

Dear Parent/Carer

RIVERSIDE SCHOOL PARENT/CARER SURVEY 2009

A few years ago, we conducted a parent/carer survey, asking for your views on a number of different aspects of school life. Thank you once again for taking the time to complete it. As a result of that survey, an action plan was produced and a number of initiatives were put in place, including:

- Introduction of monthly parent forums addressing a range of issues and facilitated by Dr Kathryn Stephenson (clinical psychologist);
 - Makaton training for parents facilitated by Dr Vivian Hinchcliffe;
 - Introduction of travel plans to support drivers/escorts in their understanding on the medical needs of the pupils;
 - Introduction of after school clubs (Mon/Tues) accessible to all families;
 - Re-introduction of horse-riding in the curriculum, where appropriate (currently Primary and Seniors depts);
 - Educational Visits linked even more explicitly to the curriculum;
 - Publication of email addresses for both teaching and administration staff;
 - Facilitation of a whole staff meeting focussed on physical management and care plans for pupils with complex needs (see in 'discussion papers' on the website);
 - Home visits offered to all Primary pupils starting at Riverside School (including ASD Centre);
 - Proactive support for siblings (for example liaising with mainstream schools to let the sibling spend time at Riverside);
 - Regular meetings between Steve Solomons and Hollybank to discuss issues around continuity of care;
 - Publicising school events and events run by other voluntary organisations (Mencap; Demelza House, etc) on the school website and in paper form;
 - School is developing even greater links with organisations that already offer family support (including Portage Service; Bromley Mencap; Bromley Autistic Trust; Young Carers; Demelza House; Bromley Parent Partnership, etc)
 - The decision to have navy blue as the colour for the school uniform
- All parents consulted prior to teachers writing IEPs and parental input included within the IEP;
- Guidance for parents on whether or not parents should send their child into school depending on their illness;
- Development of the school's website, including a Parent Partnership section, the facility to write comments and policies such as Riverside's Behaviour Management Policy;

As you may recall, earlier in the year, Riverside School obtained an Outstanding Ofsted rating. We are all very proud of this and the way we all work together to meet the very individual needs of our pupils. Inevitably, maintaining an Outstanding rating requires continual evolution and development of the way we do things. Deciding how best to do this requires your very valuable input once more.

You may be thinking that this seems a lengthy questionnaire. Although it is a comprehensive questionnaire; having canvassed the views of some parents we are happy that this is the way to go. The Governing Body appreciate you have a lot of paperwork to fill, so please feel free to fill in as much or as little of the form as you wish. All of your answers and comments are valuable.

If you would prefer to complete an on-line version, please email katrina.oleary@tiscali.co.uk and a link to the survey will be sent to you via email.

per the previous survey, we would be grateful if you could respond as honestly as possible. All comments and answers you provide will be in total confidence. All results will be amalgamated and it will not be possible for staff to attribute comments to individual pupils, parents or carers. Katrina O'Leary (a parent governor) and I will collate all results. These will then be included in a report, which is shared with the Governing Body and the Senior Leadership Team of the school. The findings and resulting action plan will be made available to you.

Be sure you will join us in our desire to continue to make Riverside a school of which to be very proud. Please return your survey or complete the online version by 6th November 2009.

If you have any concerns or questions about the survey please do not hesitate to contact Viv or I. Given that all answers are confidential, any issue of specific concern regarding your child/young person should be discussed with the Class Teacher, Head of Department or Head Teacher in the usual way.

Many Thanks

Aislinne Brockhouse
Chair of Riverside School Governing Body

If you do not have time to fill in the whole survey, please complete the sections that are most important to you.

The survey can be translated into other languages should this be required.

Eğer, incelemenin bir kopyesini Türkçe olarak almayı tercih ederseniz, lütfen bunu çocuğunuzun öğretmenine bildirin.

Haddii aad doorbideyso in aad hesho nuqul ah survey-gan oo Soomaali ah fadlan u sheeg macalinka ilmahaaga.

