



### Parent/Carer Satisfaction Survey 2024

The survey was produced in a digital format within Survey Monkey. It was shared at the January Parents' Evening which took place both in person and online. The survey link was emailed to parents/carers twice and displayed in school via a QR code. The school office actively prompted parents/carers to complete the survey when attending the Parents' Evening, as well as those who visited the school for other reasons. There were 17 responses during the 2-week period in which the survey was open.

The core survey included 21 questions which are based on the Ofsted Parent View questionnaire. Parents/Carers were asked to score the statements below based on the following Key: (if the statement does not apply to your child, please select N/A)

**1 = Absolutely Agree**

**2 = Agree**

**3 = Disagree**

**4 = Completely Disagree**

	1	2	3	4	N/A	TOTAL	WEIGHTED AVERAGE
The school has a calm and positive atmosphere	82.35% 14	17.65% 3	0% 0	0% 0	0% 0	17	1
The school provides a relevant curriculum for my child	82.35% 14	17.65% 3	0% 0	0% 0	0% 0	17	1
The school has sufficiently high expectations of my child	70.59% 12	29.41% 5	0% 0	0% 0	0% 0	17	1
School trips and visits are worthwhile experiences	88.24% 15	11.76% 2	0% 0	0% 0	0% 0	17	1
My child enjoys the activities organised for break and lunch times	70.59% 12	17.65% 3	0% 0	5.88% 1	5.88% 1	17	1
The school runs a useful breakfast club	58.82% 10	11.76% 2	0% 0	0% 0	29.41% 5	17	1
The school provides a healthy and mixed menu for school dinners	64.71% 11	35.29% 6	0% 0	0% 0	0% 0	17	1
I feel welcome when I visit the school	82.35% 14	17.65% 3	0% 0	0% 0	0% 0	17	1
When I contact the school, the staff are helpful and approachable	94.12% 16	5.88% 1	0% 0	0% 0	0% 0	17	1



My child's annual review is a useful meeting	76.47% 13	11.76% 2	0% 0	0% 0	11.76% 2	17	1
Parents' evening (Progress Meetings) are helpful, providing me with useful information about my child's progress	76.47% 13	17.65% 3	5.88% 1	0% 0	0% 0	17	1
My child benefits from the positive behaviour policy and enjoys getting merits	94.12% 16	5.88% 1	0% 0	0% 0	0% 0	17	1
The school deals well with complaints and problems	58.82% 10	23.53% 4	5.88% 1	0% 0	11.76% 2	17	1
The school encourages good attendance	100% 17	0% 0	0% 0	0% 0	0% 0	17	1
I am aware that the school has a Governing Body, which has overall responsibility for the school	82.35% 14	5.88% 1	5.88% 1	0% 0	5.88% 1	17	1
The school helps prepare pupils for an independent life	58.82% 10	35.29% 6	5.88% 1	0% 0	0% 0	17	1
The school engages well with parents/carers	82.35% 14	17.65% 3	0% 0	0% 0	0% 0	17	1
My child receives relevant and regular homework	52.94% 9	29.41% 5	17.65% 3	0% 0	0% 0	17	1
The school site is safe	94.12% 16	5.88% 1	0% 0	0% 0	0% 0	17	1
I would recommend the school to another parent of a child with special educational needs	88.24% 15	11.76% 2	0% 0	0% 0	0% 0	17	1
I believe that Woodlane is an excellent school	76.47% 13	23.53% 4	0% 0	0% 0	0% 0	17	1

