

# 2020

## Stakeholder feedback report



Jennifer Parry

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# STAKEHOLDER FEEDBACK REPORT

## Academic Year 2019-2020



### **Introduction**

Greenfields school are continuously striving to improve the outcomes for young people we work with, it is imperative that we receive feedback from all stakeholders of the school, from students to staff, managers to care home providers and multi-agency professionals in order for us to be able to meet the needs of our students and effectively develop the provision.

The following report outlines the views and opinions of stakeholders; our feedback was considerably lower to previous years due to meetings being held virtually because of COVID and although the questionnaire was sent electronically not many people completed.

We need to further develop feedback so it is an on-going process for the school, therefore giving us a continuous view of how the school itself and the processes in place to run the school function as per Estyn and Greenfields/Caretech requirements.

The evidence used is information collated up to 30<sup>th</sup> July 2020 to produce this report.

### **Executive summary**

This report presents the key findings from the consultation feedback of stakeholders.

There was one source of consultation feedback:

- An online survey on Google forms where respondents completed various questions which included rating scales, the questions varied dependent on the person completing the form.

Feedback was submitted by key stakeholders which can be found in the summary of respondents. As a result of COVID we mainly focused on the learners wellbeing and did not place any additional requests on the learners for responding to questionnaires.

Throughout the feedback it is evident that the majority of respondents are more than happy with the school, the main findings of strength is within the staffing team at the school, some comments refer to them being positive, passionate, flexible, and adaptable and having very nurturing characteristics, thus enabling the students to achieve their set outcomes.

They believe the school has an excellent standard of education being provided in the highest standard of safeguarding, which assists in creating a safe environment for the students and visitors attending the school.

The matters of improvement that were pointed out were garden area needs further development and our move to a new provision.

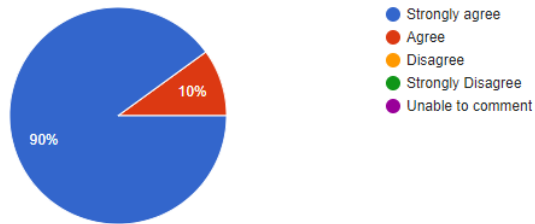
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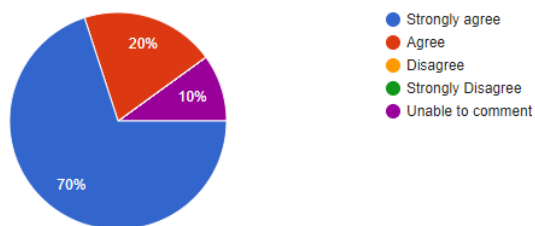
Overall I am satisfied with Greenfields school.

10 responses



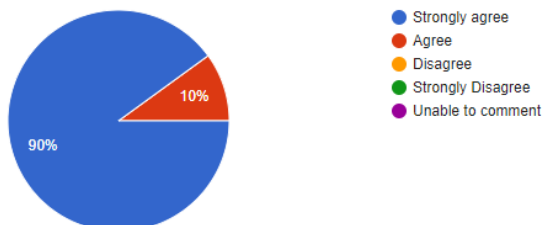
My child likes the school.

10 responses



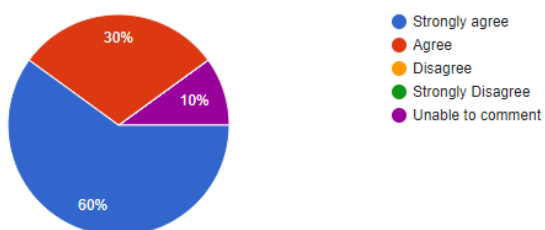
My child was helped to settle in well when they started Greenfields school.

10 responses



My child is making good progress in Greenfields school.

