

Standards and Quality Report

2021/22



Airport House, Caithness I.S.V.T.U

HIGHLAND COUNCIL | UNIT 5D AIRPORT INDUSTRIAL ESTATE, WICK, KW1 4QS

This report is provided to families and partners to identify our achievements this session. The next steps in our improvement journey are also outlined.

Throughout the year we continuously evaluate what we do and how it makes a difference to our learners. We want to know what is working well for our Airport House community and what needs further improvement.

Our young people are actively consulted and involved in this process. We also give staff, parents/carers, and other partners the opportunity to participate in discussions and activities in order to shape our improvement journey.

When we develop our improvement projects we use key questions at planned review times throughout the session in order to know how well we progressing towards achieving these positive outcomes and changes.

Our Centre

Airport House is an Intensive Support and Vocational Training Unit established in 2005 to complement other support services for young people of secondary school age residing in Caithness. Occasionally to support early transition to the high school, staff work with young people as they prepare to leave primary school. The staff work closely with the high schools at Wick and Thurso (and occasionally Farr). Our ethos is to promote learning and enable young people to plan for their future in a safe, supported environment. Staff work with young people in an emotionally literate manner, and they aim to help the young people better understand and manage their emotions and reactions, as well as their relationships with others.

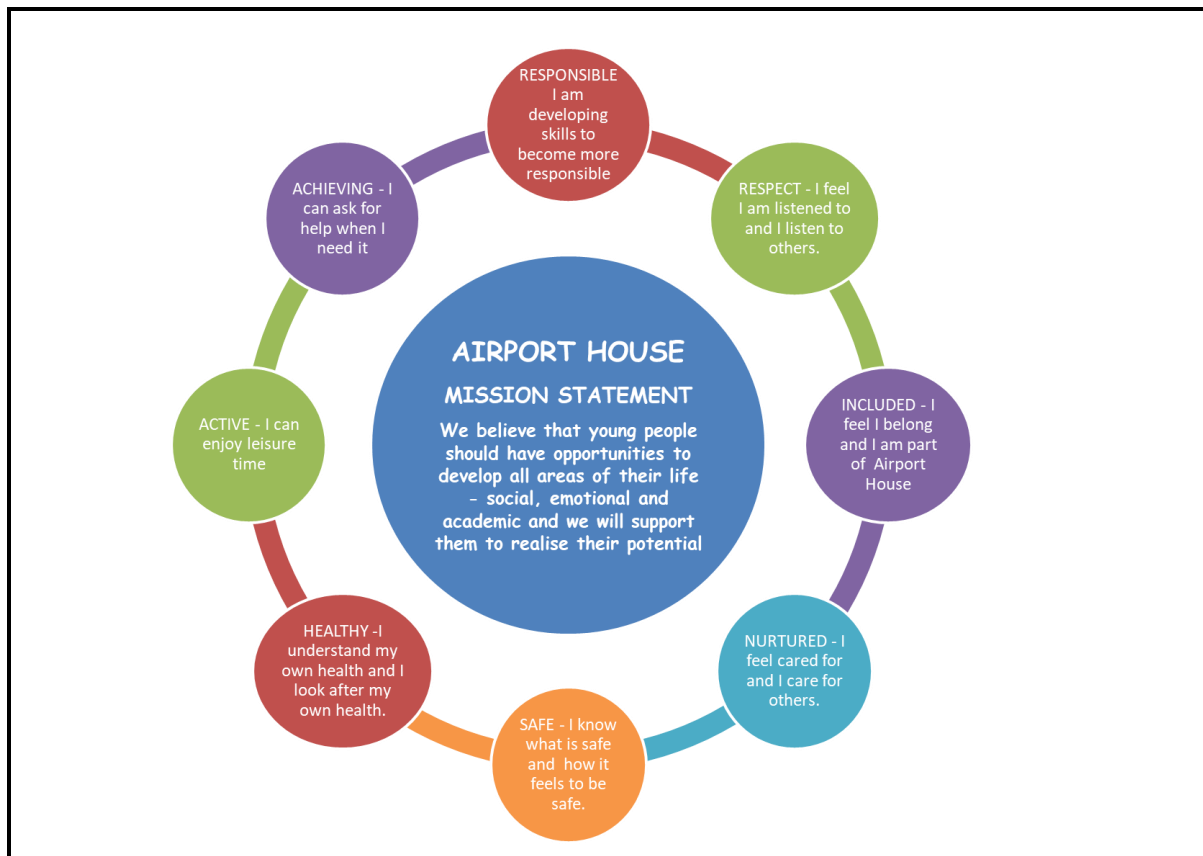
Airport House currently offers part-time support for up to 15 young people who have social, emotional or behavioural needs and are having difficulty engaging or coping in full-time mainstream education. We currently have a high level of attendance and staffing levels meet the current demand. Most young people are able to engage well with the sessions that are delivered in Airport House. Collaborative problem solving is used between staff and young people when issues around engagement/attendance arise.

