understand</b>
<b>97% (100%)</b>	<b>3% (0%)</b>

Would you prefer...

<b>More Newsletters</b>	<b>The Same Amount</b>	<b>Less Newsletters</b>
<b>8% (13%)</b>	<b>83% (83%)</b>	<b>9% (4%)</b>

Would you like to see any other items in the Newsletter?

Yes	No
2% (6%)	98% (94%)

If yes, what types of items would you like to see?

- Will advise when new ideas developed.
- Every newsletter contains what every year has been doing and shows progression.
- Photos of what the children have done.

Do you have any other comments about our School Newsletter?

- I love seeing what other classes have been achieving, it helps make the school feel like a community.
- It's lovely reading what all the children have been up to. Love the pictures too.
- It's always lovely to see all the activities the classes are doing.
- Enjoy reading them love to see the children's achievements.
- It is always lovely to see what the children have been doing across both sites.
- Gives plenty of information of what the children have been learning/doing.
- We love the school newsletter. Always lovely.
- Updates on all classes as my son's class only featured once so far.
- Brilliant, full of lovely pictures and achievements of the children.
- It gives you information on what is happening in school. It's great that we are able to see what they're doing.
- It is lovely to see all the activities that all the children take part in and to see all the developments and changes at the school. We share the newsletter with family and friends who like to read it too – it would be great to have an online version that we could share even wider with my family who live further away.
- I love reading and seeing what the children have been doing.
- Brilliant.
- Love the school's newsletter.
- I struggle with reading so sometimes find the information difficult to take in.

### Headteacher's Comment

*Thank you. We are so pleased that you value the newsletter. The current newsletter is always on the website so that you can refer friends and family to it.  
Should anyone you know wish to receive their own copy either electronically or on paper, then please let the office know and we will add them to the mailing list.*

### School Prospectus (available on the school website)

Do you find the **School Prospectus** contains?

Too Much Information	About the Right Amount	Not Enough Information
2% (2%)	96% (94%)	2% (4%)

Do you find the **School Prospectus**?

Easy to Read	Hard to Understand
98% (97%)	2% (3%)

Do you have any comments about the School Prospectus?

- It's informative and gives a good picture of the school.
- On track – thanks.
- It gives us more information of what's happening in school.
- Like the pictures to help explain or show what is being spoken about.
- Really helpful for new starters.
- The school's prospectus is perfect.

### Annual Review Reports

Do you find **Annual Review Reports** contain?

Too Much Information	About the Right Amount	Not Enough Information
0% (1%)	95% (95%)	5% (4%)

Do you find Annual Review Reports?

<b>Easy to Read</b>	<b>Hard to Understand</b>
<b>98%</b> (99%)	<b>2%</b> (1%)

### **Annual Review Meetings**

Did you participate in your child's **Review meeting** this year?

<b>Yes</b>	<b>No</b>
<b>81%</b> (86%)	<b>19%</b> (14%)

Do you find the Review gives you...

<b>Too Much Information</b>	<b>About the Right Amount</b>	<b>Not Enough Information</b>
<b>0%</b> (0%)	<b>93%</b> (99%)	<b>7%</b> (1%)

Did you find the discussion at the Review...

<b>Easy to Follow</b>	<b>Hard to Understand</b>
<b>96%</b> (99%)	<b>4%</b> (1%)

Are the Annual Review meeting minutes (sent to you afterwards)...

<b>Easy to Follow</b>	<b>Hard to Understand</b>
<b>94%</b> (100%)	<b>6%</b> (0%)

Are you generally satisfied with arrangements for Reviews?

<b>Yes</b>	<b>No</b>
<b>93%</b> (97%)	<b>7%</b> (3%)

Is there anything else you would like to say about Reviews? We are particularly keen to hear how you found the virtual annual reviews this year (set up in the context of Covid).