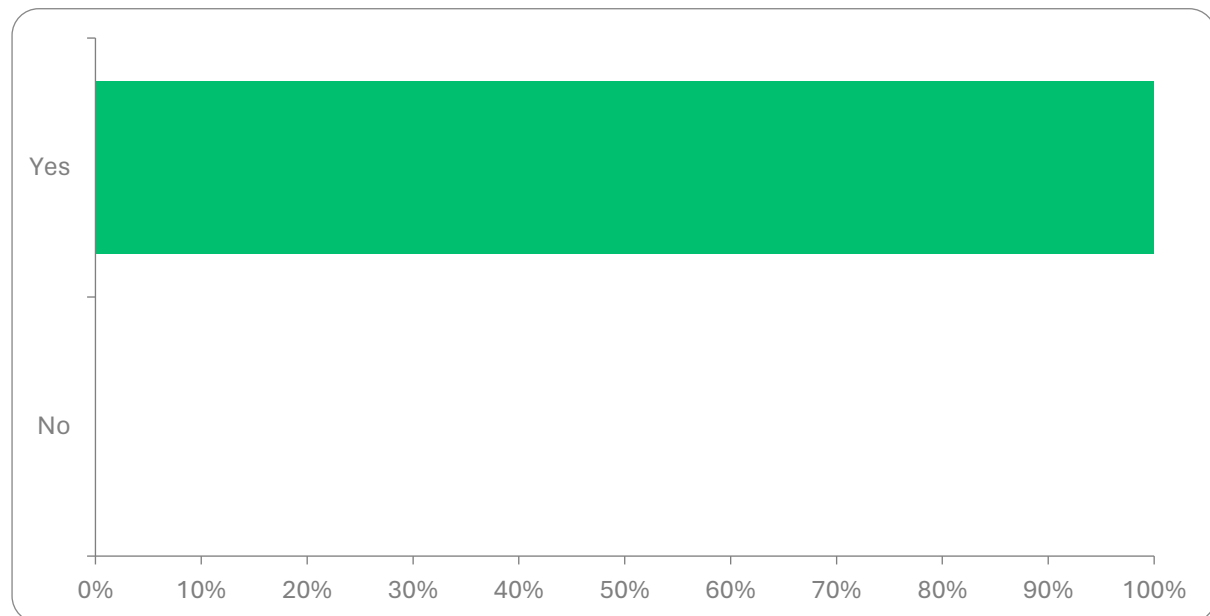
**Note:** 2 parents answered 4 for most questions but were very positive in their written feedback. Both parents were contacted and had simply used the scale incorrectly. Their feedback was updated based on this discussion.



### Other Questions:

The school used several specific questions with optional opened-ended answers to target key areas where feedback would be most valuable to the development of the school.

#### Do you believe that the school website is a useful resource?



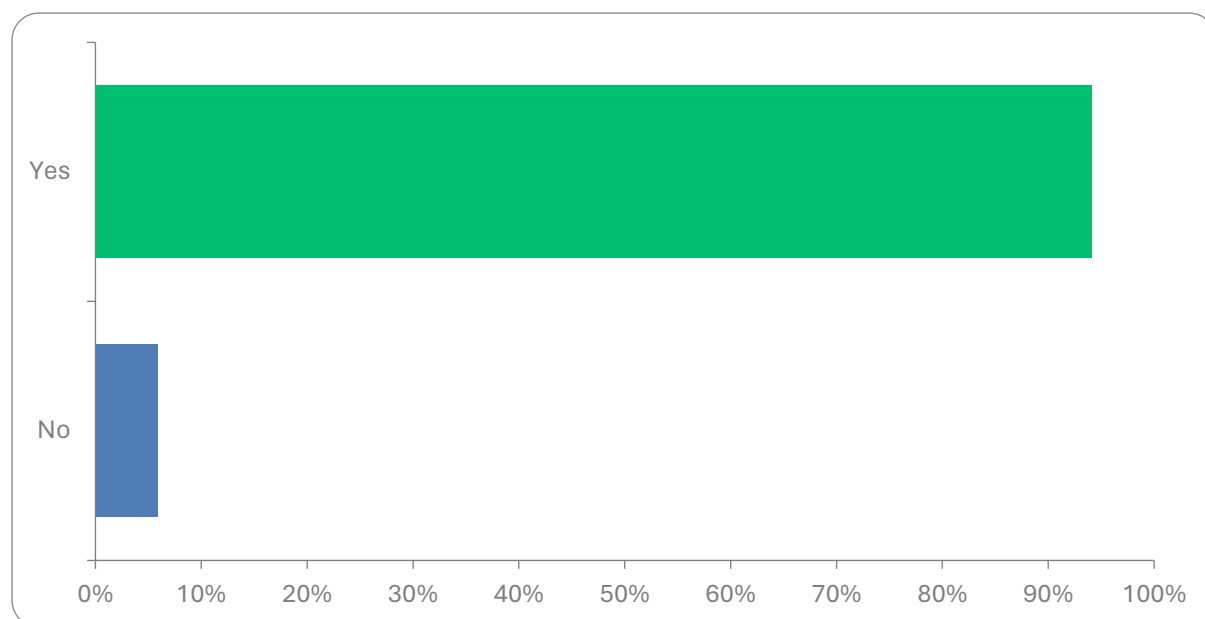
Extended: What do you find useful? If you do not use the website, why not?

