

The Sea View Trust



Parent Feedback

We would like to thank all of the Sea View Trust parents who attended our coffee morning at Devonshire Primary Academy or our afternoon tea at Tor View School. It was lovely to see so many of you and we are very grateful for your honest feedback on how the Trust is meeting your child/children's needs. We are also very appreciative of your suggestions for improvement. We hope we have captured everybody's ideas. Please see the 'you said, we did' grid below as a record of our planned improvements in response to your feedback. **Our actions are highlighted in bold.**

You said...	We did...
<p>You told us residential can be difficult to pay for in one go. You asked for a payment plan so you have longer to pay.</p>	<p>We have set up longer residential payment plans on ParentPay. Please ask for further details from your child's school.</p>
<p>You told us you would like the option of longer residential and reminded us that some schools had week long residential, e.g. skiing.</p>	<p>We have taken on board your request. However, we recognise that residential require staff to give up their own family time to work with your children. The Trust is keen to maintain a good work-life balance for all staff but we will continue to work with staff to support longer residential.</p> <p>The Trust ambition is to offer all pupils at least one residential per key stage from key stage 2-5.</p>
<p>You told us that inclusion links with mainstream schools were a good idea, but you identified some areas that could be improved:</p> <ul style="list-style-type: none"> • Better communication from the link schools • An opportunity to attend parents evening at the link schools • More information about inclusivity at break and lunchtime at the link schools 	<p>We have shared these concerns with inclusion leads in all Trust schools and asked them to discuss how individual link schools can support Sea View Trust parents with:</p> <ul style="list-style-type: none"> • Better communication • Opportunities to attend parents evening • Information about inclusive breaks and lunchtimes <p>We have asked inclusion leads to feedback on these three points directly to all parents with a child attending a link school. You should receive this information by the end of October.</p> <p>The Trust has built a positive relationship with link schools who accept SVT children on inclusion links at no cost. Therefore, we are unable to dictate to link schools how they manage the inclusion link but as part of partnership</p>

	working we are confident that our link schools will support with the improvements you have requested.
You told us that as working parents you may struggle to access suitable wraparound care for your child. You reminded us that there used to be an after school club at Tor View School. You told us that there are grants available to support wraparound care for children with additional needs. You also mentioned that there is limited holiday care for KS4 learners. You mentioned that communication about holiday places could be improved.	We explained that the demand for an after school club at Tor View School was assessed and the provision ceased because of the lack of parental demand and availability of additional funding for high needs learners. We acknowledge that the provision was ceased some time ago and it is possible that parental need has changed. We have sent out a survey to all parents to gather information about wraparound care. Once we have received and reviewed the responses, we will develop school level action plans with Headteachers. We will encourage Headteachers to work with groups of parents to develop a strategy for wraparound care including holiday care for older learners. This activity is likely to take place in the Spring term 2025.
You told us that you would like the option of face-to-face annual reviews rather than doing them virtually (MS Teams). You also mentioned that sometimes meetings were cancelled last minute.	We have spoken with Headteachers and asked them to ensure every parent of a child with an EHCP has the option for a face-to-face annual review meeting. Special school Headteachers told us that they are managing hundreds of re-scheduled meetings each year and therefore, only the initial annual review meeting date can be offered as a face-to-face. We would ask parents to support our schools by making every effort to attend scheduled review meetings wherever possible. Although we do recognise that sometimes circumstances are beyond parents' control. Headteachers have informed us that every effort is made to stick to the review schedule, however, staff absence can mean that reviews have to be cancelled at short notice.
You told us that you enjoyed receiving newsletters from your child's school. But in some schools the newsletter is a celebration of events that have already occurred. You asked if all schools could produce a weekly newsletter sharing upcoming events. You also told us that you could not access Sway.	We have spoken to Headteachers who tell us they are producing a weekly newsletter. We have asked that they include dates of future events and share their newsletters on a platform that everyone can access. This should now be in place.
You told us you liked receiving information about what your child is doing at school. Parents with a child in the primary department at Tor View	We have spoken to Headteachers at PCA and TVS and asked them to develop an information sharing strategy that is age appropriate for