Staff understand the individual needs of the young people well and instead of a behaviour policy we focus on 'working together' and building relationships. Timetable planning is well thought out to avoid conflicting personalities and social groups to ensure that young people have the best chance at being able to engage with their sessions. At present, this is working well.

Our young people often join staff in the community, and they are able to demonstrate great personable qualities such as politeness and manners. Parents and guardians are very supportive of the work that Airport House does and key working staff keep in regular contact with them via email, phone, text and face to face.

Airport House has close links with Skills Development Scotland and Developing the Young Workforce, along with other partners, to ensure that our young people are supported towards a positive destination.

Our Centre Vision, Values and Aims



Young People Voice: what is working well in our Centre?

Our young people identified the following strengths for our school this session:

When asked to contribute to our weekly board topic of 'What is Airport House to you?', **75% of young people said that Airport House was fun.** This was the most common theme amongst responses. A full list is provided below –

- Fun place to work
- Fantastic group to work with
- Enjoy coming to work
- Somewhere I can play as many games as possible without being annoyed by my sisters
- Fun place and everyone is over 50 trillion years old
- Fun
- Good help
- Helpful
- Chill place to be
- Fun
- Good crack
- Supportive
- Good help
- I like it
- Fun
- Fun
- Cool building
- Staff are great, I suppose
- I enjoy making food

Young people were also asked to complete a questionnaire with more focused questioning on the support that is provided at Airport House. There were 9 responses and the information below provides an overview –

- Do you enjoy coming to Airport House? – **100% yes**
- I understand what is expected of me in terms of my work and behaviour – **100% yes**
- Do you feel that Airport House offers a safe and comfortable environment to learn in? **100% yes**
- Do you feel staff listen, are supportive and respect your views? **100% yes**
- Does the level of education offered at Airport House suit your learning needs? **100% yes**
- Does Airport House encourage you to live a healthy lifestyle? **100% yes**
- Do the staff encourage you to interact with others and use outside activities? **100% yes**
- Have you changed since coming to Airport House? **87.5% yes, 12.5% no**

Safe Healthy Active Achieving Responsible Respect Included Nurtured

Young People Voice: what changes would you like to see made?

Our young people identified the following changes they would like to see and the difference these changes could make:

As part of the same questionnaire discussed above, the young people were also asked 'What could we do to improve your time at Airport House?'. There were 7 responses in total to this question and the below comments represent their responses –

- Airport House is relaxed. I don't feel I have changed since coming to Airport House. I just feel like me. It's not bad how it is so no changes.
- It's ok coming to Airport House. The staff are good listeners. They try to encourage me to live a healthy lifestyle.
- Getting ice cream is good. I am more focused on my education. To improve Airport House you could get Wifi.
- I find Airport House a lot safer than mainstream school. I feel coming to Airport House has improved my mental health situation and helped me with my anxiety. I feel most of my needs are being met.
- Wifi
- Not sure
- Don't know

The only changes requested was that Airport House could get wifi for their personal phones to connect to. When asked further about this, one student requested this so that they could play their online games on their phone and the other student requested this for connectivity during their lunch time on site as they couldn't watch videos etc.

Parent/Guardian Voice: what is working well in our Centre?

