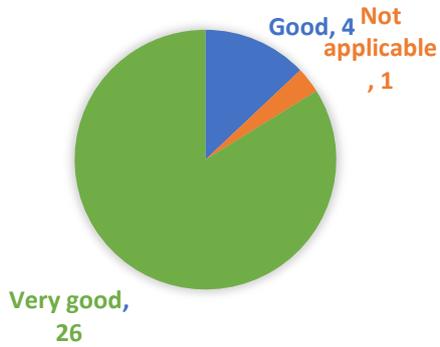
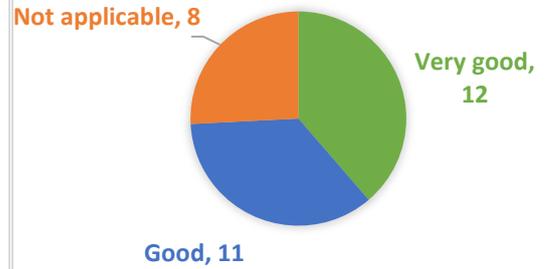


HOW DID YOU FIND...

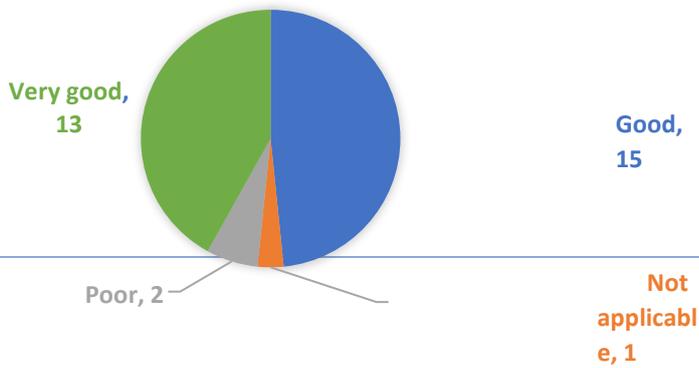
THE REFERRAL PROCESS



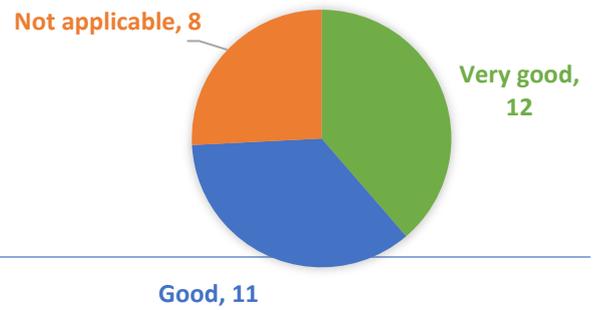
THE RESOLVING OF ANY PROBLEMS



THE CHOICE OF SUBJECTS

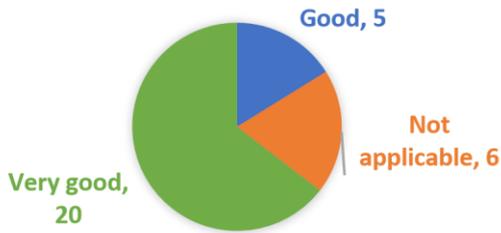


THE LESSON EXPERIENCE

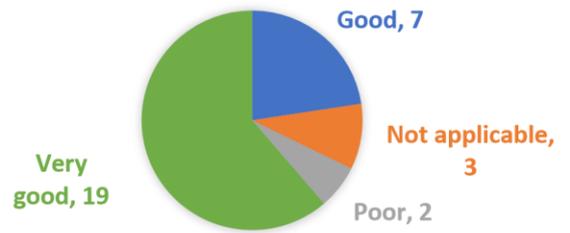


14

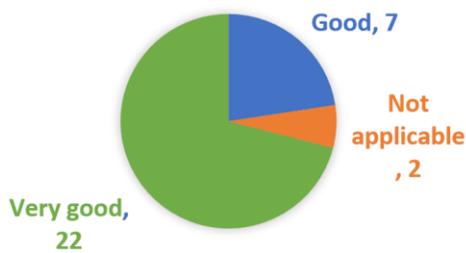
**INSTRUCTIONS & LOG IN
DETAILS SENT**



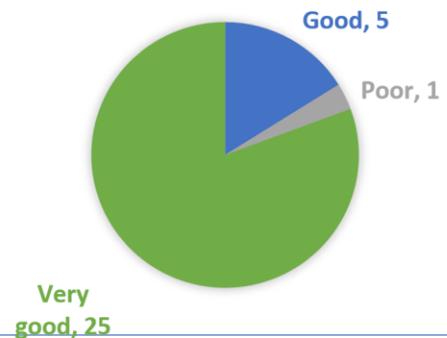
**THE PROGRESS TRACKER WEEKLY
REPORTS**



**NON-ATTENDANCE
NOTIFICATIONS**



COMMUNICATIONS FROM SOS



IS THERE ANYTHING IN PARTICULAR THAT YOU VALUE ABOUT SOS?

Secondary; Voluntary aided school

I am so appreciative of everything you have done for RD. It's amazing to see how much she is participating in her sessions and how well she is achieving. This is a huge change. Even in online learning over COVID closure, R was unable to even log in for learning. She is now fully participating and thriving. Thank you so much! **Secondary; Academy**

The process of setting up the provision was very easy and the staff have been excellent in explaining how to problem solve **Secondary; Academy**

The clarity regarding the level of student engagement is very helpful. **Secondary; Academy**

Sara Simpson and how easy she makes it for us, often at short notice. **Secondary; Academy**

The lovely staff **Secondary; Academy**

It is very quick and easy to set up for both students and schools

Annex 2a

Primary, Voluntary aided school

The personal contact that we and the child/ family got from an online service. Sarah was always very quick to get back in touch after any communication. The teachers also noticed quickly how different the child was when the number of pupils increased in the group. **Surrey A2E, Surrey County Council**

Ease of putting students on the programme and level of support from SOS staff. **NE SEN Team, Surrey County Council**

Sarah Simpson is always so helpful, quick to respond, knowledgeable and has been a great support with some of the young people that were on my caseload. She is an asset to SOS! Thank you Sarah.

North West Inclusion Service, Surrey County Council

I'd like to say how helpful Sarah Simpson has been whenever I've needed urgent turn around in respect of provision for our vulnerable students. **Secondary, Academy**