- I do prefer the reviews in person but have been happy with how they were carried out when virtual, and think that holding them virtually may suit some parents more.
- We have not had one yet.
- We always find the annual reviews really good. They are very informative, well structured and a great opportunity to hear first hand how our child is progressing.
- We had a face-to-face review. The review was lovely, very positive, lots of visuals to look at, I was very satisfied.
- The virtual reviews worked just as well, and both parents were able to attend as Dad was working from home. In person reviews are probably still preferable though.
- Not had meeting yet.
- Review was very helpful and came at the right time, when the presence of the school team was able to support with our daughter's needs. The virtual review support not just in our communication but the surrounding where our daughter lives and pets.
- Didn't have one this year due to his class sent home to self-isolate.
- There is not enough notice to get professionals there and the date is dictated by the school.
- Had face-to-face review this year and really enjoyed the videos all put together of my son's work. Loved seeing him in class learning and having fun. Nice to see staff put in so much effort for this.
- It's great to be updated on my son's progress and to work together at home and school to support my son.
- It would be nice to have your child involved in the meeting (even if for 5 minutes at the end) to hear how well they are doing, to show parents their work to give sense of pride etc.
- Some information needs to be broken down better or explained for me to understand it.
- Happy with current format.
- School was shut so had son at home on review date.
- I want to know the date earlier so that I can request leave or a day off so that I can attend.
- When they are back to face-to-face I will be happy.
- Enjoyed the annual review.
- Couldn't get to the school.
- I love attending the school reviews, last year's virtual was great too, no problems with it at all. Well planned.
- Was nice to be able to do a face-to-face review this year.
- With the review as every year we find out a lot more of the smaller detail that we do not always hear about via the contact book. So, we love the yearly reviews as we always come out with a wow factor.
- Virtual review attended this year which is great as parents who work, don't need to take time off work.

### Headteacher's Comment

*We are delighted to read that you are, overwhelmingly, happy with our reviews. I will remind teachers to be very clear with the information they provide. We do give professionals and parents a month's notice of a review so that time can be booked off work if necessary. It is the school's responsibility in law to set the date of the review.*

#### Visual Annual Reviews (end of key stage)

Have you had a visual annual review . . . . these are held in years 2, 6, 9 and 14?

Yes	No
28% (31%)	72% (69%)

Do you have any feedback for us about the value/effectiveness of visual annual reviews?

- Visual reviews are always well put together and bring a different element to annual reviews. It is always nice to see photos and videos alongside the progress report of your child.
- Found it really nice to see what my son gets up to at school and his progress.
- It should be encouraged and more frequent.
- Think this is what we had - was lovely thank you.
- They are better face-to-face.
- Very good.
- Be lovely to have a visual review every year or even a condensed version – it's so important to give parents feedback as most of our children are non-verbal.
- Fantastic to watch our son 'doing' the things which are written about in his contact book!

### Headteacher's Comment

*We are really pleased that you enjoy all of the photos and videos that the teachers so carefully put together for you, to evidence the skills your child is learning, and the progress they have made. Almost all reviews now contain video-clips as well as photos for you to view.*

#### Individual Education Plans (IEPs)

Do you find the IEPs?

Easy to Read	Hard to Understand
98% (99%)	2% (1%)

Does the IEP present your child's needs accurately?

Yes	No
97% (96%)	3% (4%)

Is there anything else you would like to say about IEPs?

- We appreciated how quickly this was updated following a change to our daughter's ability and need.
- I always enjoy reading how the goals have been met at the end of each term.
- On track.
- All good.
- No, the IEPs are very well set out and easy to follow and understand.
- I don't know what this is?
- Love the IEPs I enjoy reading them and think they read great.
- Always get a phone call where we just go over his IEP if there is anything we would like to add.

### Parents Evenings

(Please note some were held virtually this year because of COVID restrictions).

Do you find **Parents Evenings** give you...

<b>Too Much Information</b>	<b>About the Right Amount</b>	<b>Not Enough Information</b>
<b>0%</b> (1%)	<b>97%</b> (95%)	<b>3%</b> (4%)

Would you prefer...

<b>More Parents Evenings</b>	<b>Fewer Parents Evenings</b>	<b>About the Same</b>
<b>31%</b> (31%)	<b>5%</b> (10%)	<b>64%</b> (59%)

Do you find the discussion at Parents Evenings...

<b>Easy to Follow</b>	<b>Hard to Understand</b>
<b>97%</b> (99%)	<b>3%</b> (1%)

Are you satisfied with what goes on at Parents Evenings?

<b>Yes</b>	<b>No</b>
<b>93%</b> (99%)	<b>7%</b> (1%)

If you attended on site was your son/daughter's work available for you to look at on Parents Evening?

