

## **Pens Meadow LPPA Parent/Carer Questionnaire Feedback**

Twenty two parents/carers provide feedback through our questionnaire, although not all respondents answered all questions.

### **1. When you first visited Pens Meadow was it clearly sign-posted and easy to find?**

Yes: 14 No: 8

### **2. When you have visited Pens Meadow School did you find school reception staff well organised and welcoming?**

Yes: 22 No: 0

#### **Comments:**

- Very helpful

### **3. How would you describe communication between home and school? This may be phone calls, face to face discussions, newsletters, school website or letters.**

Excellent: 15 Good: 6 Fair: 1 Poor: 0

#### **Comments/Suggestions:**

- All schools should be run like Pens
- Newsletters, home diaries and can always reach on telephone anytime.
- Easy to contact if in any doubt, friendly people.
- We have constant good communication with school but sometimes messages get mixed.
- Feedback when situations have been resolved or progress made.
- I find the home-school diary essential for day to day information regarding how my son has been overnight, at home, at weekend. Any issues/contact with school by phone, face to face are always dealt with ASAP.
- Facebook communication can be beneficial

### **4. If school needs to communicate with you regarding your child is this done in a way that meets your needs?**

Yes: 22 No: 0

#### **Comments:**

- Keep up the fantastic work
- If any problems occur they are fast to call
- We have regular meetings and conversations with school.
- Regular contact with school

- Communication suits my needs perfectly. It is appropriate via home/school diary or if more sensitive or urgent by phone call. School deals with this very well. We are also well informed by letters and updates. I appreciate the actual paper newsletters.
- Would also like group text messaging for important messages, school closures, reminders ect.
- Face to face or home school diary

**5. Do you feel you are given regular opportunity to make suggestions about how parents/carers receive information?**

Yes: 20            No: 1

**Comments:**

- Not sure
- 50/50- I have made comments/suggestions on how information sharing can improve, however not fully in place yet.

**6. Are you aware of school's policies on behaviour, home-school learning, attendance and punctuality?**

Yes: 19            No: 5

**7. Would you like to have access to these policies in a user friendly, jargon-free and accessible format?**

Yes: 19            No: 2

**8. Do you feel your child's transition to Pens Meadow was well planned and took into account your family's needs?**

Yes: 21            No: 0

**Comments:**

- It was a very daunting time, you all made it so easy.
- Feels warm and welcoming- little family.
- Due to nature of disabilities transition was longer than normal.
- My son is due to leave this summer aged 19, he will have been at Pens Meadow from the age of 3. The school has always been excellent but in more recent years is a lot more focused on needs and help for the whole family.
- My experience was very positive, couldn't have wished for better.
- Great transition from Bromley. Teacher came to see my child and me before my child moved over.

**9. Do you feel you are given sufficient opportunity to engage in your child's learning in school?**

Yes: 21

No: 1

**Comments:**

- Would like to spend a few hours with you in class
- Evening activities for parents who work are rare
- Parents events or just have a general chat
- I would like more opportunity to see/work with my child in school. The courses school run aren't of interest to me so much, I would much rather spend time with my child are seeing the work and activities in class. I would also prefer the school to operate an open door policy and be more open to parent visits and to welcome this.
- School engages with us on a daily basis regarding learning.

**10. Do you feel that you have opportunity to support your own learning and development in a welcoming and friendly environment in which you can meet others to talk and socialise?**

Yes: 20

No: 1

**Comments:**

- Cannot go as much as I would like due to other child.
- Opportunities available for parents who don't work.
- I do not feel I have had opportunity to support my own learning, and feel at times that I am teaching the staff about my child. I feel the environment is mostly welcoming and friendly.
- I really enjoy the Family learning sessions and believe more parents would benefit from the chance to laugh/moan/be creative/be honest how tough life is/listen to others experiences of similar problems or issues.
- Thoroughly appreciate the Friday morning sessions, time to interact with other parents exchange advice and support each other. Also spending time in school makes you feel more involved and helps with getting to know everyone.
- Yes but not yet used the services.

**Additional Comments:**

- Would be good for parents to be able to have input in decisions such as new uniform.