12 responses: (as written)

I mostly use the term dates page.
Subjects info and term dates would benefit parents how to get more info about extra Tution
School ethos and personal accounts
Informations
Communication with school directly is very productive
School dates
Easy to use and navigate
Not use it much, but found it helpful.
All information what need
Has the the information needed
Informative
Term dates and teacher names



### When your child joined Woodlane, were they helped to settle in to school well?



Extended: What worked well for your child? If you answered No, what additional support would have helped?

12 responses: (as written)

A wonderful level of care, fully adapted to <i>*Pupil Name*</i>
Homework apps like matheletics and Firefly
Enjoying a variety of academic and social lessons
Doing homework independently
Talking quietly about issues that happened
Nurture class
He felt welcomed by the staff and peers
Miss Dave's made <i>*Pupil Name*</i> feel safe.
Good staff
He was relaxed and settled very quickly
Transition with miss hirini was amazing
Support of the teachers and connection meetings



### What aspects of school do you most value?

14 responses: (as written)

Honestly, WLHS is one of the main reasons we stayed in London, rather than moving back to the US.
Behaviour Discipline Respect GREAT Academic Subjects explain well towards My child Standards of level to his Understanding Great Attitude towards Academic performance Great Teaching Styles Dedication Teachers and supportive Teams Wonderful and Committed Staff.
Academic and social interaction
Respect for equality
1. Focus on the children's learning, growth and development 2. A safe, supportive culture. My child feels safe, welcome, and supported. 3. Committed teachers and staff 4. Collaboration with families and the local community
Professionalism is a key word ...technology advanced place, highly qualified teachers and staff, super professional I would say. The school is a great place for my child to be psychologically and mentally . The superb work done for the school refurbishment, it is a great place to be in. There is a respect, understanding, friendship and happiness in the air... I know, that all people there are working hard to give to our children the best of the best, but their superb work is being priceless. I thank from all my heart to each and single one person who helps *Pupil Name* to become better and better .
Small classes
1. Safe environment 2. Excellent communication with parents 3. Passion of teachers and carers to help my child achieve his highest potential 4. Very good structure so that my son understands what's expected of him 5. School therapy dogs
I value the positiveness of the teachers and staff and the support given to my son in order for him to learn and be independent.
The whole thing.
I am really happy about everything
Works play
Teaching independent skills as well as the curriculum. Encouraging good social skills and friendships.
Feedback, care, support, we are so grateful