<b>Yes</b>	<b>No</b>
<b>93%</b> (91%)	<b>7%</b> (9%)

Are there any comments you would like to add? We are keen to hear your views on the effectiveness of virtual Parents Evenings and how these might be further improved.

- Satisfied, thanks.
- I was really pleased that parents evening could still go ahead virtually to hear how my daughter was getting on.
- Prefer face-to-face like to see where in class everything is and where spends most his day. Nice to see teacher face-to-face too and look at red books.
- Virtual in 2021 and 2020.
- I understand the limited time the teachers have to see parents but if at all possible it would be nice to have a longer meeting or more of them.
- Haven't had one.
- More evenings through the year would be helpful to see performance/improvements – quicker to support more at home.
- Sessions to be longer.
- More required as you only get a small amount of time. Also discuss regular changes/updates in person.
- Due to distance and children it is difficult to attend the school site and I have no one to look after children so I can focus on what is being said.
- Virtual Parents Evenings have been like everything else virtual over the last 2 years. Once you are used to getting them and working with them it's ok. Not ideal but needs must.
- It's lovely seeing inside the classroom and seeing his work, photos of him in class and videos!
- I enjoyed seeing my child's work, which is a large part of why I like in-person Parents Evenings. But virtual meetings worked well and I had no problems accessing it.
- Works well for us!

### Headteacher's Comment

*We are going to re-instate (Covid permitting) the creche at school on parents' evenings so that you can have childcare whilst you attend the school. We still have no parent consensus on the number of parents' evenings and their duration. We currently offer you two parents' evenings per year of 20 minutes, as well as an annual review of 45 minutes.*

**Home-School Contact Books** (We commit to writing in these at least 3 times each week)

Do you find **Home-School Contact Books** give you...

<b>Too Much Information</b>	<b>The Right Amount</b>	<b>Not Enough</b>
<b>1%</b> (2%)	<b>93%</b> (93%)	<b>6%</b> (5%)

### Home Learning

(This refers to the learning your child received whilst the pandemic COVID restrictions have been in place).

Did you receive home support learning activities for your child if they did not attend school due to COVID-19?  
By Parentmail, Posted copies or accessed via the school website.

Yes	No
96% (98%)	4% (2%)

Was the quantity of home learning set for your child:

Too Much Information	The Right Amount	Not Enough
17% (20%)	78% (79%)	5% (1%)

Do you have any comments about the home supported learning provided during the COVID 19 pandemic?

- It helped my son to be busy and helped him to learn more about the stuff the teacher sent.
- It was not possible for me to carry out the learning at home due to the demands of my other children. Also my daughter did not associate school work with the home environment.
- Lots to choose from however we cherry picked with support from teacher.
- Hard to do sometimes at home as he lacks interest and I feel like I'm fighting him to do it where as at school he is happy to do it. Think he enjoys it more at school but we do always try to do some of it if not all.
- Ok for now, thanks.
- I initially felt overwhelmed with the work but after chatting with the teacher and breaking it down it was great.
- Good idea although our child not that receptive.
- Difficulty due to my own understanding to teach my son during this time as he would not do the paperwork. No access to computer for him to do online classes.
- Sometimes the work was the right amount and sometimes too much – this was depending on how my son wanted to learn that week. Some of the work needed to have been more motivational for the child.
- This was a no go for us. He completely shuts off when in his home environment.
- The information was detailed and easy to follow. They gave me the confidence to successfully engage my son.
- Appreciated that the learning set was flexible but still fairly tailored to my child's targets etc. Home learning was difficult due to my child being unsettled with changes to routine so I was glad there wasn't lots of pressure to complete everything.
- I'd rather my child attend school; home schooling is not the same.
- Was unable to 'home learn'?
- Not easy – but did a lot of self-help skills! But we got through it and feel my son did very well with one-to-one he received at home.
- Hard on my part because I was working also I haven't got enough time.
- Too much was not really in relation to what our daughter could complete if she had full adult attention – it was too much for us as a family when trying to manage work, home and the additional school work/learning activities.
- Our son would not do any school work at home but we gave him household chores to aid learning and development.
- The home supported learning provided by the school was great but I think the struggle was more for the parents from the discussions we had with others as it was hard for us to do it full time but again it's what was needed.
- I thought it was very well planned and simple to follow and adapt to us as a household.

