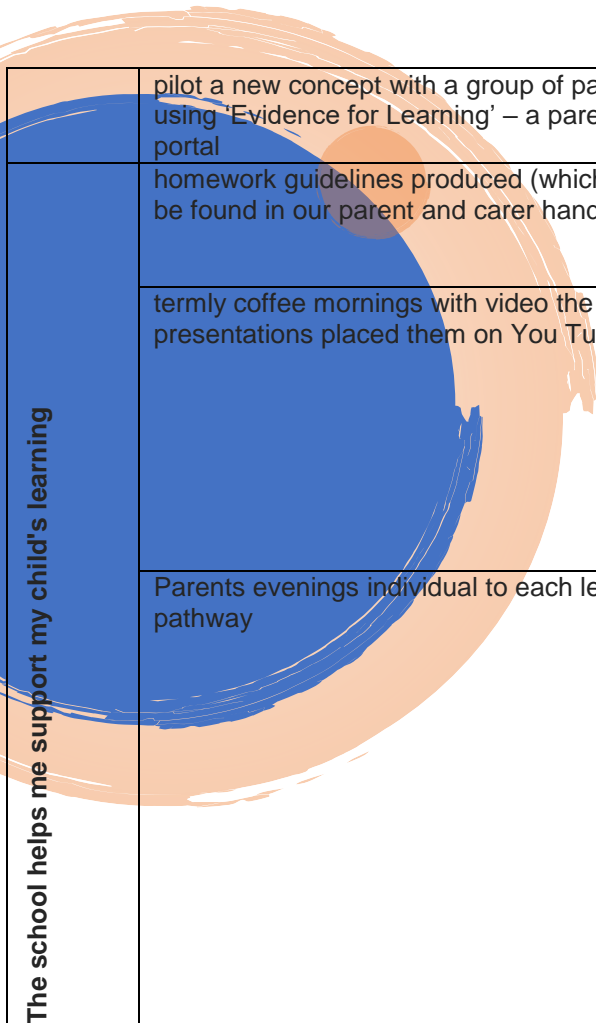


We listened to the feedback from Parents and Carers – (April 2019-March 2020) – and here’s what we did and what we’ll continue to do...

	Actions following your initial comments last year	What you told us this year about the improvements	Plans for the future
The school is welcoming for parents	Introduction of the Parent and Carer Handbook	<p>It is useful (e.g. the Contacting Us page with email addresses)</p> <p>What a great idea!</p> <p>It will be wonderful for new parents</p> <p>It’s a great tool – we rely on it heavily</p>	We now hand a hard copy of this handbook to all parents when their child starts at the school. We also include it on our website in digital format. We will update the whole booklet on a yearly basis (unless there is a significant change – in which case we would update within the year).
	<p>Improvements to our reception area</p> <ul style="list-style-type: none"> • Artwork installed • Digital display screens • Display boards 	<p>the enhancements give the reception area a more welcoming feel</p> <p>Consider an exhibition to showcase artistic talent of pupils in the front hall</p>	From May onwards we will now be focussing on the front hall (the wooden panelled room past reception). This will involve a gallery area where students work can be showcased.
The school is good at communicating with parents	updated our termly curriculum updates to make them more parent friendly and have responded to feedback about the kind of information you wish to receive as parents and carers.	<p>The curriculum newsletters and progress reports are good</p> <p>I liked the (old) termly reviews’ – the new termly reviews don’t contain information ‘of what is being covered in each subject area, in clearly laid out single sheet format. Not sure why this has been backtracked on?</p> <p>This newsletter ...is the best I’ve received at Valence. It’s very clear, targets are real, and it explains with examples</p> <p>I would like to receive more information from Therapy and education</p>	<p>We will continue to take on board your feedback and alter these documents as necessary. The new style curriculum updates have received mixed reviews so we will endeavour to ensure we respond to feedback, potentially including overall subject coverage as well as individualised newsletters.</p> <p>We are currently working with our colleagues in the health and therapy teams to look at ways of channelling information to you as parents and carers.</p>
	Continued weekly school newsletter.	We always enjoy reading the newsletter and appreciate the information about the school/students as well as Mr Gooding’s observations	We will continue to use the weekly newsletter to ensure parents and carers are kept well informed



