

Parent & Carer feedback June 2024

Thank you to those of you who managed to complete the survey, I am pleased to publish the results with my responses and planned improvements to procedures at Westhaven. Through your feedback we are able to work together to provide the best possible educational experience for your children.

For comparison purposes, the same questions have been used for the past 2 years since I have been in post as Headteacher of Westhaven. It is worth noting that this year there were 35 responses out of 178 families, compared to 55/184 in 2023, and 89/182 in September 2022.

I would like to emphasise that I have an 'open door' policy when it comes to discussing things with all parents and carers. If you need to contact the school to arrange a meeting, please do not hesitate to do so.

Question/Statement	Strongly Agree/Agree	Strongly Disagree/Disagree	Don't Know
My child is happy at Westhaven	97.1%	2.9%	0%

I am absolutely delighted that 34 out of 35 of you that responded to the survey reported that your child is happy at school. I know that not every day can be 'sunshine and flowers', and that we all experience things that can make us feel unhappy at times both at school and also at home which can then impact whilst at school. From the additional comments I am aware that the learner themselves answered this saying that they were not happy at school. I would welcome the parent contacting me if they would like to discuss this further. Learners can all go through stages in their development whereby school isn't working for them, such as transitions, changes at home, bereavement etc.

The Westhaven team will strive to find a solution, looking at alternative

approaches, a change of class or staffing, a reduced and/or differentiated timetable, discuss with home and consider online learning or the use of a mentor.

Everyone deserves to be happy at school and by working with yourselves at home we can continue to achieve this together.

My child feels safe at Westhaven	97.1%	2.9%	0%
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Of course, my response is similar to the above, I am thrilled that the overwhelming response was positive and almost everyone feels safe at school.

The 2.9% represents 1 response, and in this case, it was the same singular response to the first question. From time to time our young learners go through some troubling times and can feel unhappy, upset, frightened or anxious, which then impacts them at school. Again, I reach out to the parent of this learner that answered this question on the survey.

I pledge that I will continue with the work that has been going on over the past 2 years to improve and upgrade the physical environment, staff will continue to receive the recommended safeguarding training and we also have a team of staff specifically trained in well-being to support your children during challenging times.

My child is well supported at Westhaven	97.1%	0%	2.9%
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Again, I am absolutely delighted that such a high number of you feel that your child is well supported at school.

In terms of staffing levels and ratios, at Westhaven we currently have 178 learners on roll, and there has been a significant staffing increase over this academic year, now risen to 107 staff, with 80% of these supporting your children in the classroom. We strive for at least a 4:1 ratio in lessons, meaning that if there are 12 learners, there will be 3 staff,

usually consisting of 1 teacher and 2 support staff.

The auxiliary team includes a full time Health Care Assistant, 2 full time Parent Support Advisors, an Attendance Officer, 2 full time intervention teachers, a dedicated behaviour team and an extended intervention team of other staff which includes specialist Speech and Language, Art and Play therapists.

In addition to this, the Senior Leadership Team (SLT) and Middle Leadership Team (MLT) are always available and highly visible around school ensuring that both social and academic times are well supported.

Behaviour is good at Westhaven

88.5%

2.9%

8.6%

Every school faces challenging behaviour from time to time, but I have to say that behaviour at Westhaven is generally very settled indeed. I am a great believer that 'behaviour is communication' and when a young learner becomes dysregulated, they are telling us something.

As a staff team we are extremely skilled and well trained in supporting your children. Our approach is supportive, empathetic and understanding with a focus on 'establish, maintain and restore' strategies. I am very proud to report that whenever we have visitors to the school they always comment on the general good conduct, politeness and excellent manners of all the learners at Westhaven. All staff receive training in this area and we also have a dedicated behaviour response team to support times of dysregulation.

I have experienced discrimination at Westhaven

0%

100%

0%

It is very pleasing to know that no one reported that they have experienced discrimination at Westhaven. I would always recommend informing me directly if you do experience any discrimination, so that I can help to resolve any misunderstanding promptly.

Westhaven tackles

60%

0%

40%

any discrimination and inequalities well			
<p>I do not personally or professionally condone any form of discrimination and would always strive to tackle this issue correctly and follow protocol and procedures. I think that 40% of you said that you don't know, is actually a good sign.</p>			
When I have raised concerns with the school they have been dealt with promptly and properly	88.5%	8.6%	2.9%
<p>I will always strive to address any concerns you may have and would welcome a face to face meeting to ensure that they are dealt with swiftly and satisfactorily. If you do need to contact the school please email; reception@westhavenschool.org.uk or telephone; 01934 632171</p> <p>The easiest way to communicate with your child's class team is by writing a note in their planner.</p>			
Westhaven has high expectations for my child	88.5%	2.9%	8.6%
<p>I am pleased that 31 out of 35 of the responses, you feel this is the case but I am disappointed to learn that the other 4 feel that you either don't know or do not feel that we have high expectations. This is something I feel passionately about and constantly talk to visitors, external professionals, the staff and the learners about.</p> <p>My vision for the school is 'Valued, Inspired, Prepared'. I wish for every young person to leave Westhaven feeling like a VIP and ready for the next stage of their education journey and go on to contribute to society. Every single learner leaves Westhaven with qualifications in all of their chosen courses of study. We celebrate everyone from GCSE 9 to Entry Level 1 achievers in a wide range of curriculum areas.</p>			