### Headteacher's Comment

*We are pleased that, on the whole, we got this right for you. We do understand that some children refuse to work at home and that some parents find it difficult to carry out the work set for a variety of very valid reasons. We are pleased that mostly there was work there for you at the right level and easy for you to access.*

Did you receive regular weekly monitoring calls during the periods your child was not accessing due to COVID-19?

Yes	No
82% (72%)	18% (28%)



How helpful were these calls in keeping in touch with the school?

- Very helpful. I felt that the school cared.
- It was helpful to keep each other updated.
- Very helpful and encouraging.
- Very helpful.
- Did receive a few calls but not weekly. Calls were appreciated but not really helpful.
- Very helpful and the teacher was very good at clarifying any doubts or questions I had and gave very helpful advice with regards to the home learning activities.
- Nice to keep in touch but a video call to the student from the teacher would have been extremely beneficial.
- Very helpful.
- Calls were not regular during periods of absence from school, they only happened sporadically and certainly not every week.
- Very helpful.
- Very and nice for my son to hear his teacher's voice.
- It was nice to touch base and have the opportunity to bring up any concerns.
- Very helpful and reassuring.
- Appropriate, thanks.
- Very nice felt like not on own doing it and good to talk it through.
- It was lovely to hear from the teacher as school shut quickly.
- Very helpful and helped with not feeling so alone.
- A great way to be supported to know I was doing the best I could with the learning sent home.
- Brilliant
- It was very helpful.
- Quite disappointed we didn't receive weekly calls as it felt like we were 'left to it'.
- Good
- Very. Helped guide through the work at home too.
- Not helpful, didn't see any point in them.
- Helped keep us work on the same schedules or interchange as required.
- Yes, very. The school was able to tailor home schooling based on the feedback I gave.
- Good
- These were helpful to keep up-to-date and was a chance to ask for any information or support if I needed it.
- Very helpful as needed things in place.
- These were helpful.
- It was great to keep up the relationship with school and to provide reassurance of what we were and were not managing to complete.
- It was good to know that help and support was just a phone call away.
- Very helpful. Felt I could talk to her when things weren't quite as good as I wanted, and was reassured what we were doing was fine.
- Yes I knew I was still supported from school.
- They were very helpful and kept us up-to-date with information.
- Extremely to discuss any issues we had and to gain extra support.
- Brilliant, to a certain degree it was training for us as well about how we approached some topics.
- Nice to check out what our child was doing.
- Not particularly but because our son was unable to learn from school – remote learning etc. Didn't change home situation.
- Nice to know we were still being supported by the school.
- It was great to speak to a teacher.

How helpful were the Risk Assessments sent home to you about policies and procedures at Abbey Court whilst the pandemic has been prevalent?

- Somewhat helpful
- The Risk Assessments were appropriate and very helpful.
- Very helpful.
- They were obviously very long and in-depth but it was useful to know the updated policies and things put in place to keep the children as safe as possible.
- Very
- Very helpful.
- Clear and reassuring.
- Very helpful.
- Very
- Helpful to understand how things would be managed on their return to school.
- Easy to follow and understand.
- Appropriate, thanks.
- Good, very helpful.
- It is a lot of information. I trust you to keep my son safe.
- Neither helpful or unhelpful.
- Excellent, could see school was proactive.
- Risk Assessments set out clear procedures and polices about keeping everyone safe and were always updated accordingly.
- Effective and helpful.
- Good
- Very
- First class.
- Good
- Very helpful.
- Risk Assessments were perfectly worded and easy to understand.

- It's helpful at least you're aware of the protocol and guidance to follow.
- Very helpful. It was good to have a sense of the school's approach and to understand what to do in the case of catching Covid.
- Very helpful.
- Very helpful.
- Not helpful.
- Extremely
- Very helpful. Showed us how the school's approach was being upheld especially in a special needs school as I'm sure adaptations had to be made for each process that had been sorted out by the local authority which would have required a lot of input by the staff.
- Useful information.
- Made parents aware of measures taken to protect children, staff and families.
- Ok
- Very good – gave a clear message what procedures were.