اگر آپ اردو زبان اس سروے کی کوئی کاپی حاصل کرنا چاہتے ہیں تو برائے مہربانی اپنے بچے کے ٹیچر کو بتا دیں

ஆய்வின் நகலைத் தமிழில் பெற விரும்புகிறீர்கள் எனில் தயவுசெய்து உங்கள் குழந்தையின் ஆசிரியருக்குத் தெரியப்படுத்துங்கள்.

ਜੇ ਤੁਸੀਂ ਇਸ ਸਰਵੇਖਣ ਦੀ ਇਕ ਕਾਪੀ, ਪੰਜਾਬੀ ਵਿਚ ਹਾਸਲ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਬੱਚੇ ਦੇ ਟੀਚਰ ਨੂੰ ਦੱਸੋ।



Jeśli wolisz otrzymać kopię sprawozdania w j. polskim proszę powiadom o tym nauczyciela Twojego dziecka.

Если Вы предпочитаете получить копию этого исследования на русском языке, пожалуйста, сообщите об этом учителю Вашего ребенка.

Riverside School Parent/Carer Survey 2009

Please tick (✓)

1. In which department is your child/young person a pupil/student?	Primary (Koalas, Penguins, Dolphins, Tigers, Giraffes, Zebras, Pandas)	
	Seniors (Seniors 1, Seniors 2, Seniors 3, Seniors 4)	
	Key Stage 4 (KS4-1, KS4-2, KS4-3, KS4-4)	
	6 th Form (Sixth Form 1, Sixth Form 2, Sixth Form 3, Sixth Form 4, Sixth Form 5)	

TEACHING, LEARNING AND CURRICULUM

Please tick (✓)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Not Applicable
2. How SATISFIED are you with:						
a. The activities and lessons that your child/young person has at school?						
b. The independence your child is learning?						
c. The progress your child/young person is making at the school as a result of the teaching received?						
d. The advice you get from teaching staff as to how you can help your child/young person at home?						
e. The advice you get from nurses/therapists as to how you can help your child/young person at home?						
f. The opportunities your child/young person has to mix with the wider community, either through school visits or links with other schools?						
g. The specialist equipment/technology provided by the school for your child/young person (special chairs, standing frames, toilet supports, communication aids, etc)?						
h. The way the teaching staff/therapists/nurses work together to ensure your child/young person benefits from their expertise?						
i. The extent to which your child/young person is appropriately stretched and challenged?						
j. The school's ability to meet the individual needs of your child/young person?						
k. Your overall impression of teaching and learning in the school?						
GENERAL COMMENTS ON ANY OF THE ABOVE:						

Please tick (✓)

3. Does your child/young person enjoy school?	Always	
	Most of the time	
	Sometimes	
	Never	
	Don't Know / Hard to tell	

WELFARE

Please tick (✓)

4. How SATISFIED are you with:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Not Applicable
a. The way behaviour is managed within the school?						
b. The school's ability to treat each child/young person fairly?						
c. The respect and trust staff and pupils have for each other?						
d. The quality of the school catering service?						
e. The cleanliness and upkeep of the school?						
f. The level of safety and care your child receives at school?						
g. The transport arrangements for taking your child/young person to and from school?						
h. The continuity of care between the school and any after-school care facility such as Hollybank?						
GENERAL WELFARE COMMENTS (please also ensure that any immediate concerns are raised with the school)						

TEACHING STAFF

5. In terms of your child's/young person's class teacher and teaching assistants, what is the most important quality they need to demonstrate?				
6. How well are the class teacher and teaching assistants doing at demonstrating this quality?	<i>Please circle one:</i>			
	Well	Okay	Poorly	Don't Know
7. Is there anything that you would like your child's/young person's class teacher and/or teaching assistants to do differently? (Note: If you have any particular concerns, please continue to speak directly to staff)				

COMMUNICATION, INVOLVEMENT AND DECISION MAKING

Please tick (✓)

8. Individual Education Plans are written for each pupil during the course of the year. It includes targets for each pupil in a number of curriculum areas.	Very Involved	Involved to some extent	Not at all Involved	I'm still not sure what an IEP is!
a. How INVOLVED ARE YOU in the setting of your child's/young person's Individual Education Plan (IEP)?				
b. How INVOLVED WOULD YOU LIKE TO BE in the setting of your child's/young person's Individual Education Plan (IEP)?				

