



## HeartSpace Parental Positive Feedback

- Great communication.
- Developing independence.
- Can learn stress free.
- Being able to have time out when upset or dysregulating.
- 10/10!
- Developing confidence.
- Doesn't worry about going to school anymore.
- Doesn't feel different.
- It was the best thing to happen for them.
- Weekly phone calls are brilliant.
- Already part of a few online SEND groups, and no other school is as good with communication.
- I can't speak highly enough of HeartSpace.
- Having a bespoke timetable that is tailored to them.
- It is amazing to have such a wonderful provision locally as we were worried our child would have to travel a long distance every day.
- 10/10!
- Phone calls and emails are great.
- That he can have time out and brain breaks when they need them.
- Feeling safe for the first time since nursery when not with mum.
- Enjoying learning again.
- Feeling like people understand them.
- Being with people like them and realising he's not the odd one out.
- Feeling safe taking part in PE.
- Amazing – better than expected or ever imagined.
- Excellent communication.
- Very fast responses to issues.
- We know that when we leave him with you, we are leaving them with people who care about him.
- Improvement in his mood and behaviour has made family life so much better.





- His school life and home life have been transformed. He is smiling from his eyes again. We are getting our old child back. We cannot thank you enough.
- Getting his excellence award for 2020/21.
- Seeing how far he has come and what he has achieved.
- Excellent experience. He has a timetable that is tailored to meet his needs and lots of support from all the HeartSpace staff.
- We have been supported from transition at Primary School right up to now. Nothing is too much trouble; I know I can contact school by email or telephone if I have any questions or queries.
- The tailored timetable, the teachers and teaching assistants – all these together meet his educational and social needs.
- Love the school!
- Knowing what strategies, he needs to support him.
- He seems happy at school and always wants to come in. This is great progress as he never wanted to go into his old school.
- Amazing, really pleased with the school and so happy with the fact that he can go to a mainstream school and get all the support he needs. ‘Chuffed to bits!’
- Phone calls, reassurance and updated phone calls on how he is getting on at school.
- Having a lunch/queue jump pass was a ‘wow’ moment for him!
- Having the confidence to find his way around school.
- The Heartspace provision and support was just what he needed. He was worried that no-one would understand, and I was worried he would be in trouble a lot, but this hasn’t been the case.
- Having the individual support in place and knowing that there is always someone there to reassure him. Communication is fantastic with weekly phone calls and quick responses via email. Staff phone me when they have concerns, which I really appreciate.
- Having a go-to person. If he has a problem, he can come to any staff member in confidence, people he trusts. The support in lessons has meant he can access all lessons in the most productive way.
- Applying to be a prefect as this is out of her usual comfort zone.
- She is really enjoying school; she is happy in her lessons. She always looks forward to going to school, it is lovely to see her with a smile on her face.
- The communication is brilliant – weekly phone calls and fast responses and resolutions.





- Tailoring the timetable to her needs by having a bespoke mix of mainstream and HeartSpace lessons gives her the best of both worlds. Being able to work at her pace and not feeling different to her peers.
- The friendships she has made.
- Heartspace has been the best setting for her having a bespoke mix of Heartspace and mainstream lessons. She wouldn't have matured as much in a different setting. Friendships are much better than before Heartspace, where she had never held a friendship for more than 2 weeks, whereas now she has year-long friendships with peers.
- He is happier and wakes up excited to go to school and falls asleep with a smile on his face. He's a different child since he has started at HeartSpace – in a positive way.
- 10 out of 10, he has got on so well in Heartspace. He is supported really well and is doing brilliant because of it.
- Brilliant- always get satisfaction with any queries you have. Staff keep you updated on everything that is going on at school and support you with things that are going on out of school too.
- All the staff know how to support him and know what is best for him. Keep doing what you are doing.
- Turning his behaviour around to be more positive and being able to deal with incidents better.
- 10/10!
- Problems are dealt with straight away by staff.
- The extra support he gets is fantastic.
- Being able to receive meaningful feedback from teachers, whose lessons he had been able to access at last, was immensely significant, both for us as parents, and himself.
- In HeartSpace he found the support he (and we) needed to re-engage with, and thrive within, a school setting. Putting that into words is no easy task but suffice it to say that his experience has been transformative.





- As parents, HeartSpace staff have listened to our needs and made us feel understood for the first time since he was in primary school. In HeartSpace, staff have the same high hopes and aspirations for him as we do.
- Building personal relationships has been key for him, so being able to develop a trusting rapport with firstly Miss Pestell and then Mrs Fletcher has allowed him to feel safe and nurtured within a school setting, both academically and emotionally.
- I would simply like to extend our thanks for the support and care he has received, and continues to receive, from HeartSpace. All we have ever wanted for him is for him to be able to have an environment in which he can continue to grow and develop, with his needs being met and his talents nurtured. At Penistone we can finally say that we have found that, and we are thoroughly grateful for it.
- She has had many 'wow' moments. Her enthusiasm to participate in lessons rather than being sat at the back. Her achievements such as stars of the week, certificates for how she has handled her emotions and kindness awards.
- She is loving it and beginning to understand other children's needs.
- Communication has been great throughout.
- The plans staff have made and that have been put into place in class and out of class are brilliant for her.
- Heartspace is a massive success.
- He has been able to make friends and mature in HeartSpace.
- The support I have received is much better than the support I have received from previous schools.
- Having that bond with the TA is brilliant, he knows he has someone safe he can open up to. When he finds that connection, he tells them things that he doesn't tell me.
- She is enjoying school and being with her friends and the fact that she's making friends is a great thing for her.





- Very happy with the communication and weekly phone calls. It gives me an update about how she is getting on at school and is an opportunity to discuss any queries.
- She has come on a long way; she matured a lot and that is thanks to Heartspace.
- 10/10!
- The communication from HeartSpace has been very helpful and they listen to my queries.
- Staff understand her and make sure she is aware of any upcoming changes. They listen to her and help her if she's feeling down.
- Developing his confidence.
- Heartspace have contacted me on a regular basis to enquire how he is doing. They have listened to my concerns and advice in regard to his cochlear implants. They have also helped me understand Teams.
- Having a smaller class size for some lessons has been very helpful, and ensuring he has fully understood what is being asked of him.
- He seems very happy at Heartspace. He goes to school happy and comes home happy.