10 responses



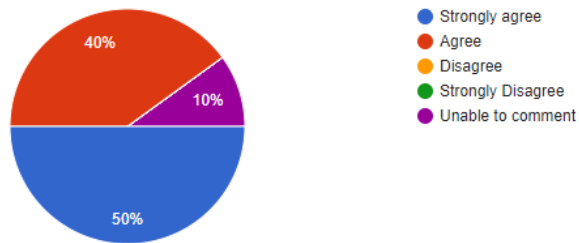
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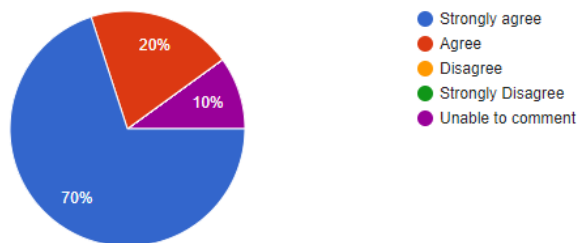
Learners behave well at Greenfields School

10 responses



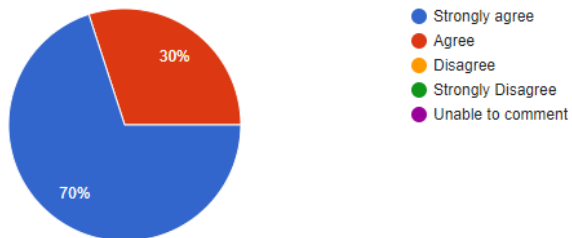
The teaching is good at Greenfields School

10 responses



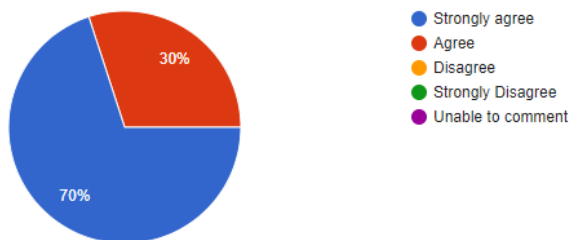
Learners receive appropriate additional support in relation to their individual needs.

10 responses



The school communicate effectively.

10 responses



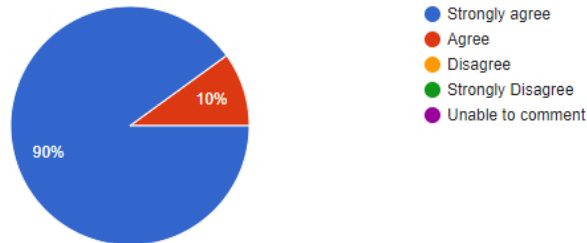
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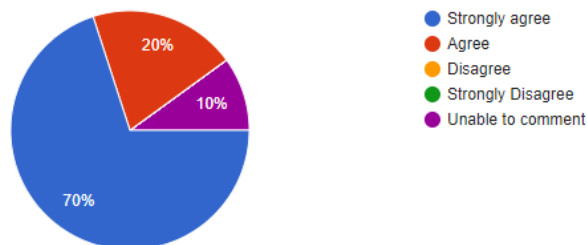
I feel comfortable about approaching the school with questions, suggestions or a problem.

10 responses



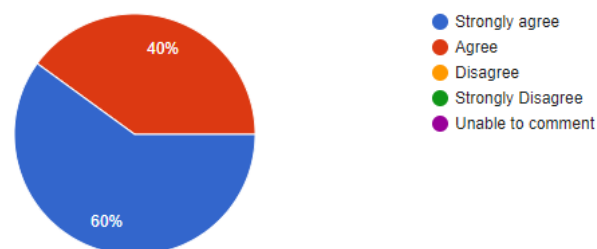
The school encourages learners to take responsibility for their actions.

10 responses



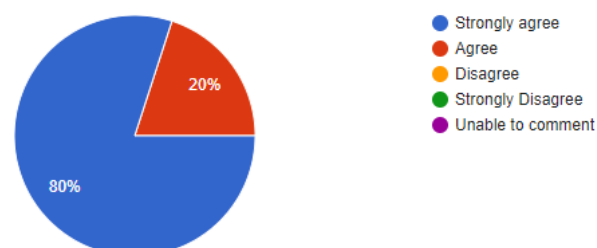
The school provides good opportunities for trips and vocational learning.

10 responses



Greenfields school is well run.

