

## Analysis of Parent & Carer Feedback Given in May 2019 (12 returns)

Statement	Strongly Agree	Agree	Tend to Disagree	Strongly Disagree	Don't Know
Q1 Does my child enjoy school?	91.7%	8.3%	0%	0%	0%
Q2 The school celebrates and values the achievements of my child	83.3%	16.6%	0%	0%	0%
Q3 The school ensures the safety and welfare of my child	91.7%	8.3%	0%	0%	0%
Q4 The school has high expectations and expects my child to work hard and to the best of their ability	91.7%	8.3%	0%	0%	0%
Q5 The school is helping my child to develop and become as independent as possible	83.3%	16.6%	0%	0%	0%
Q6 The school supports behaviour very well	91.7%	8.3%	0%	0%	0%
Q7 I am kept well informed about my child's progress through Annual Review Meetings, IEPs, parents evenings, coffee morning, drop in Mondays (first Monday of the Month), telephone calls, emails	75%	25%	0%	0%	0%
Q8 I am pleased with the progress my child is making	91.7%	8.3%	0%	0%	0%
Q9 The staff make me feel welcome when I visit school	<b>100%</b>	0%	0%	0%	0%
Q10 I am happy with the way the school is well led and managed effectively	91.7%	8.3%	0%	0%	0%
Q11 We are happy with the support Overley Hall School gives to parents	91.7%	8.3%	0%	0%	0%
Q12 I am happy with the quality of teaching my child receives	91.7%	8.3%	0%	0%	0%
Q13 I am kept well informed about the school activities and social events through the 'Dates for Diaries', website, email and/or letter	91.7%	8.3%	0%	0%	0%
Q14 I feel comfortable about approaching the school with questions and concerns	91.7%	8.3%	0%	0%	0%
Q15 The school building, grounds and specialist rooms are well maintained and equipped	91.7%	8.3%	0%	0%	0%
Q16 I am happy with the enriched, multi-cultural and extended curriculum... etc.	91.7%	8.3%	0%	0%	0%
I am happy with the opportunities my child has had to be active, physical both at school and in the local community	83.3%	16.6%	0%	0%	0%

Number of responses received = 10

<b>Question</b>	<b>Feedback</b>
Q1 Does my child enjoy school?	<ul style="list-style-type: none"><li>• <b>VERY MUCH. She can't wait to go every morning.</b></li><li>• <b>The fact that Maxwell comes to school is a very strong indicator.</b></li><li>• <b>He loves going to school, despite what he says.</b></li><li>• <b>He is really happy. He loves school so much.</b></li><li>• <b>He is very happy!</b></li><li>• <b>He is very happy. He loves school.</b></li></ul>
Q2 The school celebrates and values the achievements of my child	<ul style="list-style-type: none"><li>• <b>Always reward the positive achievements.</b></li><li>• <b>Zack comes home with a big smile on his face when he gets an award/certificate.</b></li><li>• <b>Very good.</b></li><li>• <b>Always good to see acknowledgement of this in assembly.</b></li><li>• <b>Always.</b></li></ul>
Q3 The school ensures the safety and welfare of my child	<ul style="list-style-type: none"><li>• <b>Always.</b></li><li>• <b>Excellent.</b></li></ul>
Q4 The school has high expectations and expects my child to work hard and to the best of their ability	<ul style="list-style-type: none"><li>• <b>They always give Daisy lots of encouragement.</b></li><li>• <b>I believe the boys are pushed to try new things that develop them.</b></li><li>• <b>I am super impressed seeing how far he has improved since starting at Overley.</b></li><li>• <b>Very good.</b></li><li>• <b>Excellent mix of firmness and humour brings out the best in Marcus.</b></li></ul>

<p>Q5 The school is helping my child to develop and become as independent as possible</p>	<ul style="list-style-type: none"> <li>• <b>Yes. They give her lots of opportunities to develop her independence.</b></li> <li>• <b>Wyldewoods.</b></li> <li>• <b>He has matured into a very kind young man.</b></li> <li>• <b>Marcus is being helped so very much indeed.</b></li> <li>• <b>Harry has come on loads at school. I cannot express how happy I am with his progress.</b></li> <li>• <b>Definitely!</b></li> </ul>
<p>Q6 The school supports behaviour very well</p>	<ul style="list-style-type: none"> <li>• <b>Yes.</b></li> <li>• <b>All of his negative behaviours have disappeared.</b></li> <li>• <b>Very very good.</b></li> </ul>
<p>Q7 I am kept well informed about my child's progress through Annual Review Meetings, IEPs, parents evenings, coffee morning, drop in Mondays (first Monday of the Month), telephone calls, emails</p>	<ul style="list-style-type: none"> <li>• <b>Always. Get daily phone calls and emails from school every week to inform me of her progress.</b></li> <li>• <b>Weekly updates, meeting and updates.</b></li> <li>• <b>Staff are quite good at communicating through emailed. However, we sometimes feel that Zack gets overlooked for activities as he is a day pupil, rather than a residential pupil. (This may be incorrect, but it's how it feels).</b></li> <li>• <b>Very good.</b></li> <li>• <b>Always happy to hear how well Marcus is doing.</b></li> </ul>
<p>Q8 I am pleased with the progress my child is making</p>	<ul style="list-style-type: none"> <li>• <b>I'm over the moon with his progress.</b></li> <li>• <b>Daisy has made huge progress since being at Overley.</b></li> <li>• <b>Robert has made huge progress.</b></li> <li>• <b>We are very welcome indeed.</b></li> <li>• <b>Very pleased.</b></li> </ul>