<p>School told us they receive a photo every Friday showing what their child has done that week. You told us this is particularly important for parents of children who are non-verbal. You also said that when children move into the secondary department you have less information about what your child is doing. You told us you like class dojo but you would like staff to use it more. You told us that parents aren't always informed of significant staffing changes.</p>	<p>primary, secondary and FE learners. This will happen by the end of the Autumn term 2024 and will include scenarios where parents must be informed.</p>
<p>You said you were happy that all Trust schools have lots of exciting events. But you recognised there are busy periods in the year where many events happen close together like World Book Day, Sports Day etc. You told us this is particularly difficult for parents taking time off work to get involved and for some children this can cause anxiety due to too much change.</p>	<p>We have asked Headteachers to balance the school's annual calendar across the year. However, we do recognise that as all Trust schools are based in the North West, weather for outside events is unpredictable and schools sometimes have to make changes at short notice!</p>
<p>You told us that our special schools are very oversubscribed. You pointed out that this is a potential health and safety issue.</p>	<p>We would like to reassure all parents that the Trust engages in regular health and safety monitoring for all Trust provision. In reviewing placement requests Headteachers consider the health and safety of existing learners and if a placement compromises our ability to keep our pupils safe we would identify this. We are working with Lancashire and Blackpool LAs to extend school buildings and improve school accommodation. The Trust has commissioned a number of mobile classrooms to ensure capacity meets need.</p>
<p>You told us that you would like to read with your child at home but in some schools, there is a shortage of physical reading books for children to bring home.</p>	<p>We have asked Headteachers to audit their supply of reading books and ensure that any parent who requests a reading book for home use can have one. If a shortage of reading books is identified in any Trust school, the Trust is committed to purchasing suitable reading materials. Some children educated in the Sea View Trust benefit from alternative reading materials rather than books. We will also support all of our settings in ensuring appropriate reading materials are available. The audit will be completed by the end of the Autumn term 2024 and physical reading materials for home use will be available from the Spring term 2025.</p>
<p>You told us that you don't always get information shared on social media.</p>	<p>We have asked Headteachers to look at how information is shared and make sure that they use as many channels as possible to include everyone.</p>

<p>You told us you don't get enough support from health and social care.</p>	<p>We share your frustration that an EHCP is largely supported by education. The Trust works hard to forge partnerships with health and social care but there is high turnover of staff and it is not always possible to get contact details for individual professionals. The Trust has written to Blackpool and Lancashire LAs on 5th November 2024 to voice your concerns. We received a response from Blackpool LA on 7th November 2024 giving guidance and advice for parents (see appendix 1). A meeting is also being set up for further discussion between the Trust and Blackpool LA colleagues. We are still awaiting a response from Lancashire LA.</p>
<p>You told us that purchasing uniform is sometimes expensive. You asked if we could sell pre-loved uniform in our schools and let parents know where they can buy cheaper options.</p>	<p>We have asked all Headteachers to design a system to collect pre-loved uniform and make this available for sale. We know this system is working in some of our Trust schools. We will consider changes to uniform that make purchase cheaper. This will be implemented by September 2025.</p>
<p>You told us that parking outside some of our schools causes problems for children. You explained that this can be a health and safety matter. More specifically, you identified the following problems:</p> <ul style="list-style-type: none"> • Crossing outside school by Devonshire Road – potential for serious accidents • Drivers not slowing down • Accident on crossing recently • Last year drink driver hit barriers – no preventative action was taken • On the new estate, cars are parking on the curb • Drivers are not using the one-way system • Parking on zig zag lines <p>You offered the following solutions:</p> <ul style="list-style-type: none"> • Parents offered to patrol the area • Install a speed camera • Increased police patrols 	<p>We have written to Blackpool Council on 5th November 2024 to share your concerns and to ask for action to be taken to improve safety measures outside Trust schools. We are still awaiting a response. We have considered your potential solutions. We would be concerned about the safety of parents patrolling outside schools and the lack of insurance. Therefore, we cannot recommend this as a solution. However, we have shared your other suggestions with the council. We have asked Headteachers to look at pick up and drop off arrangements to see if these can be improved.</p>