10 responses



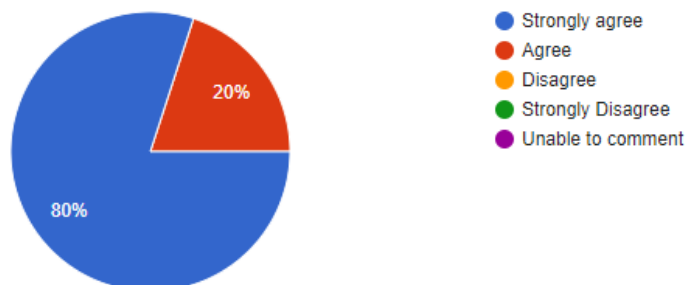
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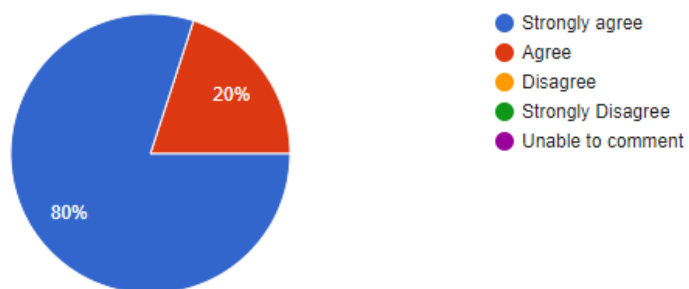
I would recommend Greenfields school to others

10 responses



I feel that the school has supported learners during these unprecedented times of Covid-19.

10 responses



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Please provide a brief statement in relation to your thoughts/feelings of Greenfields School.

10 responses

Greenfields has been so supportive of me and my family. Thank you.

All the staff are very approachable and friendly. Communication regarding my son is always very clear and my son enjoys coming to school.

Greenfields school have done an amazing job with our children helping them to Re engage in an education provision, the outcomes the children are now achieving are amazing and we are so proud and grateful for everyone involved.

Steven loves it at greenfield's and it has been a very positive experience for him so far. When he is in a school routine it makes him happy and settled.

Greenfields School is able to support the young people to meet there needs, they put the needs of the child first, then put in a well planned transition providing them with a positive experience of education which is usually a barrier for our young people

I have had two CLA pupils placed at Greenfields just prior to lockdown. Admissions has been a very positive process and the support and communication received has been exceptional in particular during lockdown. Where I have answered 'unable to comment' or 'agree' this is only because I feel that it is too soon for me to provide a response to these questions at this juncture. I would like to thank staff at Greenfields for their continued support to my CLA learners during lockdown.

A nurturing safe environment where learners progress and develop the dedication and passion shown by the school is exceptional! I wish more schools were like this!

I feel Greenfields school is highly motivated and passionate when supporting children with an extremely varied level of ability. The education they provide is tailored to each young persons individual needs and they endeavour to support and encourage the best possible outcomes for their students. The communication with the school is impeccable, any information I require is readily available and the staff are always their for support and guidance, even more so through the current covid-19 pandemic. Highly supportive and highly driven!

I hope that they continue with good work.

All my interactions with the school have been positive. They provide a high standard of care and education. I have no concerns with any aspect of the school.

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Please provide any suggestions for the future improvements of Greenfields School.

10 responses

N/A

None - they are doing amazingly

None

None that I can think of.

I am aware that they will be moving in the future i feel that for some young people the location can be problematic

To see the setting relocate to the proposed venue

Improve Garden areas

expansion

### **Conclusion**

We are incredibly proud of the feedback we have received especially given the difficult year that education has had a result of COVID. I am proud at how we have adapted to meet learner needs whilst navigating our way through creating a safe environment for learners to return too. It continues to be a privilege to be part of such an amazing provision making a difference to learners that have previously struggled with their learning.

We used a trialled a different format this year to see if it would increase response rate however upon having the data we feel the previous format provided greater qualitative data and so will amend the next academic questionnaire to include more detailed responses.

We are passionate about driving our education service forward and continuing to develop the provision to benefit all learners and are excited for the next academic year whilst still adapting to meet COVID guidance and building on foundations already in place.

Jennifer Parry  
Headteacher