### Headteacher's Comment

*We are pleased that the vast majority of parents found the monitoring calls helpful. I read all of the notes of the calls and know that these were regularly made, and messages left if you were not available. The comments about the risk assessments are really helpful for our future use. Thank you.*

### Consultation

Do we consult effectively with you over school policy and practice?  
(e.g. Policies are regularly sent home in the school newsletter)

Yes	No
96% (98%)	4% (2%)

Is there anything you would like to say about how we consult with you and seek your views?

- Some of the policies sent home are lengthy, which I understand they have to be but perhaps an overview or summary of the policy along with the full policy may be easier to read and comment on.
- Appropriate for now.
- Due to difficulty reading – I struggle to understand what these are about or how they are used.
- It's in our hands as parents when we receive the information to contact the school if we have any questions as the information is in full with regards to, whys and wherefores.
- To be honest, I rarely read the policies that are sent home.

### School Website

Have you visited the new school website during the year?  
(www.abbeycourt.medway.sch.uk)

Yes	No
87% (87%)	13% (13%)

Have you engaged with the school/farm virtual tour?

Yes	No
79%	21%

Do you find it easy to find your way around?

Yes	No
85% (89%)	11% (15%)

Is the information on it useful?

Very Useful	Not Very Useful
96 % (97%)	4% (3%)

Please provide feedback on the new website here and virtual tour(s).

- A great school website, easy to navigate and lots of useful information for parents and carers.
- The new school website looks really good and is easier to move around than the old one. The virtual tours are also a really good feature as it is nice to be able to see and show others where our daughter spends her school days, especially as she cannot communicate it herself.
- It was lovely to get a feel of what the farm is like as we didn't get a chance to see the school due to Covid.
- It's a really lovely website, so nice to see videos of all the different children engaged in activities and learning.
- It was great to see the virtual tours, although I found some parts harder to load/navigate whilst accessing it on a mobile phone.
- It would be nice to see how the farm ties in with the curriculum.
- Easy to log on and very useful.
- I struggle with log in and navigating the site.
- Great. A search engine can be introduced in future roll out.
- Information on the website is now always up to date, such as events.
- A fantastic way to see the school.
- Not looked yet.
- All good.
- Keeps us up-to-date on key projects.
- I did find the new website quite tricky to begin with and when finding homework I struggled until I realised I needed to use a computer and not my phone.
- We loved taking the virtual tours of both sites.
- Love them.
- Pictures are always better than reading. Pictures speak volumes.
- Love the farm virtual tour.

### Headteacher's Comment

*These comments are really positive, thank you. Do call if you struggle to navigate the website or to find the information you need. Danny and Rhys, our ICT staff, are very keen to support and help you. I note the comment that you find policies lengthy.*

**3. SERVICES** Please tick the ones that are **most important** to you.

Which of our services do you, as a Parent, **MOST APPRECIATE** some examples include :

Individual Education Plans	<b>75%</b> (72%)	Hydrotherapy	<b>78%</b> (72%)
Termly Reports	<b>62%</b> (54%)	Daily Mile	<b>29%</b> (29%)
Visual Annual Review	<b>38%</b> (44%)	Sports Coaching and Events	<b>25%</b> (17%)
Key Stage Booklets (Transition)	<b>22%</b> (23%)	School Farm Visits	<b>78%</b> (87%)
Home/School Contact Books	<b>86%</b> (84%)	Educational Visits	<b>64%</b> (48%)
Parentmail Communication	<b>59%</b> (48%)	Residential Journeys	<b>29%</b> (28%)
Parent Workshops	<b>22%</b> (20%)	Homework and Homework Libraries	<b>29%</b> (24%)
Creche at Parents Evening	<b>16%</b> (22%)	Book Bags	<b>19%</b> (20%)
Topical information displays at Parents Evening	<b>25%</b> (22%)	Inclusion Opportunities	<b>25%</b> (18%)
School Website	<b>43%</b> (22%)	Lunchtime Clubs	<b>23%</b> (15%)
School Virtual Tour	<b>24%</b>	Themed Pupil Lunches	<b>30%</b> (19%)
Farm Virtual Tour	<b>26%</b>	Multi-cultural days	<b>20%</b> (22%)
Speech & Language Therapy	<b>81%</b> (80%)	Social Events (Disco/Quiz Evening)	<b>28%</b> (15%)
Feeding Clinics	<b>20%</b> (19%)	Family Mornings	<b>23%</b> (20%)
Communication Passports	<b>29%</b> (24%)	Invitations to class assemblies and special events	<b>67%</b> (54%)
Horse Riding	<b>45%</b> (50%)	Christmas Production	<b>56%</b> (44%)
Horse Simulator Tonto	<b>68%</b> (68%)	School Photographer	<b>52%</b> (53%)
Rebound Therapy	<b>51%</b> (60%)		