The school helps me support my child's learning	pilot a new concept with a group of parents using 'Evidence for Learning' – a parent portal	This sounds promising - The idea of a parent portal is a really great idea	This pilot group has begun and by Summer term we aim to widen the group of parents and carers using this parent portal.
	homework guidelines produced (which can be found in our parent and carer handbook).	"This has been helpful"	We now include the homework guidelines within the Parent and Carer Handbook. Hopefully this will enable parents to understand how homework is addressed within pathway.
	termly coffee mornings with video the presentations placed them on You Tube	We enjoy the coffee mornings and presentations (with You Tube recording) and the opportunity it gives to meet with other parents/carers. Think the coffee mornings are a great idea	Coffee mornings have been received really well. We are now widening this to include a coffee morning in Maidstone – to alleviate travelling pressures for some parents and in the next academic year we will be holding a coffee morning on a Saturday to allow for those parents who work during the week to attend. We have also introduced parent and carer wellbeing sessions.
	Parents evenings individual to each learning pathway	Parents' evening was very informative, and the teachers all very willing to talk about progress and answer our questions. Whilst these evenings are quite infrequent, I think it is questionable how many parents would attend if they happened more often. Primary parents evenings at the beginning of the year is unusual – have you considered a parents' evening later in the year? Parent evenings should be three pronged – 'education, therapy and care'	Overall, we have received positive feedback regarding the organisation and content of parents evening. We have worked hard to tailor parents evenings (or open afternoons) to each pathway but we understand that more improvements could be made. We have reflected on this feedback and will ensure that we don't hold parents evenings too early in the school year. We would really like to introduce more elements of therapy and care into parents evenings and if we can do this for the next year.

The school helps me develop my own learning	<p>Introduction of coffee mornings</p> <p>Introduction of wellbeing sessions for parents</p>	<p>I thought the coffee morning was a fantastic opportunity for us all to meet, chat & learn.</p> <p>What a fantastic idea! Can't wait to come Please book me on!</p>	<p>Coffee mornings have been a great success and through attending in person or watching the YouTube video presentations, parents and carers have been able to learn about areas such as 'supporting phonics in the home' and 'digital parenting'. We will continue these sessions and are planning off site coffee mornings and even one on a Saturday.</p> <p>Some parents have also accessed wellbeing sessions and learned new skills this way (relaxation and floristry)</p>
The school is supportive for new parents	<p>New parents evening in term 1</p> <p>New parent induction</p> <p>Termly coffee mornings</p>	<p>"From the first day ...we feel as a family we have been scooped up and helped even in non-educational ways – showing us support we did not know we could get"</p>	<p>Overall, we have received really positive feedback regarding our support for parents new to the school. We have worked hard to ensure our induction process matches what parents tell us they need. We also feel that the coffee mornings have been valuable in giving new parents the opportunity to socialise with other parents. We now want to ensure that those parents of children who start the school at points other than in September, receive as comprehensive an induction as those at the beginning of the academic year.</p>
General Comments	Your comments and questions		Our response
	<p>Obviously, many parents/carers live some distance from the School and do not have occasion to visit regularly (as their children are transported to/from school) so we appreciate the efforts being made to keep in contact with us, helping us to feel engaged with the School</p>		<p>We are really aware of the distance challenges that some parents have. This is why we will continue to upload our presentations to YouTube and will also offer outreach sessions when we can. We also hope our work in introducing the parent portal aspects of Evidence for Learning will help families feel up to date and engaged, whatever the distance they are from the school.</p>
	<p>It's great to see how much progress has been made in less than a year!</p>		<p>We are also please with the improvements to parental engagement practices. We will continue to build on this area and foster further relationships and networks with parents.</p>
	<p>Once you have the award it would be good to be asked about positives and also ways to improve things on a regular basis</p>		<p>We agree – asking for your views and feedback and implementing changes is now very much part of the way we work. We will continue to have a working group for this area and a focus on 'we asked, you said, we did'.</p>
<p>Could you prepare children and parents for Annual Reviews of EHCP's (as they can be quite different from previous schools)</p>		<p>We take this feedback on board and will aim to improve how we prepare young people and families for these very important meetings – we see that it would form part of the induction process.</p>	