### What should we do as a school to improve the quality of education for your child?

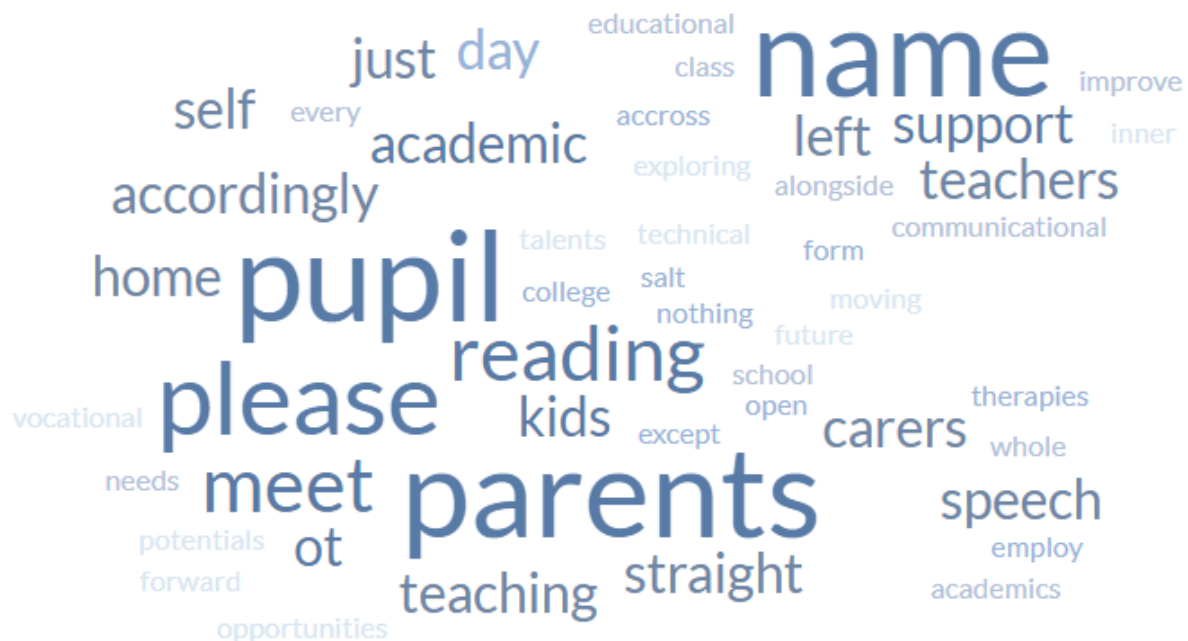
11 responses: (as written)

Nothing...except open a 6th form/college!
All Therapies Employ more SALT & OT Accross the Whole School and Every Class to Support All kids With Communicational Needs Alongside Academics To improve kids Educational Opportunities exploring their Talents and Inner Academic Technical vocational potentials and the Future Moving Forward.
Opportunity for parents/ carers to meet and review topics/ observe if appropriate Newly qualified teaching staff support Parents / carers to assist with reading in classroom End of term/ year student achievements
More academic learning
The length of time for parents to meet with teachers during virtual parents' evening.
Please, encourage <i>*Pupil Name*</i> for more reading.... Reading- is knowledge, knowledge-is success... The OT and speech and language therapy, I didn't have a chance to meet those teachers, but I believe that the program for <i>*Pupil Name*</i> is well tailored. Please make a stress on developing <i>*Pupil Name*</i> 's left hand, also would be great if there would be some reminders for <i>*Pupil Name*</i> to walk straight, to not to push her posture in front, just to keep her back straight while walking. Her left eye is not functioning, so she has to be sitting accordingly in order to see all information and events. The way she talks, please ask her always to not to speak quickly, so her speech will be more clear and easy for others to understand. Self care and self hygiene is still also an issue, I discussed it with Ms Hirani, so she will act accordingly. If there will be any other issues with <i>*Pupil Name*</i> 's performance , please kindly contact me. Thank you very much for everything you do for us. Best regards.
More computer work iPad and trips
1. Home readers with questions to practice comprehension
Regular homework and regularly inform parents which areas of the curriculum their loved ones are lagging behind so as to do extra teaching at home.
As <i>*Pupil Name*</i> just started, I can't really answer that.
Maybe more skills for day to day life?





How did parents/carers reflect on what they would like to see the school do school to improve the quality of education?



The key themes within this question were regarding reading and homework. A number of respondents highly value these areas and there is more the school can do to improve these areas or better communicate our actions. 2 parents referred to Speech and Language Therapy and Occupational Therapy. These are areas the school has made strong progress in but recognise there has been a shortfall in service due to these teams being unable to recruit to posts.

#### **Actions:**

- Follow up with one parent that disagreed that school deal well with complaints and problems and explore concerns.
- Invite parents to a Parent Reference Group regarding homework in March. What would they be keen to see?
- Inform parents of the school's new 'Reading for Pleasure' programme, including reading at home, phonics, and a drive to embrace reading as a fun pastime. Ensure parents/carers are invited to the book fair at the end of the spring term.
- Ensure SaLT and OT share any challenges in service delivery with parents/carers alongside regular positive updates, e.g. that all SaLT recruitment has been completed and there is a full complement of therapists.