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Interim Corporate Director
People Services

Autumn Term 2018

Feedback about the Children's Sensory Team (CST) School Questionnaire 2018

We would like to thank you, our colleagues in school, for taking the time to respond to the CST questionnaire this year. We are delighted with the positive feedback.

We welcome the suggestions the school staff have made and will use your ideas to improve and shape our service. On the rare occasion where you have highlighted issues, we have contacted, or will be contacting you, to discuss this further.

We are extremely proud of the work that we do and the feedback you have given us. Please do not hesitate to contact us if you have anything further to add or if you would like to be more involved in shaping our service.

Q1. Do you know how to contact CST? 94% said 'Yes'

The few that said 'No' knew how to via their SENCO at school. Some responses were left blank or ticked 'N/A'.

Q2. Can you have an effective professional dialogue with the CST member about the child or young person's needs? 95 % said 'Yes'

No-one said 'No' and the remaining were left blank or ticked as 'N/A'

Q3. Are CST written reports or advice helpful? 94% said 'Yes'

No-one said 'No' and the remaining were left blank or ticked as 'N/A'

Q4. When CST staff have attended a meeting or appointment has it been helpful? 90% said 'Yes'

No-one said 'No' and the remaining were left blank or ticked as 'N/A'

Q5. Does CST advice and support lead to improved outcomes for CYP with sensory impairment? 92 % said 'Yes'

No-one said 'No' and the remaining were left blank or ticked as 'N/A'

Q6a. Have you or other staff received training from CST? 73 % said 'Yes'

- One comment was made that they would like some training.
- CST will look into why only 73% had training; initial thoughts from the CST are that
 - Some staff completing this survey feel that the question only applied to 'formal' training (i.e. to groups, classes, or whole school) . We often do 1:1 training about the use of equipment, strategies etc.
 - Pressure on time slots for whole staff meetings is an issue. Due to the low incidence of children and young people with sensory impairment, larger or 'formal' training may be less of a priority in school schedules.
 - Some students have low level needs which can be met through on-going monitoring, advice and strategies.
 - In some cases more 'formal' training may have been given prior to the person responding joining a school.

Q6b. Was this training of good quality? 100% said yes Very positive.

Q7. Any other comments? No negative comments were made.

(The following comments have been reported as with names included so they have been substituted by 'CST teacher').

- CST teacher is great. She has helped the pupil and myself for the time I have known her. I don't know what I would have done without her! CST teacher is fantastic
- Consistent, clear advice and support has been extremely beneficial
- CST teacher has been fantastic with our school and pupil. She is helpful, always on time and spends a lot of her time training me and answering any queries we have. She has been a massive help. It has been great working with her.
- CST teacher has provided us with resources and advice to support for X throughout the year.
- A visit from Habilitation worker was very helpful.
- A fantastic service, many thanks, we are lucky in Harrow.
- Very much appreciate the support given by CST teacher, and her efficiency in delivery advice and support. Thank you.
- At the last meeting, it was very good to discuss with the child the transition from here to secondary. This enabled us to think about situations which may arise and strategies to help. Also we discussed the residential trip and implications i.e. fire drills, safety issues.
- It's been a pleasure to work with the CST teacher, she's professional and dedicated to the children she works with.
- Very much appreciate the support given by the CST teacher, and her efficiency in delivering advice and support. Thank you.
- CST teacher's support has been essential in providing X with the appropriate strategies, learning environment and resources.
- The CST Service are easy to work with and provide great assistance to both students and staff.
- It has been wonderful to have CST teacher as our attached advisory teacher, very approachable and flexible.

- I am happy with the service provided.
- CST is a very valuable service and their expertise is greatly appreciated across the whole borough.
- I have supported X from year 7 up to his GCSE's. I have had a very good working relationship with CST teacher and she has contributed very much to X's success. CST teacher has been invaluable to me this year, Thank you!
- The CST teacher is extremely professional, knowledgeable and has an excellent relationship with pupils and staff. Her advice is invaluable and we know we can always approach her with any queries. She also liaises effectively with parents. Her down to earth approach is much appreciated.
- Fantastic service.
- Special and particular thanks must go to CST teacher for her continued support, knowledge and commitment over the years. She will be truly missed on both a personal and professional level when she retires!
- The support from the CST and one CST teacher in particular has helped me improve my practice and resulted in better outcomes for pupils. The progress he has made is a testament to the work the CST teacher has done.
- Both VI & HI very helpful on advice. They also follow up with families and encourage collaboration.
- Excellent service really supporting parents, staff and child. Feel the child is very much at the centre of all their work.
- I am so grateful for all the support which CST provide. This undoubtedly has contributed to the progress our children have made. CST is an example of excellent 'joined' up working. Thank you :)
- Training provided to teachers and TA, very useful.
- Always well supported by CST.
- Great communication, between professionals.
- Good advice re strategies and support. Informative assessments.
- Very effective in following up hearing aids with both family and audiology.
- CST teacher has provided me with strategies to support X's learning and my teaching in the classroom, helping me adapt my practice.
- I know I can go to them for advice or info and they are available for parents meetings.
- The CST teacher has been very helpful and supportive while also being practical and mindful of the pressures of school environment. She responds to emails as well as talking to staff during her school visits.
- Training was delivered in a friendly, very accessible way.
- CST teacher is very approachable and I have learned so much from our meetings / conversations.
- She gives me excellent advice/information.
- Will look at outcomes from a specific CST point of view. Will offer advice on provision and strategies to parents during meeting, provide a good support to the Inclusion Lead in being an additional trusted professional.
- It is always useful to be able to read back and advice that has been suggested in the meeting and be able to refer to the report at a later date.

- Always brings in new ways and ideas.

We are incredibly grateful for the support of school staff which enables us to work together so effectively, for their encouraging and helpful comments. We will always strive to improve and take on board your views. Thank you.

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