

APPENDIX 4

Parent Statement 1

First and foremost, I would like to thank you for all the hard work you provided for both my son and myself through this whole process. We'd both like to express how professional you all were, how warm you are as a person, how knowledgeable you were with the whole process and the support you provided went above and beyond.

When my son got permanently excluded from his School in another County, things looked like they would get messy. The reason I say that is because North Tyneside Council and Northumberland County Council work slightly differently, they have different people in different positions, and the previous School and the potential new schools couldn't be on the same panel to communicate with each other. So, I was immediately put in a place of fear for my son's educational future and I was filled with a lot of confusion on how it worked moving forward.

However, the way the inclusion team from Northumberland County Council approached the issues above, and the issue that got my son expelled was fantastic. I was instantly calmed down, I could feel that my son was in the right hands which made life for both him and I much easier. They spoke with the headteacher of the old School, the fair access team at North Tyneside Council and got a full explanation off myself around the incident at hand. They also went above and beyond in finding out a bit of my sons history, spoke to the previous headteacher around his character and many other things. They also advised me on the best course of actions I could take, so I could go above and beyond myself. They also as gave me detailed information around the School in the County, so we could try and pair my son with the best School that would be best for him and his character.

All in all, the service I received was second to none. I was put at ease in my first phone call, they followed through on everything they said they would, they provided excellent advice, they really put a personal touch to my son's case, and I ended up with the best possible outcome that I could've possible expected.

Well done to the inclusion team, well done to Natalie and well done to Northumberland County Council for having such a fantastic set up and team to support children and parents through this process.

Parent statement 2

I am really happy and grateful with the support from the inclusion team, and Educ8 have offered to me and my family. I am especially grateful for when you did a home visit, you really got on my sons wavelength , you listened and you understood what he was saying, you were also firm but fair with him and he attended his provision the next day which I was so pleased

about as I think its important that he is with kids and young people his own age. I also think it's important that he gets his education and even though he struggled to go into Educ8, when the staff came out to see him with you that encouraged him back into provision and he is now enjoying it. Not only have you supported my son, but you have supported me too which I am hugely grateful for, all I want for my son is to have a better life than what I had, and you get that. It has relieved a lot of my worries and anxieties you being there to support us and getting my son back into Alternative provision.