If there are any others not listed and which you appreciate please list them here.

- Amazing and friendly teachers and assistants.
- Access to the soft play and sensory rooms.
- The staff themselves. They are greatly appreciated!
- In-person Parent Workshops in place of virtual when safe to do so again.
- Swimming – my son loves this and hasn't done for a while at school now.
- Child not accessed horse riding or Rebound Therapy as promised.
- Occupational Therapy and Behaviour Therapy.

Are there any **SERVICES** which appear to you to have **IMPROVED** over the past year?

Yes	No	Don't Know
15% (16%)	20% (12%)	65% (72%)

Please state which **SERVICES** and how they have **IMPROVED**.

- Invitation to special events – I was invited for the Mothers' Day Lunch which I thoroughly enjoyed and got to meet new people.
- The expansion of the farm and dedicated farm teacher are a fantastic achievement.
- I prefer the new IEP layout.
- All on site need improvement.
- Nursing Services, a lot more consistent.
- Parentmail – I find this very good. Letters sent home can be missed or not received.
- Dinner book. Good communication with teacher at the end of the day or through school via phone.
- School website – much easier to get a feel for the school.
- My son only started in September 2021.
- Virtual Annual Review – family support.
- More class visits to farm.

### Headteacher's Comment

We are really pleased that you like the new IEPs, Mother's Day Lunch, school website and annual reviews, and that parent mail is useful to you. We are also pleased that you see improvements in the way the school farm supports your child's learning.

Are there any **SERVICES** which appear to you to have **GOT** worse over the past year?

Yes	No	Don't Know
11% (1%)	45% (52%)	44% (47%)

Please state which **SERVICES** and how they have **GOT WORSE**.

- Swimming – has only been once since started in September. Unsure if they have been to the farm more than once.
- Hydrotherapy but I'm hoping that was down to Covid and my son will get to go more regularly now.
- Swimming at the secondary site. No mention of when horse riding will start again.
- All services.
- Accessing the site to collect child – transport is dangerous.
- No swimming or hydrotherapy.
- My son loves swimming but sadly this has become rare. School trips have become less frequent.
- Although due to the pandemic, certain services weren't available eg Tonto.
- Swimming not very often although can understand if due to staff and safety issues.

If a service has got worse, how could we make it better for you?

- More opportunities to do swimming/far.
- Although hoping hydrotherapy can restart in senior site after 2 years.
- Make hydrotherapy happen as it should when timetable says it should.
- Make swimming a more regular activity. Increase the number of school trips.

### Headteacher's Comment

Thank you for this feedback. Tonto has been in use throughout the pandemic and we have riding instructors here working 5 days per week. External horse riding has been very tricky to reinstate. Some riding schools have gone out of business, some do not have enough staff in place to enable us access, and some are offering fewer slots to schools. We are trying hard to find alternative venues within a sensible distance to the school to recommence off site riding. Hydrotherapy has been fully re-instated and all pupils should now be swimming weekly. Pupils are also swimming off-site again.

Abbey Court is a UNICEF Rights Respecting School. Do you feel we are effective in promoting your child's rights?

Yes	No
97% (97%)	3% (3%)

Do you feel that Abbey Court School listens to the views of children and acts on them?

Yes	No
96% (97%)	4% (3%)

#### 4. PARENT INVOLVEMENT

Apart from those we already have, would you like to see any other meetings or events held at the school?

Yes	No
16% (15%)	84% (85%)

If yes, please tell us what

- Sports Days not already included.
- More assemblies, or perhaps Teddy Bear Picnic during the long summer holidays for family's children at school.
- Will advise in future.
- Unsure as my son has not attended for long enough.
- FE next steps meeting.
- Parents coffee mornings to meet others at the school.
- Struggle to get to school.
- Although we appreciate the amount of work and organisation it must take, it would be great to have more farm open days.