Every single day matters, every lesson matters and every interaction matters. The staff at Westhaven are compassionate and supportive, from our youngest learners all the way through to our W6 young adults, we are encouraging them to be the best they can be on a daily basis.

If you were one of the respondents who do not feel we have high expectations, I would welcome a face to face meeting with you to resolve any misunderstandings.

Westhaven make me aware of what my child will learn during the year through information evenings and newsletters	100%	0%	0%
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I am thrilled with the 100% response to this statement, it is something that we have worked incredibly hard on over the past 2 years, as previously it has been an area that you felt was something we didn't do well.

We have a catchment area that is county-wide, which is somewhat different to a village primary school or even a secondary school. We have always held parents' evenings and information events, such as coffee mornings etc. We now offer online and blended events to facilitate everyone's needs and requests and have upped the number of parent evenings to 3 times a year.

The weekly newsletter which is circulated by email every Friday afternoon has been well received by many, it contains important information and key dates for your diaries as well as what the children have been learning that week. I certainly intend to continue with this so please enjoy reading it every week.

Some of you have asked for more feedback in the children's diaries. This is something that some class teams do well and we have been complimented on. The staff teams have been instructed to be more consistent in their approach.

There is a good range of subjects available to my child at Westhaven	97.1%	0%	2.9%
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The Westhaven curriculum is broad and ambitious, it is National Curriculum compliant but we are incredibly proud of the additional areas that we offer, which include Love to Listen, Sensory Circuits, 1-1 reading, Lego Therapy, Land-Based Studies, Forest School. Information as to what your child will be studying each term is sent to you all in the end of term newsletters and it is also on the school website.

The school let me know how my child is doing (through class dojo, diaries, email and phone correspondence as well as formal reports and review meetings)	94.3%	5.7%	0%
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This is an area that previously was an area of concern to a significant number of you. However, now that over 90% of you are satisfied is indicative of the progress we have made, I would like to improve this further so I have reacted swiftly to this and I am delighted to be able to inform you that from September we will launch 'Evidence for Learning' which is an online platform. As a school, we have been experimenting behind the scenes, collecting evidence of the work in some of the curriculum areas that the children access, and we'd like to share this with you soon. Please see the link below for further details.

<https://www.evidenceforlearning.net/>

From September the staff teams will upload and send you written and photographic evidence of what your child has been learning in a selection of subjects.

My child does well at Westhaven	97.1%	2.9%	0%
<p>We are extremely proud of all our learners at Westhaven, from the youngest to the oldest. We certainly have a reward rich culture, with merit points, 'I am proud' certificates in weekly assemblies, Headteacher awards, reward days, golden time, and the 'Etienne and Towler awards' at the end of term assemblies.</p> <p>I am so pleased that 34 out of the 35 respondents felt that your child does well at Westhaven.</p>			
Westhaven offers a good range of clubs and activities	77.1%	17.2%	5.7%
<p>Thank you for your honest feedback to this and of course it is an area that we will look to develop as 17.2% represents 6 of you that stated that you disagree with this. I have already met with our ASC (After School Club) Lead to discuss how we can improve the offer. I will be writing to you all to gather some more of your thoughts about this. However, a couple of my initial ideas are to look at extending the finishing time beyond 4pm and/or offering transport home.</p> <p>In terms of variety and offering different activities, this is something I would like to see happen, although it does depend on staff expertise. If we look at getting external professional companies then the cost increases which is also something I am mindful of.</p>			
The school keeps me well informed about events in school (through letters, emails, social media and the school website)	100%	0%	0%
<p>This is overwhelmingly positive feedback and clearly shows that every</p>			

single one of you feel that this is something we are getting right. However, as mentioned above I do hope that our communication offer will be enhanced with the addition of Evidence for Learning alongside letters, emails, social media platforms and the website. I am aware that some of you prefer to receive information in hard copy, please liaise with reception and/or your child's class team if this is the case.

