

Feedback from the Children's Sensory Team (CST) parental questionnaire 2016

We would like to thank all the parent/carers that took the time to respond to the CST questionnaire this year. We are delighted with the positive feedback. We welcome the suggestions that you 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 very 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 more involved in shaping our service.

Q1. Do you know how to contact CST? 88% said 'Yes'

Q2. Do you feel the CST staff are easy to talk to? 98% said 'Yes'

Q3. Do you feel your views and / or your child's views are considered? 99% said 'Yes'

Q4. When CST staff have attended a meeting or appointment has it been helpful? 96% said 'Yes'

Q5. Have written reports or advice been helpful and easy to understand? 96% said 'Yes'

Q6. Do you feel that the overall support your child receives helps them to make progress? 94% said 'Yes'

Q7. What can we do better?

Examples of some of your feedback and our response:

- "Nothing just keep doing what you are doing."
- "Perhaps make a leaflet explaining all the support you do for the visually impaired because some people are not aware." CST leaflet now available on the local offer.
- "Make home visit to meet parents if possible." This family of a school age child will receive a home visit appointment

- “We have been very happy with the support X has provided us.”
- “I feel that school listen to M & takes seriously the suggestions given by CST. However, sometimes teachers do not follow the guidance given and M is not always given the support he needs. This happens with just a few teachers. The majority of teachers do follow the steps given by the CST.” The CST will work with the teachers not following the advice and feed back to the school’s Inclusion Manager.
- “Help him read in exams. Allow him to practice exam questions under exam conditions.” Whilst it is the school staff’s responsibility to prepare the students for examinations, we do support them in this. We supply information regarding appropriate access arrangement relating to their sensory impairment and the exam board advice. We explain to teachers that this must be the child’s normal way of working. We talk to parents and liaise with school to ensure that parents’ views are heard regarding their child’s access arrangements.
- “Can’t think of anything that could be better.”

Q8. Any other comments?

Examples of some of your feedback:

“Always receive outstanding support help and advice. Harrow has an excellent CST.”

“So far I do get the help and support needed for X developmental needs, and the staff were also very helpful in giving suggestions and advice when sought.”

“Thanks you very much CST for your help and support. The CST teacher did an in numerous contribution to help X.”

“CST has been a wonderful support for X and us. “

“With exceptional wealth of knowledge to help us and the school to push X to his full potential.”

“Great work overall.”

“CST have been amazing in X’s development. They are not only professional but extremely warm.”

“CST teacher has been fantastic with their wonderful expertise and regular sessions, X has improved greatly. CST teacher is always encouraging, and writes thorough reports. Thank you so much.”

“I am happy with the team and the work they do. If we can't see each other they do contact me by phone or at nursery.”

“Thank you so much”.

“CST was very good in helping explain X's condition to the school headmistress & class teacher.”

“CST teacher provided solution (easy ones) to make minor changes which helped X in the class.”

“It is useful to know that your department is there should my daughter require it, however no support is needed currently.”

“CST is very keen to help. Always gives suggestions and keep me well informed about school meeting with X.”

“CST staff are both absolutely excellent. X my daughter loves them. They have made an enormous difference to X's development and me, my husband & my child minders ability to support and grow her.”

“Service useful as gives me an in school perspective that isn't available to me.”

“We are very happy with the support CST has provided so far, CST teacher has been very helpful and very supportive to us.”

“The CST teacher has provided invaluable help with simultaneous support for three of our children.”

“An excellent service.”