Have you been involved in a parent forum?

(Please note these have been virtual this year due to COVID restrictions).

Yes	No
10% (11%)	90% (89%)

If so, did you find your participation useful?

- Yes it has been useful.
- Yes, very useful.
- Feeding one was very useful and like to do more on them.
- School farm – yes was good.
- Yes. Always interesting to hear other people's points of view and their perception of things.
- Yes very.
- Yes although it can sometimes be difficult to find time to attend.

#### Parent Workshops

What parent workshops would you like to be run in school during the coming year? (Covid restrictions permitting!)

Virtual	Face-to-face
38%	62%

- I don't mind any.
- To be able to meet like minded parents and share ideas.
- Mixture - restrictions allowing.
- Lifting children, sensory work for supporting children and sign/Makaton workshop.
- Feeding Clinics – (food prep class for children with dysphagia like tips and how to soak food that can be given).
- Using school strategies at home – visual prompts, choosing boards etc.
- Makaton and chance to meet other Mums and Dads.
- Support for carers and families.
- I don't mind either.
- Toileting and communication again.
- Sensory and SALT.
- Preparing for puberty.
- Support for parents with challenging behaviours.
- Puberty – try to help prepare children and parents/carers for this.
- Easier to attend virtually when working etc.
- I work Monday to Friday so I cannot attend workshops unfortunately but virtual maybe possible depending on duration.
- Crafts Club. Can be available for parents that pay childminders. This will effectively cut down costs to single parents.
- I really enjoy the SALT workshops they are always very informative. The dysphagia workshop was also very good.
- Options for post 19 provision.

We provide you with lots of information (ie. the prospectus, newsletter, website details, the results of our parents survey). How much do you feel **you know about** Abbey Court?

<b>A Great Deal</b>	<b>A Moderate Amount</b>	<b>Very Little</b>
<b>58%</b> (50%)	<b>37%</b> (47%)	<b>5%</b> (3%)

If "very little" how could we inform you further?

- Struggle to absorb reading material.

### Headteacher's Comment

*Thank you for all these ideas. We are currently putting together the parent workshop programme for next year and will be sure to include some of the topics you suggest. We always appreciate the time you give to the parents' forum. We hear that you would like more farm visit opportunities, more information about sex education, FE post 19 next steps and pupil communication.*

### **5. WHEN THINGS GO WRONG**

If you have a problem about your child or just want to find out something about what was going on in school would you find it easy to **CONTACT** the **SCHOOL**?

<b>Yes</b>	<b>No</b>
<b>95%</b> (98%)	<b>5%</b> (2%)

Have you felt it necessary to make a complaint about school practice this year?

<b>Yes</b>	<b>No</b>
<b>0% - 0 replies</b> (4% - 3 replies)	<b>100% - 63 replies</b> (96% - 76 replies)

If you have answered "yes", how well did you feel we dealt with your complaint?

<b>Very Well</b>	<b>Average</b>	<b>Not Very Well</b>
<b>100% - 5 replies</b> (50% - 1 reply)	<b>0% - 0 reply</b> (0% - 0 reply)	<b>0% - 0 reply</b> (50% - 1 reply)

If you answered "not very well", what would have made the complaints process better for you?

No comments received

## OFSTED QUESTIONNAIRE

For each of the statements below, please tick the box which best reflects your views of the school.

