



12th September 2017

Dear Parents / Carers,

Thank you so much for the return of the forms asking you about the school. We asked you to highlight anything you particularly liked about school and what you thought we could improve. We had 49 returned (45%) which means that we get a very good idea of what you think about our work with your children. It is very, very important to us that we know what you think. The feedback that you gave us was so positive again and it is humbling to read and share with all staff the comments that you have made.

Response to questions asked

SA – strongly agree A-agree N – Neutral D-disagree SD – strongly disagree NA – not answered

<p>1. My child likes school SA – 35 - 71% A – 12 -25% N – 2 – 4% D – 0 -0% NA -0 -0%</p>	<p>2. My child is making good progress SA – 37 -76% A –9– 18% N – 3 – 6%</p>
<p>3. Children’s behaviour is well-managed SA – 33 – 67% A – 14 – 29% N – 2 – 4%</p>	<p>4. The school provides a nurturing environment SA – 43 – 88% A – 5 – 10% N – 1 – 2%</p>
<p>5. I feel the school keeps my child safe SA – 47 – 96% A – 1 – 2% N – 1 – 2%</p>	<p>6. I think staff challenge my child to achieve their best SA – 39 – 80% A – 9 – 18% N – 1 – 2%</p>
<p>7. The teaching is good SA – 42 -86% A –5– 12% N – 1 2%</p>	<p>8. I would feel comfortable about approaching the school with any questions, a problem or complaint SA – 41 – 84% A – 7 – 14% N – 1 – 2%</p>
<p>9. I feel welcome when I come into school SA – 36 – 73% A – 13 – 27%</p>	<p>10. The school building is well maintained SA – 45 – 92% A – 4 – 8%</p>
<p>11. The school is well led and managed SA – 43 – 88% A – 5 – 10% N – 1 – 2%</p>	<p>12. The staff know my child well SA – 38 – 78% A – 11 – 22%</p>

13. My views are important to the school SA – 35 – 74% A – 11 – 22% N – 1 – 2% SD – 1 – 2%	14. The school is helping my child to develop life skills SA – 39 – 80% A – 9 – 18% N – 1 – 2%
15. School provides appropriate activities for my child to attend after school and at lunchtimes SA – 37 – 76% A – 9 – 18% D – 1 – 2% NA – 2 – 4%	16. The arrangements for my child to settle into school when they first started were good SA – 36 – 73% A – 10 – 20% N – 2 – 4% D – 1 – 2%
17. I am kept well informed of what my child is doing at school SA – 38 – 78% A – 9 – 18% N – 2 – 4%	18. I am kept informed of my child's targets and what they are learning SA – 39 – 80% A – 8 – 16% D – 2 – 4%
19. The school promotes a healthy lifestyle SA – 38 – 78% A – 11 – 22%	20. I understand the role of the school governor SA – 25 – 51% A – 12 – 25% N – 4 – 8% D – 8 – 16%
21. The courses the school runs for parents are useful SA – 36 – 74% A – 11 – 22% N – 2 – 4%	22. I am given enough information on how I can support my child at home SA – 32 – 65% A – 15 – 31% N – 2 – 4%

There were many lovely comments made when asked 'What do you like most about Columbia Grange School?' sadly, there isn't room to share them all with you so we have selected some examples, all the comments have been shared with staff

- Staff are 100% committed to help the children: I don't think they realise how much of a difference that they are making to our children's lives, they are amazing
- I look forward to the weekly newsletter as I don't feel I am missing out on any of her life at school
- I couldn't find a negative thing about the school, the teachers or the transport services – thank you
- The staff. They're amazing at what they do; they are patient and they genuinely care about the kids
- Staff are really nice, they have really helped my child since she started
- Staff very friendly, helpful and easy to approach
- Everyone at CG has my child's best interests at heart, they do more than their job to help
- School is an expert in my child's condition but still see him as an individual
- I like how CG adapts for my son and not my son adapting for them, he can be himself while learning
- School is very well run and organised
- Child is safe and teachers are trained in his condition and know how to calm him and care for him if need be
- Everyone is great at supporting families and children, my child thrives here
- Relationship all staff have with child to help them flourish in their activities of daily living
- Focus on both academic and life skills
- Always kept informed of any accident / incidents quickly and personally, all be it rarely happens which is a credit to the school
- Love the courses that are offered to the parents

- Teachers and staff are very flexible if you can't make an appointment and need to re-arrange; makes you feel a partner in your child's education
- Always made to feel welcome
- Website is great to be able to show family and friends
- Friendly atmosphere and staff always acknowledge visitors
- Staff are approachable, professional and efficient (especially Angela aka oracle)
- Child loves classes with Ros, June and SAFC team
- Teaching and office staff are so knowledgeable about the school and the children which makes me feel extremely happy to leave child

How can we make CGS a better place? What is missing?

