

**What you think we do well:**

'If at any time there is a problem with my child (at home) the teachers at school are willing to listen and help with the problem by talking it through and addressing the issues and resolving the problem. Both sites have lovely staff.'

'Nothing is too much trouble, communication with home is excellent. My son has been treated as an individual, important person and has been encouraged to be as independent as possible. The school is a safe and secure place. All the staff at the school are very special, caring people who understand our needs'

'Family outreach is a really big help for parents struggling with the system, providing help and advice.'

'The 16 plus unit is well organised, it feels like a family. I do not worry as I know my son is happy and get along together and the staff are marvellous.'

'The relationship between class teachers and parents is excellent. We are always told what our children have done on a daily basis.'

'Everyone is friendly, it's like an extended family and not just a school.'

'I love how the teachers phone, just to keep you up to date, even if a situation has been resolved. You can really have a one to one relationship with the staff, and they really care about your child.'

**What you would like us to do better:**

'Have an activity night like a youth club at Post 16'

*We are currently researching options and consulting with providers to see if we can offer evening provision*

'I would like more parent activities at post 16'

*We are consulting with parents about best times for family learning and what topics parents would like*

'The proposed building around the school at Ridge Hill is a concern'

*We will keep parents updated with any news as we receive it*

'I would like more out of class activities for my child'

*We are now able to offer forest schools at Post 16 so all pupils will have an opportunity during the year. Also we have '101 things to do at Pens Meadow' so all pupils should have more opportunities'*

'It would be good if pupils could access hydrotherapy.'

*We are trying to find local, accessible hydrotherapy provision for our pupils'*

It is a continuing concern that transport at home time is potentially dangerous. I think the taxi services need to address the way they park and drive when children are leaving school.  
*We are meeting with health and safety representatives from the local authority to plan for a solution and this will be in place as soon as possible*

Could we have class blogs please?

*We have trained staff to upload photographs onto the website. We are also purchasing 'Parentmail' which will help with communication*

'I would like to do a fundraiser to get some disability bikes that families could borrow at the weekends'

*We have regular Home School Association Meetings that all parent / carers are welcome to attend and we welcome any fundraising ideas families have.*

'I would like to see more intensive focus on developing communication skills and teaching those skills in a variety of contexts'

*We have a whole school approach to communication, but are always happy to discuss individual approaches for pupils.*