The parent/guardians of the young people identified the following strengths for our school this session:

Parent/Guardians were asked to complete a questionnaire with focused questioning on the support that is provided at Airport House for their young person. There were 8 responses to this questionnaire – the information below provides an overview of the feedback –

- Do you feel staff at Airport House are welcoming and approachable? **100% yes**
- Are you happy with the level of contact and feedback from Airport House staff? **100% yes**
- Do you feel included and that your views are taken into account when planning your child's education and social needs? **100% yes**
- Does the level of education offered by Airport House suit your child's learning needs? **87.5% yes, 12.5% don't know**
- Do you feel Airport House provides a safe environment for your child to learn in? **87.5% yes, 12.5% don't know**
- Do you feel we do enough to promote healthy living for your child? **87.5% yes, 12.5% don't know**
- Do you feel your child is treated fairly, with respect and given the opportunities to reach their potential? **87.5% yes, 12.5% don't know.**

Parents/Guardians were offered the chance to tell us whether they had any additional information to add to their questionnaire regarding the questions they were given. 5 responses were received and reflect a very positive outlook on Airport House (genders have been made neutral in the responses below to protect confidentiality) -

- All staff at Airport House have gone above and beyond in helping my child achieve their potential. They enjoy going there and had a good relationship with staff.
- You are all appreciated!
- Airport House has been fantastic with our child always them and us. Staff are friendly and my child feels very comfortable talking to them about any problems. Airport House have also been crucial in helping my child catch up with work she had missed due to struggles at school.
- My child would not have reached their potential if it wasn't for the support from the staff and they go above and beyond to provide the education they need.
- I have found the staff at Airport House not only helpful but extremely friendly and welcoming. My sibling presents challenges with their behaviour and they are always met with the utmost care and respect for their needs. In addition, I feel that I could contact them with any issues I may have and they would go out of their way to help. I also feel they help support me while I try and support my sibling. Honestly couldn't say enough good things about the team there. Every single member of staff is amazing.

Parent/Guardian Voice: what changes would you like to see made?

The parent/guardians of the young people identified the following changes they would like to see and the difference these changes could make:

As part of the same questionnaire discussed above, parents/guardians were also asked 'Please tell us about any areas in which we could improve the service currently provided at Airport House'. There were 4 responses in total to this question and the below comments represent their responses –

- Please carry on with the amazing work you are doing. My Child has achieved in your setting albeit still has a long way to go but in the time they have been there, they have grown academically and enjoys their time with you all
- I think you're all doing everything brilliantly
- If more hours of learning could be offered
- I can't honestly think of an area Airport House could improve in relation to the service we receive.

With reference to the comment above 'if more hours of learning could be offered' it highlights the limitations of a part time provision and that links with schools is essential to ensure other educational opportunities are explored alongside attending Airport House.

Partner Agency Voice: what is working well in our Centre?

The partner agencies we work with identified the following strengths for our school this session:

Partner agencies were asked to complete a questionnaire with focused questioning on the support that is provided at Airport House for the young people we jointly support. There were 3 responses to this questionnaire and each question was rated from strongly agree through to strongly disagree. The information below provides an overview of the feedback –

- I know what Airport House has to offer to young people in Caithness - **100% agree**
- I feel that Airport House shares good practice with my agency - **33.3% strongly agree, 66.7% agree**
- I feel that Airport House communicates effectively with our service – **33.3% strongly agree, 66.7% agree**
- I feel that our pupils/clients have become more confident and successful learners since they have been attending Airport House – **33.3% strongly agree, 33.3% agree, 33.3% neither agree nor disagree**
- I think Airport House supports pupils to feel safe, nurtured and healthy – **100% strongly agree**
- I feel Airport House encourages its pupils to engage with and be present in the local community – **33.3% strongly agree, 66.7% agree**

Partner agencies were given the opportunity to leave a comment based on the previous questions. 1 response was received for this –

- Great staff team

Partner Agency Voice: what changes would you like to see made?

The partner agencies we work with identified the following changes they would like to see and the difference these changes could make:

As part of the same questionnaire discussed above, partner agencies were also asked 'Are there any ways that Airport House could expand and improve what is already on offer?'. There were no responses to this.

Through verbal discussions with high school staff there has previously been a lack of consistent communication between Airport House and the schools regarding young people's progress. Airport House staff and school staff would like to build a closer working relationship and have more structure to communication between the sites.

Planning Ahead

Through reflection on the feedback we have received in our questionnaires or verbally during meetings with partners we would like to enhance the experience of the young people who attend Airport House by strengthening our partnerships with Wick High School and Thurso High School.

Most of the young people that are attending Airport House have very limited time in school and are unable to access a wide range of subjects. We plan to research and expand on the qualifications that are already on offer in Airport House to ensure our learners are leaving with a broader set of qualifications that reflect the work and effort they put in to the activities they take part in at Airport House.

Full details of Airport House's 2022/23 improvement priorities and actions are detailed on the Centre Improvement Plan, which can be accessed by contacting Airport House directly.