- Could parents access a workshop in order to use the PECS programmes, for symbols to use at home.
- Reception staff could be more welcome
I feel uncomfortable when I ring reception, as always rushed off the phone, only get a chance to say a few words before they are hanging up, before I even say goodbye, and this puts me off ringing the school
- A swimming pool (x5) Hydro pool (x2)
- Feel slightly blind as to how he is in class (despite good diary and curriculum up date) A mechanism to better see what school does with him in class (techniques they use)
- Perhaps keep parents informed of eating at lunchtime – due to the nature of their special needs eating can be a real issue and if a parent knows that haven't eaten properly they can ensure this is made up for at home
- If they try and enjoy something new, it can be helpful for the parent to know so they can introduce it at home
- Would like to understand and have more information about the targets my child is working towards, and what I can do at home with them regarding these
- Maybe school could offer more advice how to support child at home if requested
- Christmas raffle at the show
- In meeting to listen to parents more and take into consideration what they are saying as we / they deal with it on a daily basis out of school hours where behaviour is considerably different
- More communication regarding what is happening with placements / statement and not to be left in the dark or forgotten about
- Times of courses could be a little later in the morning for those parents with no transport
- Transport for bringing after school after the after school clubs as I don't always have the car to get to school. Parents could make a contribution to the school
- Governors could attend coffee afternoons once in a while to meet parents and get a feel for what's happening, update us on what they are doing

Actions and responses

Based on the questions and comments we are going to:

- All parents have been offered the opportunity this year to attend a PECS course and will be offered the opportunity again next year, but if you would like specific support with PECS please just contact school to make an appointment to discuss with either the class teacher or speech and language therapist
- As part of their performance management, and following feedback, office staff will be undertaking training on customer relations / service, but please also note the positive comments regarding office staff.
- Unfortunately the school does not have the capacity or space for a swimming or hydro pool, as much as we ourselves would also love one! We have looked at swimming sessions for next year and booked extra sessions. This will enable us to timetable every class bar our Year 6 to have a swimming session for a full term. Unfortunately year 6 pupils will miss out but they have a full afternoon of physical activities with June and pupils from St Bedes, and a very busy year with transition visits, and we will look at fitting in some swimming sessions where possible
- We are currently looking at mechanisms for next year, for sharing with parents how their children are in class, and techniques used – probably through the use of short video clips, but this would first involve a

questionnaire going out to see if all parents in that class were agreeable to their child being videoed for this purpose, so details to follow.

- If parents request it we can write a quick note in diaries of their child's eating – but due to time constraints we couldn't write a food diary for every child – we would always try to let parents know if their child hadn't eaten very much or had tried something new
- We value communication on your child's progress and want to share with you information about your child's targets and how to support your child at home. We have 3 parents' evenings throughout the year, one per term as well as your child's annual review meeting. We appreciate it can seem a little rushed during parents' evenings as staff have several parents to see in an evening, but parents are always welcome to book an appointment to come and discuss things with class staff at any other time throughout the year – preferably at the beginning or end of the school day so not disruptive to the teaching of pupils. Medium term plans are sent home half termly and put on the school website with school targets and activities and ideas to support your child at home.
- We run regular parents training and advice sessions and recently ran one for new pupils on behaviour support strategies / SCERTS and we will be running a further one next term for all parents.
- We will ensure we put on a raffle at the Christmas show, we are always conscious of asking for too many contributions, so must stress that it is not obligatory to buy tickets
- We take on board your comments regarding courses being later in the morning to allow for parents with no transport to attend and will try to ensure we do this. If you do have difficulties attending courses / parent evenings due to transport issues please let the school know at the time and we will try to work with you to find a solution
- We have always had difficulties with pupils not being able to access after school clubs due to transport issues and have looked into this in previous years, but unfortunately have not yet found a suitable solution due to the distances involved and the school bus being used to transport pupils' home at the end of the normal school day. Due to this we offer a wide variety of lunchtime clubs, which all pupils have the opportunity to attend .
- Governors are now invited to all school events – coffee afternoons, concerts etc and they will be strongly encouraged to attend and get to know parents, for some governors this can be difficult due to their own work commitments. We are also in the process of putting up a photo board in school showing who each governor is and their role, this will also be on the school website and we are sending a termly newsletter home with a 'Meet the governor' section on.

As Chair of Governors and Head Teacher, we would like to emphasise one central thing. The annual questionnaire is great but don't wait for that, if you have anything at all that you want to raise, no matter how small please do contact school

Kind regards and thanks to you all for your valuable comments.

Paula Lockhart
Chair of Governors
Lesley Mavin
Head teacher