The school is well led and managed	100%	0%	0%
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It is fair to say that I am absolutely thrilled at the outcome to this question. The school has faced some significant challenges over the past couple of years. As many, if not all of you will know, I am still relatively new to the post of Headteacher at Westhaven. As part of my interview process, I had to impress upon the Governors my vision for the school and with that my plans for changes to the leadership structure. I have clarified roles and responsibilities of the entire leadership team, which now consists of 5 members of the SLT and 3 Middle Leaders, each with a responsibility for a core subject and the Key Stages within the school.

Westhaven makes sure my child is well prepared for the future (for example, when starting school, when changing class or phase or when leaving school)	85.7%	2.9%	11.4%
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Although I am pleased that over 85% of you feel we do this well, I am passionate about getting it right for all of your children. I do think our transitions have been successful over the years and I know that we have

improved the offer this year. However, we can always look to do better. The Key Stage 1 learners have been accessing the Key stage 2 playground this year, the staff have been proactive in visiting the learners and interacting in their environments.

The Key Stage 2 learners have been playing on the Key Stage 3 and 4 playground, enhancing interaction opportunities and making new friends. The Key Stage 3 learners that will be moving into Upper school have had meetings and support with choosing their options in preparation for September.

The year 11's that will be moving onto Weston College had been accessing the college link programme on Friday mornings and those that will be remaining at Westhaven to join W6 have had lots of time getting to know the staff and learners.

In addition to the in-school transitions, the year 11's will access work experience placements, offering invaluable opportunities to access a workplace.

New additions to the transitions this year include;

- staff shadowing classes preparing to move,
- staff meetings between key staff working with learners to ensure information is passed on verbally as well as in written format, helping to ensure consistency
- intervention support for learners whom would struggle transitioning between phases or classes
- year 6 learners joining assemblies in MS, including house assembly

I would recommend Westhaven to other parents and carers	97.1%	2.9%	0%
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I am delighted that 34 of the 35 respondents feel that you would recommend us to other families. Westhaven boasts a diverse population, we cater for a wide range of SEND which has evolved over the past few years. We continue to strive for academic achievement but as the needs of our learners change, so must our offer. We now have young people

with needs increasing in complexity including a growing number of non-verbal learners and those with sensory needs. To meet these needs, we have adapted our curriculum offer and made changes to the daily timetable with 'love to listen' and 'sensory circuit' additions. We have also invested in 5 specific sensory rooms and spaces. The staff CPD program is carefully considered and delivered to ensure that we are well trained in all areas of SEND.

Overall, I am happy with my child's experience at Westhaven

97.1%

2.9%

0%

With nearly 100% satisfaction with the overall offer (34/35 of the responses), this statistic is very pleasing, however as with previous statements, my mission is to improve the school experience for every learner and family.

The (2.9%) 1 response that felt that they were not able to recommend us, and that they were not happy with their child's experience at Westhaven, commented that they'd like Westhaven to be more like an alternative special school in North Somerset. I am extremely proud of everything we do and offer at Westhaven and throughout this academic year in particular, I have worked closely with the other special school Headteachers, and the Local Authority on our Service Level Agreement and core offer. I, and the other professionals believe that between Baytree, Ravenswood and ourselves we provide parents and carers in North Somerset with a broad offer for their children, and that each school should remain unique and distinct from each other.

A selection of your comments about strengths of the school over the past 2 years:

- Supportive staff
- Pastoral care, pitching work at the right level, allowing pupils to be successful, coaching pupils to become independent.

- Since Mr Peacock has taken over, the school has improved 100%. He really cares about every pupil and member of staff. I wish him every success going forward and can't wait to see what else he has planned
- Any matters are dealt with promptly. Recognition of child's progress is great and loved the assembly I was invited to when my child got an award. I generally loved how much everyone cheered everyone on and you could see what a nurturing school and pupils they have.
- Communication, we are well informed and visibility of staff, including the Headteacher. My child is happy, safe but has fun.
- Communication, whole student approach linking family transport and school support together. Assemblies, can do and strength-based approach.
- It is a safe environment.
- Westhaven is very good at emotional support and keeping us informed of our child's wellbeing. On the whole, our child feels safe and happy in the school environment. Our child has lots of teachers and staff they feel happy talking to. The safeguarding/family support team are engaged and proactive and helpful. The tutor teams are wonderful and go the extra mile to support students. Our child's opportunities for winning points, medals, house captain, helping out with other students, and performing in assemblies has boosted their self-esteem. Overall our child has had a brilliant time at school and has flourished emotionally.
- The Headteacher is the biggest asset. Followed by core teachers and support staff actively knowing the child and parents.
- The teachers have good relationships with children. They build up my child's confidence, my children feel safe and secure at school
- Excellent teaching and support staff who care.
- A lovely supportive school that nurtures my son's self-esteem and social skills. I am so glad that he is at Westhaven because he would be completely overwhelmed in mainstream.
- My child has come along with her learning, etc.