<p>Q9 The staff make me feel welcome when I visit school</p>	<ul style="list-style-type: none"> <li>• <b>Always. Can't help you enough.</b></li> <li>• <b>Can't fault the staff with their warmth and humour.</b></li> <li>• <b>All staff make us very welcome at the school.</b></li> </ul>
<p>Q10 I am happy with the way the school is well led and managed effectively</p>	<ul style="list-style-type: none"> <li>• <b>Definitely. A very very professional Team that go out of their way to help our Children!</b></li> <li>• <b>Bev works really hard for these children.</b></li> <li>• <b>Bev and the staff are always available for a chat if needed.</b></li> <li>• <b>Very happy we are.</b></li> <li>• <b>Very happy.</b></li> </ul>
<p>Q11 We are happy with the support Overley Hall School gives to parents</p>	<ul style="list-style-type: none"> <li>• <b>Always very supportive to us.</b></li> <li>• <b>Yes we are very happy.</b></li> <li>• <b>Excellent open communication.</b></li> <li>• <b>Very happy.</b></li> </ul>
<p>Q12 I am happy with the quality of teaching my child receives</p>	<ul style="list-style-type: none"> <li>• <b>The teaching is outstanding. They have so much patience with the children.</b></li> <li>• <b>Excellent.</b></li> <li>• <b>He has come A LONG WAY since he started at Overley.</b></li> <li>• <b>We are very happy with Thomas' teaching and his progress.</b></li> <li>• <b>Excellent teaching and with the humour Marcus responds to.</b></li> <li>• <b>Very happy.</b></li> </ul>
<p>Q13 I am kept well informed about the school activities and social events through the 'Dates for Diaries', website, email and/or letter</p>	<ul style="list-style-type: none"> <li>• <b>We have lots of emails &amp; letters informing us of meetings and activities.</b></li> <li>• <b>Very good, we are kept very informed.</b></li> <li>• <b>So many dates I wouldn't have time to go to work!</b></li> </ul>

<p>Q14 I feel comfortable about approaching the school with questions and concerns</p>	<ul style="list-style-type: none"> <li>• Always here for us.</li> <li>• Very welcoming.</li> <li>• Yes very comfortable.</li> <li>• Always feel welcome.</li> <li>• Not very often I have a concern but if I did I am confident I would be heard.</li> </ul>
<p>Q15 The school building, grounds and specialist rooms are well maintained and equipped</p>	<ul style="list-style-type: none"> <li>• Excellent facilities at the school and home side.</li> <li>• Yes very equipped.</li> <li>• Lovely grounds.</li> </ul>
<p>Q16 I am happy with the enriched, multi-cultural and extended curriculum... etc.</p>	<ul style="list-style-type: none"> <li>• The opportunities at the school are fantastic. The children are always going on wonderful trips.</li> <li>• This is very impressive.</li> <li>• Although he has not yet attended any visits to other school/colleges.</li> <li>• We love Marcus to join in everything at school so much.</li> <li>• Wyldewoods has worked really well for Harry. We love trying bits and bobs for him.</li> <li>• Excellent syllabus! Fantastic Wyldewoods! Lovely and educational trips out and about.</li> <li>• Very happy (excellent).</li> </ul>
<p>Q17 I am happy with the opportunities my child has had to be active, physical both at school and in the local community</p>	<ul style="list-style-type: none"> <li>• Daisy does huge amounts of physical activities and outings.</li> <li>• This is so refreshing and encouraging.</li> <li>• Thomas is much fitter and now enjoys outside activities much more.</li> <li>• Walking is great for him; I just wish he would go swimming more.</li> <li>• Yes we are very happy indeed with what he does.</li> <li>• Very happy.</li> </ul>

Other:	<p>Staff always plan events/meetings on the same day which helps parents with transport that live a distance from the school.</p>
	<p>X3 parents commented on how hard they had found the volume or the sound quality in the coach house. One member of staff also commented on the sound quality in the room and asked if we could do something about it.</p>
	<p>Two staff members wondered if we should give times to parents so they would circulate more as they like to spend a long time hour++++ as they did not take the verbal hints by Bev. (I think parents just really enjoy seeing their child's work and hearing the positive comments about their progress so much they just want it to carry on and on.</p>

## Our 'Action Plan' following the feedback

Area for change	Action Required	Urgency/ Priority High/Medium/Low	When?	Evaluation
Sound quality and volume in the Coach House	<p>Sound proof</p> <p>Sound absorbing</p> <p><b>Get specialist</b> in to plan how to improve sound resonance in the coach House.</p> <p>Discuss in next BPM (July 2019)</p> <p>Add to School Improvement Plan (SIP)</p>	Medium	8 <sup>th</sup> July 2019	Company has been sourced on the 18 <sup>th</sup> June 2019. Currently selecting pictures/photos to be mounted on the boards.
Circulating parents during parents evening	Discussion with staff to establish if this really is a problem and who is the problem for, us or the parents??	Low	June week 17 <sup>th</sup> 2019	Discussed with staff who felt that this was not an issue as parents appear relaxed and happy to move at their own pace. 'Quality' interactions were taking place.
Develop communication with parents to ensure all parent's communication needs are met.	<p>As well as emailing, send calendar of events out through the post (Recorded delivery)</p> <p>Ask tutor to make weekly telephone calls home as well as sending emails/snapshots.</p>	Medium	As from week commencing 17 <sup>th</sup> June 2019.	To further develop the outstanding communication offered to parents, we are currently looking further at individual requirements.