<ul style="list-style-type: none"> • Open playground at pick up times 	
<p>If you asked if it was possible to meet new teachers before the end of the summer term to start to build a relationship with them in preparation for the new school year. You suggested a drop-in coffee morning.</p>	<p>We think this is a good idea and have asked Headteachers to consider arranging this for the Summer term 2025.</p>
<p>You told us some schools have a code system to safeguard children at pick up times but supply staff don't always know the codes and this slows down the pick up process. You suggested that staff should have the codes handy at pick up time.</p>	<p>We agree this is a good idea and have asked Headteachers to implement this by October half term.</p>
<p>You told us some schools have an after school detention and that this works well. You asked us to put this in place at other Trust schools.</p>	<p>Our Trust schools serve children with many different needs and so behaviour management is a school level decision. We have asked Headteachers to look at their behaviour policies and consult parents on how effective these are. You should hear from Headteachers by the end of the Autumn term 2025.</p>
<p>You told us that there were some issues in the way the Relationships and Sex Education (RSE) curriculum is delivered. You questioned how age appropriate the language and the materials used are. You suggested children may be traumatised if language and materials are not age appropriate.</p>	<p>We have a duty to deliver RSE in line with Government policy. However, it is important that we share the materials and the content of our curriculum with you. When we first introduced the new RSE curriculum each school consulted with parents. We recognise that new parents may not have had the opportunity to look at this material and curriculum content. We have asked Headteachers to work with current parents to review RSE materials, in the Spring term 2025.</p>
<p>You told us that school holidays for the Trust do not always align with other schools. You explained this makes it difficult to plan family holidays.</p>	<p>All Trust schools follow a shared holiday pattern based on Lancashire and Blackpool LA lists, although our primary schools have a two-week summer half term break and our special schools have a two-week Easter break. This is because some children in our special schools sit GCSEs and it gives our primary schools more time to prepare children for SATs. We will continue to set Trust holidays in line with the majority of schools. Unfortunately, other Trusts can set their own holiday patterns.</p>

<p>You told us that school kitchens do not always cater for children with allergies. You also told us that in some Trust schools there is no milk option for children who are lactose intolerant.</p>	<p>We have asked Headteachers to liaise with their catering provider so that meal options cater for all allergy needs. We have asked Headteachers to ensure that there is a lactose free milk option. We have also asked Headteachers to liaise with catering providers to offer more choices for all rather than single out specific children requiring alternative options. This will be completed by October half term.</p>
<p>You told us that adaptations aren't always made for learners with eating disorders/sensory issues. You told us that this means that children entitled to a FSM sometimes are asked to bring their own dinner. You told us some schools are unable to provide a food diary at the request of a GP/health professional.</p>	<p>We have asked Headteachers to liaise with their catering providers to ensure that adaptations are made for eating disorders/sensory issues to meet the individual needs of a child. This will be completed by October half term. We have asked Headteachers to identify how a food diary can be completed for children with health needs, which should now be in place.</p>
<p>You requested that FSM vouchers are paid at the end of term for the summer holidays as a lump sum rather than weekly.</p>	<p>We have ensured that FSM will be paid as a lump sum on the last day of the summer term.</p>
<p>You told us you like parent workshops, for example, the sleep course.</p>	<p>We have asked Headteachers to continue to ensure a range of parent workshops are offered in all Trust schools.</p>
<p>You told us that some of our schools have the same pick up times at different locations and that this is an issue for families with several children.</p>	<p>We have asked Headteachers to consider pick up arrangements to support larger families, which should now be in place.</p>
<p>You told us that is it good that Trust schools teach children about health eating. You asked for more sessions teaching children and families how to cook together.</p>	<p>We have asked Headteachers to consider parent/child cooking workshops. They will inform you if these can be facilitated at your child's school.</p>
<p>You told us that parents do not always get enough support in identifying their child's special educational needs. You also told us that some simple adaptations, for example, positioning in the classroom does not happen.</p>	<p>We have asked SENCOs to provide information to help parents who may think their child has SEND. We have also asked that they tell parents what adaptations are being made in the classroom. For all children who have an EHCP this will be communicated through the annual review process. For children without an EHCP this is communicated through the SEND information report, which is already in place.</p>