Please tick (✓)

9. How SATISFIED are you with:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable
a. The amount of information you receive about the kind of work/activities your child/young person does at school?					
b. The way you are kept informed of your child's/young person's achievements at school?					
c. The way you are kept informed of any concerns the school may have with your child/young person?					
d. The extent to which YOUR views are respected and valued?					
e. The extent to which your child's/young person's views are respected and valued?					
f. The school's handling of any concerns or complaints?					
g. The welcome you receive when you telephone or visit the school?					
h. The ease of contacting one of the teaching staff/therapists/nurses, etc?					
i. The opportunities you have for getting involved with the school?					
j. The training sessions and information sharing events that the school holds for parents and carers?					
k. Please list any additional information about your child's/young person's learning /well-being or general information that you would like the school to provide					
l. Is there any information that you receive that you do not find useful?					
GENERAL COMMUNICATION, INVOLVEMENT AND DECISION MAKING COMMENTS:					

KEYWORKERS

If you do not have a keyworker please go to Question 12.

Please tick (✓)

10. Riverside has started to implement a keyworker system for some children with complex health needs. If your child/family has been assigned a keyworker (you would know if you have one), how satisfied are you with:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Not Applicable
	a. The person who has been assigned as your keyworker?					
b. Your keyworker's ability to be an effective, trusted and informed person helping you to obtain the services you and your child/young person require?						

Please tick (✓)

11. Do you think the introduction of keyworkers has been useful to you as a family?	Very much so	
	On the whole	
	No, not really	
	Not sure	
	Not Applicable	

GENERAL KEYWORKER COMMENTS:

TECHNOLOGY

Please tick (✓)

12. As part of continuous improvement, Riverside is looking at the way technology is used within the school. This includes the way your child/young person accesses technology and additionally the way the school communicates with parents and carers. How satisfied are you with:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Not Applicable
	a. The technology (computers, switches, communication aids, etc) that your child uses at school to enhance their learning?					
b. Are there any technology devices (computers, programmes, switches, environmental controls, sensory equipment, etc) that your child/young person uses at home that you think could also enhance their learning at school?						
c. Are you confident using technology devices such as these at home or would you welcome free training?						

13. If you have access to email, how often do you use it?	Please tick (✓)	Comments:
Daily		
1 – 2 times per week		
Weekly		
Fortnightly		
Less than once per fortnight		
Not Applicable – I do not have access to emails		

Note: If you would like to receive information from the school by email – please let the office know your email address (admin@riverside.bromley.sch.uk)

Please tick (✓)

14. General technology and connectivity questions:	Yes	No	Not Yet	Don't Know	Not Applicable
a. Do you have easy access to an internet connection (at home, work, college etc) that you can use to view or download documents, videos, etc?					
b. Are you able to play the DVD's that you receive as part of the Annual Review process?					
c. Do you have access to a webcam at home?					
d. Does your child/young person have access to a COMPUTER at home (even if they do not currently use it)?					
e. Does your child/young person have access to the INTERNET at home (even if they do not currently use it)?					
f. If Riverside offered the opportunity to send home photographs or videos of your child/young person on a memory stick, would you be able to view them?					
g. Is this something that you would be interested in receiving?					

GENERAL TECHNOLOGY AND CONNECTIVITY COMMENTS:

15. The Riverside School website (www.riversideschool.org.uk) is continually updated with news stories, events, photographs, class information, links to other websites, etc. How often do you review the website?	Please tick (✓)	Comments:
Daily		
1 – 2 times per week		
Weekly		
Fortnightly		
Less than once per fortnight		
Never		
Is there any other information or forums you would like to see included within the website?		

SPECIALIST SERVICES

16. The therapy, nursing, medical and psychology services that are provided in the school are run in partnership with Bromley Primary Care Trust (PCT), part of the NHS. The school and PCT welcome your views in order to help develop the services	Please circle ..			
a. Are you aware of the nursing and therapy services your child/young person is receiving in school?	Yes	I think so	No	Not Applicable

Please tick (✓)

17. How satisfied are you with the therapy/nursing services your child is receiving at school?	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Not Applicable
a. Physiotherapy						
b. Hydrotherapy						
c. Occupational Therapy						
d. Advice on Hearing/Vision						
e. Speech and Language Therapy						
f. Music Therapy						
g. Nursing Team input						
h. Other (please state)						
i. What have you found most useful?						

