

## Feedback from the Children's Sensory Team (CST) parental questionnaire 2018

We would like to thank all the parent/carers who 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.

Note: A few questionnaires came back blank or with not applicable (N/A) so we have not included these in the results below.

### **Q1. Do you know how to contact CST? 97 % said 'Yes'.**

Families are contacted within 5 working days of the child/ young person being referred. For all new referrals, families are contacted within 5 working days in term time. CST details are shared at this point. For new born screening referrals, contact is made within 48 hours all year round.

Every September, the team members contact details are mailed to families and schools. We are hoping to do this by email from September 2019.

During the academic year at least one parental contact is made.

Each child or young person will receive at least one report a year (apart from those in specialist sensory school settings). These reports contain all contact details. Families can email or telephone (mobile or landline) the teachers assigned to their child.

Details of how to contact CST are available on the Harrow Council's Local Offer. [www.harrow.council.gov.uk/cst](http://www.harrow.council.gov.uk/cst)

This questionnaire was sent out with the CST contact details of all staff members and information regarding how to return the form had the CST contact details at the end of the questionnaire.

CST will contact the parents who said they didn't know how to contact CST directly to explain the best ways to contact us.

**Q2. Do you feel the CST staff are easy to talk to? 99% 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? 100 % said 'Yes'**

**Q5. Have written reports or advice been helpful and easy to understand? 99% said 'Yes'**

**Q6. Do you feel that the overall support your child receives helps them to make progress? 97% said 'Yes'**

**Q7. What can we do better?**

**Examples of some of your feedback and our response:**

- We would just love to have more time and visits from you. As you make such an incredible difference to the development of our daughter.  
We would love to visit more too but our resources are tight and we have to be fair to everyone.
- All perfect thank you so much.  
We are delighted that you feel this way.
- Perhaps when my child is a bit older, then, maybe we could consider some group sessions for her and kids similar age and a sensory needs to come together that could be useful.  
We are aware this is a challenge. We do put some parents in touch with other parents if they mutually consent. When we have arranged sessions in the past not many people have turned up. We will try and plan an event again
- Plan some of the open afternoons or parent feedback sessions in the evening so working parents can attend.  
We have held 'Meet the Teacher' events and other events over many years but not many people turn up. Events have been at different times of the day in the mornings, afternoons and evenings. Please see the Local Offer for Events.  
[www.harrow.gov.uk/cst](http://www.harrow.gov.uk/cst)

- Have more direct links with audiology services in Harrow and Hillingdon so quicker communication can occur and appointments facilitated more quickly as a result, e.g. CST requesting new appointment for hearing aid moulds. We have weekly telephone contact with Audiology staff to raise queries during term time. Due to work pressure of both sides unfortunately we can not increase this. Parent need to booking the appointments as we would not know when it is convenient for you to attend.
- Continue to work closely with parents in feedback. This is very important to us and we aim to continue this.
- We have always been happy. We are pleased to get this feedback.
- Qualified interpreter British Sign Language tutor (BSL). Many of CST staff have BSL level 1, some have BSL level 2 and our sign and communication tutor has BSL level 3. An interpreter may be arranged, if required for important meetings.
- To put more pressure on schools to ensure these children sit at the front of the class. We work closely and well with school staff and suggest strategies that will support a child with sensory impairment. Please contact your CST teacher, class teacher or school Inclusion Leader if you do not feel these strategies are being followed.
- I think just continue what you're doing as you play an important role to us. Thank you.
- I can't think of anything to add. It has been a wonderful experience. Thank you.
- I don't think you can offer a better service. The service you offer is of vital importance to our child and our family. Thank you.

## **8. Any other comments? Examples of some of your feedback**

- The weekly sensory groups are an invaluable service. The dynamic and jovial, messy combination of the team ensures not all children are involved and made feel comfortable. I cannot thank the team enough for their time and dedication to Sensory Group through messy play. We joke in our house that the CST teacher "has a lot to answer for" when our child is smearing food around the table. But without this service and dedication of the team, I don't

think our child would be as involved as she is. A truly wonderful team, professional, helpful, supportive and could not have coped without their guidance and support.

- A big thank you to the CST teacher! She is very supportive and always resolves any issues we have promptly.
- Without the incredible, skilled, experienced input of the staff I can confidently say that my daughter would not be developing as well as she is. The training and support and advice we have had, has been absolutely invaluable. Thank you to the CST teacher.
- Thank you! The CST teacher has supported my son extremely well over the years, I cannot praise her input highly enough.
- We have crossed over from schools in Watford to a school in Harrow and I was concerned how this transition will work in Yr7, but this has worked well.
- Without the incredible skilled experienced input by the CST teacher I can confidently say that my daughter would not be developing as well as she is.
- Thanks to the CST teacher and the team for all your hard work.
- Thank you to the CST teacher, she has supported my son extremely well over the years.
- I love the regular feedback we get, really helpful.
- A fantastic team of brilliant people!
- The CST teacher has been very helpful and co-operative with us during our child's learning and development. She is a wonderful teacher.

**On behalf of the staff in CST we would like to thank you for your helpful and informative comments, supporting us in our work and most importantly for being so interested in your child's development.**

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