- Everyone is so positive. The students are encouraged and praised well .
- Adaptations for differentiated learning
- The school is very good at mobilising when there is a specific issue/concern raised.
- Good teachers and support staff. Parent support very helpful.
- Understanding my child's needs. Inclusive.
- Art, gardening provision.
- They try and do what they can and are understanding
- Communication
- Supportive and understanding
- Staff professionalism and friendliness
- Overwhelming fantastic for my son
- The dates for your diary are great,
- Strong leadership, effective communication and high levels of care and support given to my son.
- Understanding your child's difficulties and addressing them
- Understanding and friendly staff
- Amazing pastoral support for parents
- Student and staff relationships which are outstanding; good humour; flexibility with individuals. It always feels a happy place (unlike some schools I visit).
- Caring nature, supportive
- Ratio of staff to student and support for students.
- The passion of the staff
- Great teaching and support team. Staff work so hard for all the children. Great support networks.
- Individual tailored learning. Care and patience.
- Plenty of sensory down time when needed. Takes care of needs, sensory and mental.
- Great communication. School have high expectations of each pupil. Staff are all welcoming to pupils and parents and approachable. My son feels safe and secure. Staff are organised, creative and willing to adapt curriculum to my son's needs. Great parental participation.

- Westhaven is one of my child's happy places and she is unhappy if she can't go for any reason. The fact Westhaven makes her so happy is the strongest thing we could wish for.
- Westhaven staff care about their students and we cannot thank you enough. You have made my son come out of his shell and he has positive experiences at school. Our other son can't wait to join in September.
- Communication and support.
- Recognising my child's needs.
- Great, enthusiastic teaching staff. It seems a lovely place to work as well as to learn!
- Preparing the Children for the future.
- My child's best interest is at the core of each day!
- Staff / parent comms and implementing strategies to overcome challenges.
- Always put the children first.
- Phonics and reading.
- For my daughter Westhaven have been brilliant with all aspects of her needs. They are caring and very supportive. It is such a lovely calm environment. Upon finishing year 11 my daughter would like to go back to year 7 and start again.
- Flexibility and inclusivity.
- Really lovely class teacher, feel listened to as a parent and things are always actioned and responded to, happy to try new things to help my child .
- Great teachers.
- Pastoral support.
- A real sense of community within the school, children champion each other on to do well and celebrate their achievements. Staff are lovely and approachable and deal with incidents promptly.
- Supportive and informative, child centred
- Teaching staff are wonderful.
- Community ethos supporting wrap around care including home, transport journey and school. Receptionists are exceptional in their

skills in being first contact and supporting next steps promptly and always with a happy and friendly approach. The environment is outstanding with a welcoming entrance enhanced by the garden glass house to the 'green' environment and life skills ethos of the school.

- It's a very individual child centred approach, rather than fitting a square peg in a round hole approach my son experienced in mainstream. They know what my son is able to do when he is given tasks he can achieve and feel good about. He's not seen as a problem here and his difficulties are understood. I've seen big changes for the better in him since starting Westhaven in September.
- Treats you like family.
- Kind and caring staff.
- Staff are very supportive.
- Good leadership and staff. Excellent ethos and values.
- Welcoming; inclusive. Students enjoy going to school.
- Everything just a fabulous school.
- Staffing to child ratio.
- Caring about life skills as much as academic skills. The way the staff interact with the students.
- Children have a peer group with similar needs, so they don't feel different and find it easier to make friends. Staff have an excellent understanding of the needs of the children and how best to teach them. Progress is very carefully tracked and monitored.
- Leadership, supportive class staff, nice to see music/drama now included for middle school.
- To make our child welcome and get the best out of him.
- Weekly Newsletters, parents evening, end of term newsletters, teachers, subjects, life skills
- Communication home, being very approachable, supportive of students and encouraging them to be the best versions of themselves
- They deal with problems quickly and effectively.

- The staff are amazing. They are kind and extremely helpful. The school are fantastic at making learning fun and interesting for my child. The school has lovely facilities that are always improving. I feel like my child is safe and well looked after. The school do whatever they can to meet my child's needs. I feel extremely lucky that my child goes to Westhaven.
- Leadership has improved dramatically and is perceived in a way of mutual respect and understanding leading to better relationships and more open communication
- The staff always go above and beyond and genuinely care about the children, the school are always trying to make improvements.
- Leadership.
- Hard work and support given by all staff to learners, celebrating success and achievements, weekly newsletters.
- Communication with parents.
- Very inclusive. Happy friendly environment. Approachable staff. The Head is passionate and invested in the school as a whole.
- Do everything what's expected and no problems.
- promoting the Westhaven Way.
- Love Westhaven Way - such a good foundation.