	<b>Strongly agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>
1. My child is happy at school.	<b>76%</b> (86%)	<b>19%</b> (10%)	<b>1%</b> (3%)	<b>0%</b> (0%)	<b>4%</b> (1%)
2. My child feels safe at this school.	<b>75%</b> (83%)	<b>20%</b> (15%)	<b>1%</b> (0%)	<b>0%</b> (0%)	<b>4%</b> (2%)
3. The school makes sure its pupils are well behaved.	<b>64%</b> (73%)	<b>27%</b> (22%)	<b>2%</b> (0%)	<b>0%</b> (0%)	<b>7%</b> (5%)
4. My child has been bullied and the school dealt with the bullying quickly and effectively or My child has not been bullied: <b>87%</b>	<b>0%</b>	<b>2%</b>	<b>4%</b>	<b>0%</b>	<b>7%</b>
5. The school makes me aware of what my child will learn during the year.	<b>66%</b>	<b>28%</b>	<b>4%</b>	<b>0%</b>	<b>2%</b>
6. When I have raised concerns with the school they have been dealt with properly or I have not raised any concerns: <b>48%</b>	<b>23%</b>	<b>25%</b>	<b>2%</b>	<b>0%</b>	<b>2%</b>
7. My child has SEND and the school gives them the support they need to succeed.	<b>64%</b>	<b>32%</b>	<b>2%</b>	<b>0%</b>	<b>2%</b>
8. The school has high expectations for my child.	<b>56%</b>	<b>33%</b>	<b>2%</b>	<b>0%</b>	<b>9%</b>
9. My child does well at this school.	<b>64%</b>	<b>34%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>
10. The school lets me know how my child is doing.	<b>65%</b>	<b>31%</b>	<b>2%</b>	<b>0%</b>	<b>2%</b>
11. There is a good range of subjects available to my child at this school.	<b>64%</b>	<b>26%</b>	<b>2%</b>	<b>0%</b>	<b>8%</b>
12. My child can take part in clubs and activities at this school	<b>44%</b>	<b>37%</b>	<b>6%</b>	<b>0%</b>	<b>13%</b>
13. The school supports my child's wider personal development	<b>59%</b>	<b>35%</b>	<b>2%</b>	<b>0%</b>	<b>4%</b>

14. I would recommend this school to another parent.

<b>Yes</b>	<b>No</b>
<b>100%</b> (97%)	<b>0%</b> (3%)

Is there anything else you wish to tell us about our service at Abbey Court School?

- My child just started last year but so far, I'm very grateful. Although I wasn't happy about my child coming to Abbey court but I'm extremely happy I accepted the school. You are all extraordinary people; doing amazing things in the life of all the students. Thank you all.
- Really proud to have my son at Abbey Court. All staff are excellent. It's his happy place. Love to see how much he has learnt and he does things at school we can't get him to do at home. He goes in smiling and comes out smiling – thank you for all your hard work.
- It's brilliant.
- Keep doing what you are doing, I love the school so does my son.
- Fantastic facilities and fantastic staff.
- Brilliant school – my son loves attending!
- Abbey Court is an outstanding school with some amazing members of staff.
- We are grateful to all the staff who are always supportive and work hard to make the school a safe and happy place for my child to learn in.
- Very good school.
- My son gets very disappointed when something he is looking forward to is cancelled or changed. He really enjoys swimming but it only seems to happen occasionally now and often it is cancelled without any notice. His residential trip was also difficult for him as he was told he could not go despite us explaining his needs and being told it wouldn't be an issue. Other than these issues, it is an amazing school and caters for her our son's complex needs. I'd like to take this opportunity to thank everyone for all their hard work in making the school a happy and safe place for our son to learn. Thank you.

- I wish my son could stay forever!
- Absolutely incredible school with incredible staff, I wish all children could attend such a fantastic school as Abbey Court.
- My son has made excellent progress since starting at Abbey Court School. I'm very glad he attends here.
- I have concerns about people from the flats and houses next to the new secondary school. I'm unsure of the plans but I am worried that strangers might be able to see into the secondary playground.
- Thank you all – you are all amazing!
- Love, love, love Abbey Court, amazing staff that bring out the best in my son.
- School lives up to its motto – 'we grow people'
- We see progression in all aspects in our daughter's daily life from attending Abbey Court.
- Abbey Court is an amazing school.
- Keep doing what you are doing! We really appreciate all of the staff and pupils at Abbey Court and the great learning opportunities and experiences and fun they provide to our daughter – thank you!
- Thank you all for your hard work. You are all amazing.

### Headteacher's Comment

*Thank you so much for these fantastic comments. Abbey Court staff work very hard and go the extra mile for children. Thank you for recognising them and the efforts they make. Despite on-going Covid staff shortages, they continue to provide an outstanding service and I really appreciate that you value what they do. Thank you.*

#### Thank you

K Joy  
July 2022

**NB. Every comment received from parents is published within this document, however any names have been removed to ensure confidentiality is maintained.**