The swift and professional communication and support offered by Sarah Simpson when I needed it! **Secondary, Academy**

That is exists and is responsive! It is an intervention that can be set up quickly. **Virtual School for Looked after children, Surrey County Council**

Quick responses as to what support they can offer. **Secondary, Voluntary aided school**

Sarah Simpson has made the SOS process (along with the other administrators) a lot easier. Sarah is extremely responsive and will always go that extra mile to support. This has been far more needed since Covid-19 restrictions, as we have a lot more students accessing SOS lessons. It has become very challenging for us as a school to keep on top of all the cases. With Sarah's help, we have not felt overwhelmed at all. Her effectiveness and how quickly she responds to emails really make the process a lot better. Thanks Sarah! **Secondary, Academy**

The support offered to the school when looking for alternative provision for students **NW SEN Team, Surrey County Council**

There is always a quick response when referring a pupil to SOS and if I ever have any questions they are always answered in a timely manor. **Secondary, Academy**

The service is excellent! I have Sarah Simpson as my main contact and he is speedy, gives clear guidance and feedback and is vert accommodating - often our need is very urgent and unforeseen and the service is so responsive. I recommend to any other school I speak with. **Secondary, Academy**

Good to have pupils who can't cope in mainstream school still being able to access GCSEs. **Secondary, Academy (Kingston School)**

Excellent for those students who will not attend school. **Secondary, Academy**

Annex 2a

The communication from SOS is always excellent and I'm so grateful for the way that referrals are handled quickly and efficiently!

Virtual School for Looked After Children, Surrey County Council

The progress reports are extremely hard to understand there does not appear to be a key **Secondary, Pupil Referral Unit**

The flexibility and understanding that might need to use the service with a few days notice. **Secondary, Academy**

Communication and support from SOS has always been very good. **Secondary, Academy**

I made contact via email and the response was very quick. It has also been a very speedy process to get the support into place for our student.