Please tick (✓)

18. In relation to therapy and nursing services, do you find the following ways of communicating useful?	Very much so	On the whole	Not really	Definitely Not	Not Applicable
a. Parents' Evenings					
b. Careplans and Targets					
c. Reports					
d. Meetings with your therapist/nurse					
e. Phonecalls					
f. Messages in your child's contact book					
g. Do you know how to contact your child's therapist or nurse?					
h. Would you find training sessions, refresher courses or information courses on therapy/nursing useful and if so, which topics?					
i. Do you have any further comments on therapy/nursing services?					

THE SCHOOL FEEL

Please tick (✓)

19. In the previous parent survey (2007), parents and carers identified the themes that worked well in Woodbrook School and Rectory Paddock School that should continue into the new school. How much do you agree/disagree with the following statements?	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Not Applicable
a. Riverside has a welcoming, happy and upbeat atmosphere						
b. Riverside is a school with a family, close-knit feel						
c. Riverside is a safe and caring environment						
d. Riverside is a fun environment						
e. Riverside is a school with small class sizes						
f. Riverside has an effective ratio of staff to pupils						
g. Students have a broad curriculum (examples of curriculum activities may include educational visits, sports events, music therapy, specialist communication, swimming, massage, interaction, soft play, wheelchair skills)						
h. Riverside promotes independence and social skills for its pupils and activities to build self-confidence						
i. Class staff have an individual knowledge of pupils/students which is reflected in the quality of their Individual Education Plans (IEPs)						
j. There is a lot of evidence provided in Annual Reviews to demonstrate progress						
k. The headteacher and his team are approachable and take the time to communicate and listen to you						
GENERAL COMMENTS:						

EXTENDED SCHOOL SERVICES

Please tick (✓)

20. The school runs a number of after school clubs for pupils. How satisfied are you with:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Not Applicable
a. After school clubs?						
b. Lunchtime activities?						
GENERAL COMMENTS ON AFTER SCHOOL/LUNCHTIME CLUBS:						

Please tick (✓)

21. Riverside is thinking about introducing breakfast clubs for some pupils.	Yes	No	Not Sure	Not Applicable
a. Would you be interested in a breakfast club for your child/young person?				

b. If you answered 'Not Sure' to the above question, what would you need to know in order to answer 'Yes' or 'No'

Please tick (✓)

22. Riverside School, in partnership with Bromley, is looking to provide more opportunities for parents and children/young people to have short breaks (either for parents and children/young people together or just children/young people on their own). Would you be interested in any of the following suggestions?	Yes	No	Not Sure	Not Applicable
a. Saturday morning clubs				
b. School Holiday clubs				
c. Day trips				
d. Christmas Shopping Saturday Drop-in session (enabling parents/carers to drop off their child/young person to allow parents/carers to go Christmas Shopping)				
e. Supported Holiday opportunities (going away as either a family or the child/young person going away with others?)				
f. If you answered 'Not Sure' to the above questions, what would you need to know in order to answer 'Yes' or 'No'				

Please tick (✓)

23. Riverside School provides opportunities for parents and carers to be involved in fundraising and social networking events (for example, parent discussion forums, coffee mornings, parent/carer lunches and nights out, PSFA Race nights and Quiz nights, Summer and Christmas Fayres, etc)	Yes	No	Not Yet	Not Applicable
a. Have you attended any events?				
b. Do you have any comments on these events or suggestions for other events?				

Please tick (✓)

24. Before the creation of Riverside School, which school did your child/young person attend?	Rectory Paddock	
	Woodbrook	
	Other	
25. Is there anything that you think would further enhance the quality of teaching and learning at Riverside School?		
26. What is the most important quality of the school that should continue?		

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY. WE REALLY APPRECIATE IT. YOUR RESPONSES ARE VERY IMPORTANT TO US.

Please return survey to Deirdre Brockhouse, Chair of Riverside Governing Body, Riverside School, Main Road, St. Pauls Cray, Orpington. BR5 3HS

"Where there's a will, together we will find a way"