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Appendix B

Sensory Impairment Service Quality Assurance
A selection of Comments from Service Evaluation
Questionnaires
Academic year 2021/22

From schools/families

What an outstanding service from the VI(Vision impaired) team we are delighted to be able to work so closely with them all to provide the best opportunities possible for X. Many thanks.

Thank you X for all your truly OUTSTANDING and amazing support. It has been an absolute pleasure to work with you. Thank you So much for all OUTSTANDING and exceptional hard work and unconditional support to all of our hearing impaired Pupil's.

I cannot speak highly enough of all the colleagues from the SIS. They brighten our day when they are in school.

TOD (Teacher of the deaf) could not be more supportive, positive and a pleasure to work with. Her reports are thorough and accurate. She does not avoid difficult situations but handles them promptly and astutely but with sensitivity.

Really feel very thankful to have the support of such a competent and fantastic team.

From CYP 'what's going well'

Using my cane and having support from my mobility officer when needed. IT support from X is also a big help that allows me to become more proficient. QTVI X is very supportive in all areas of my learning journey by anticipating my needs with the ever-changing curriculum and the challenges this can bring.

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Having my ACSW (Access and Communication Support Worker) helps me in lessons, if I didn't have them it would be harder. The radio aid is helpful. The ACSWs sign to help me understand words I don't know.

Further Feedback – from Schools with their own employed ACSW arrangement – November 2022

ACSW View

'I think the main benefit is consistency. I can support the child in all of his lessons; I therefore know what has just past and aware of what is coming up next . This helps with pre and post teaching. This consistency also enables me to judge if this student has understood or not and need further support.

Also being part of school I am part of the school staff and atmosphere e.g. training days, staff events and after school staff meetings'

Student View

'I like having the same CSW support all week. She knows about me well and knows where I like her to sit and how to help me. We can talk about all my lessons that I have that week and there are no gaps she knows what I am talking about as she was there'