<p>You told us that head lice is an issue in some Trust schools. You explained that it is frustrating that some parents regularly check for and treat head lice whilst others parents do not seem to do so. You described a system where free treatment was available and explained this is no longer the case.</p>	<p>Trust schools will continue to remind all parents to regularly check for and treat headlice. The Trust has written to Blackpool Council and Public Health on 5th November 2024 to enquire about any schemes to support families in managing head lice. The Trust received a response on 5th November 2024 (see appendix 2).</p>
<p>You told us that you were worried about bullying.</p>	<p>We are very aware of how bullying can have short and long term impact on children. All Trust schools have an anti-bullying approach. Current policies are available on each school’s website. If any parent believes that their child is being bullied, they should approach their child’s school, further advise is provided in the policy.</p> <p><i>Please note, the DfE define bullying as “a behaviour by an individual or group, repeated over time, that intentionally hurts another individual or group either physically or emotionally”.</i></p>
<p>You told us that we don’t always pick up on sensory issues.</p>	<p>We have recently, in the summer term, delivered training to staff in all Trust schools to raise awareness of sensory needs. If you feel your child has a sensory need, please inform their class teacher in the first instance.</p>
<p>You told us not all staff come back to parents to address issues and concerns that they have raised.</p>	<p>We recognise this is very important. We have asked Headteachers to remind all staff to communicate with parents who have raised issues, which should now be happening.</p>
<p>You told us that school staff do not always recognise the bigger picture of what is happening in a family. You asked if we could be more flexible in implementing our policies to respond to family circumstances.</p>	<p>Where families are facing unique and challenging circumstances, the Trust and our schools want to respond positively and compassionately. If you have individual circumstances that mean you are struggling as a family, please arrange to speak to the Headteacher of your child’s school. We have worked with all our Headteachers to ensure we offer a consistent, fair and compassionate response.</p>

Appendix 1 – Guidance and Advice for Parents re: Support from Health and Social Care

- Health concerns such as the provision of Mental Health Services are directed to Health.
- Direct parents who have raised concerns to the Parent Carer Forum for support and advice relating to education but also health and social care.
- Notifying parents of the SENDIASS Service - [Blackpool SENDIASS](#)
- Referring to the Multi-Agency Procedure and Local Guidance - [1.3 Working Well with Children and Families in Lancashire](#)
- Early help response to SEND within the Family Hubs, who work closely with Health colleagues. It is a very comprehensive offer with parenting support programmes available.

Appendix 2 – Response from Public Health re: Head Lice

Dear Angela

Thank you for your letter of concern with regards to treating head lice and enquiring if there are any schemes or funding is available for families who struggle with costs of treatments etc.

We do not have any current schemes or funding for treating head lice and it is a very common problem in schools etc.

I have copied the link to the NHS Choices website on treating head lice [Head lice and nits - NHS](#) this is a good source of advice with how best to treat, and at a fairly low cost by wet combing on specific days that are highlighted. There is also a video link within the guidance to show people how to wet comb. The combs are a small cost, I do believe you can get them in the bargain stores for around £2 to £3 each (you may be able to purchase packs of those cheaper) and conditioner is required to wet comb (any conditioner can be used). If the treatment is completed to plan then this should clear the head lice, however, for those that are more difficult to treat they would require treatment from a pharmacy if the initial treatment plan does not work.

I hope that helps.

Kind Regards
Carol-Ann Copp
Specialist Public Health Nurse/ Health Protection
Blackpool Council