****

**Commissioners Questionnaire Responses 2017**

To help us to continue our on-going improvements we posed the following questions to all of the schools who had used our service:

1. How would you rate the quality of the service you receive from Wize Up?
2. How would you rate your communication with Wize Up?
3. How would you rate the curriculum offer provided by Wize Up?

The questions were answered with a score of 4-1, 4 being outstanding – 1 being inadequate. Of the 19 schools asked we received 13 replies, the graph below shows the score in response to each question.

Further Questions Asked:

1. What could Wize Up do to improve the service offered to you?

Responses:

“the curriculum offer enable students to access further education with no problems. Perhaps a general science offer would benefit students who had already started on this course – Btec? Glad to see the Biology though”

“I am happy with all of the support that is given”

“nothing at present. Very happy”

“the dealings I had with Wize [Up] were effective and suited my needs, at this point in time, I do not need them to approve their services, they were very accommodating in supplying my student with what they needed and for the time span”

“we have not used Wize Up in a while – only because we haven’t had the need”

“nothing always accommodating for short term placements with year 11”

“I know it’s a lot of work but a weekly update would be good in terms of updates – it was always my intention to make weekly phone calls but it doesn’t always happen. Also, academic progress could be more regularly presented as this has been flagged up when we had Ofsted. Half termly reports?”

“wider curriculum offer”

“more communication needed i.e. problems, confirming student has started etc.”

“although Wize Up has a proven track record of offering GCSE subjects for many years, if school were able to offer more subjects at GCSE that would be great”

1. What would make you use the service more?

Responses:

“if we had a bigger off site budget! Full time Key stage 3 offer – or even better ‘turn around’ for younger students”

“we will use Wize Up again when we need i.e. a student in need of alternative provision in the right location”

“unfortunately it is all down to budget constraints”

“I think the service is god. I always look at the dynamics of students from X and this is sometimes a factor why I would not place at a particular AP”

“finance”

“using the service is led by the needs of the young person. Placement with Wize Up is dependent on the young person being interested in the subjects offered and if school is in an area that they can travel to. We have to also be mindful of other young people that already attend. Wize Up is one of our commissioned schools and one that we use regularly”

“we will continue to use the service, which has and continues to work for us and out students”

“more GCSE’s are always helpful”

1. If Wize Up were to offer another GCSE subject, which would be more attractive to your school?

Responses:

|  |  |  |
| --- | --- | --- |
| Subject: | Times requested: | Further comments |
| History | 5 | “A language might be a good one – I know that you have done French before. We have a real gap with PE now X have gone but that is difficult without any outdoor space at school”  “we only really use the provision for short term referrals but any additions to your curriculum would be well received” |
| Art | 4 |
| Geography | 2 |
| Drama | 2 |
| PE | 2 |
| Language | 1 |
| Music | I |
| ICT | 1 |

1. Please rank the following according to the level of importance when making a referral (1 being the most important 6 being least important)

|  |
| --- |
| Costing |
| Young person’s needs |
| Subjects on offer |
| Reputation of alternative provider |
| Relationship between alternative provider and your school |
| Parental Support provided |

The graph below shows the ranking schools gave to each item on the list:

One school out of the fourteen replies did not answer this section, two schools gave duplicate ranks to certain items i.e. ranking costing and parental support 3 and ranking costing, young persons needs, reputation, relations and parental support 1

1. How helpful have you found the content of the update email?

Options were: Very, Not very, Not at all

Responses:

10 schools advised they found it very helpful with 1 advising they found it “not very” helpful 3 schools did not reply to this question.

Additional comments made by schools:

“I like the fact that when I call or visit Wize Up there is consistency. The staff are all great and are willing and helpful. Staff are always trying to accommodate the needs of the young person and the school”

“we have always had excellent relations with Wize up and continue to do so. Communication is always good. Wize Up are able to work with some of the most challenging young people within the borough and support them to gain qualifications either working in partnership with the school or solely educating them on site”

“we found the update email very informative. Our main concerns centre around long term year 11s placement – where not all subjects are covered (ie History, business, Art) at Wize Up and it’s not always possible for the school to stay on top of providing/sending work for the student. Is there anyway round this predicament to make it easier for all parties concerned?”

“I find it very easy to work with Wize Up. School is always willing to give a young person a second chance. They are particularly good at sharing relevant information regarding pupils and work very well with all the other agencies that a young person and family may be engaged with.”

“I am not sure I have seen an update e-mail but I am happy with communication regarding attendance which is received each week”

“We receive detailed attendance and curricular update. Wize up take some of our most challenging and vulnerable pupils and have supported them to succeed when our mainstream schools have not been able to do so. They always send through requested information and invite us to their academic review days. The relationship Lewisham has with Wize up is very positive and we will continue to refer students”