It has been very helpful for some students to be able to access the recoding of the lesson at a later time. One student (AS) often finds it very difficult to attend the live lesson due to her ASD but completes all the work after.

IS THERE ANYTHING YOU THINK COULD BE IMPROVED?

Secondary; Voluntary aided school

Initially, the communication from SOS was poor - there was a lag in me receiving the reports for RD and I got weeks 1-5 all in one hit. Receiving them weekly (which I am getting now) is much better.

I have also rated the choice of subjects as poor (because there was no option between good and poor). I would like to clarify this because this is not a reflection of the SOS package at all (which is amazing). I think that it's excellent that R still gets her English, Maths, and Science lessons. It may not be feasible to offer more than this, but I know it would be amazing for her if she were able to do even more subjects.

Secondary, Academy

No, I am really grateful of this service **Secondary, Academy**

Student engagement in lessons and management of same. It is too easy for students not to participate in lessons. There needs to be more teacher/student interaction. It is very difficult for schools to verify effectiveness via playback when there is no communication from the student.

Primary, Voluntary aided school

The class teacher felt that the science lessons were not in line with what was being taught in class. But I cannot comment on this. From my point of view, I have no recommendations. **NE A2E, Surrey County Council**

The progress tracker sent by Tute is not very well formatted as it uses Excel **Secondary, Academy**

For students who may be on Surrey Online long term, look at how we could use their work as evidence for GCSE grades

Secondary, Academy

Annex 2a

Ability to offer a wider range of qualifications at KS4 e.g. individual GCSE Sciences which I don't believe that you are able to offer currently? **Secondary, Voluntary aided school**

No - just keep Sarah at SOS please! **Secondary, Academy**

The range of subjects offered at KS3/4. The KS3 provision can be very limiting for students who are academically able.

Secondary, Academy

But if magic wand - cheaper - funded by Surrey as it is always extra and outside of planned budget (I am not saying it is expensive, but just would be great if Surrey had this as their local offer). **Secondary, Academy** genuinely no

Purely covid based - be good to have link being SOS and school's re. grades awarded. Although able to use weekly progress sheets it would have been good to have had your input even though our pupils did complete school internal assessments.

Secondary, Academy

If possible, a slightly wider range of subjects would be great but I completely understand this is all dependent on the availability and reliability of people to deliver the sessions

Junior, Community School

Parental contact to identify any difficulties child/parents are having with pupil not accessing the service? **Virtual School Surrey, Surrey County Council**

Better explanation of ratings on the reports

Secondary, Pupil Referral Unit

The username and password instructions are written in a format more aimed at staff, it would be helpful if it was written in a student form so it can be copied and pasted directly to the parent.

ANY OTHER COMMENTS

Secondary, Academy

Great easy to use service **Secondary, Academy**

Generally we find this provision is only effective for up to two half-terms then attendance and engagement falls off dramatically.

Primary, Voluntary aided school

Thank you ... thank you thank you **NE SEN Team, Surrey County Council**

Annex 2a

A brilliant service all round.

Secondary, Academy

Thank you

Secondary, Voluntary aided school

Sarah is AMAZING!!!!

Secondary, Academy

Surrey Online School is such an important resource and support for schools and students. **Virtual School Surrey, Surrey County Council**

Sarah is fab!

Secondary, Academy

thank you so much for all that you do for very vulnerable learners. **Junior, Community School**

Initially weekly trackers were sent. As pupil is not attending then trackers are not sent. Who should be chasing pupil's non-attendance? Should SOS be chasing? I have spoken to parents and encouraged but have not been successful. SOS have not made contact as far as I am aware.

It would be good to be able to speak to the tutor to be able to see who/what engagement there has been - possibly a half termly/termly catch up would be good.

Also, as pupil is a non-attender then weekly reports etc should also be sent to the caseworker so they are aware of progress/lack of progress rather than relying on the SENCO to inform the caseworker. **Virtual School Surrey, Surrey County Council**

This is an excellent service provided to us with Sarah Simpson being the coordinator who is exceptional helpful.



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