



Jack has had a fresh start with all the right support at Oakview Primary School

Jessica and Jordan live in Hertfordshire with their children, Jack, aged 6, and Emmy, aged 4

The right support

Jessica says finding the right school for Jack, who is autistic and on the pathway for ADHD, had been challenging, with two previous ones unable to meet his needs: "He was at two mainstream schools prior, but they unfortunately couldn't handle his needs. At his second school, he was only there three days, and they said they couldn't accommodate him," she explains.

When they visited Oakview, things immediately felt different: "We came to look around without Jack first to see what we thought, and we just knew straight away that this was the school for him. We were taken aback by the amount of support. Nothing was ever a problem," she says.

Feeling at home

Despite feeling unsettled on the first day, Jack quickly found his feet: "He had a bit of an up and down first day, which is to be expected, but after that, everyone – the teachers, the SENCo, the headteacher – were so accommodating to his needs. I think after that first initial day, which can be quite scary, he felt at home and that he was in a safe environment," Jessica says.

"From that point onwards, he just settled. They were so good with his transition, even accommodating things like shorter days around my work, which made a big difference," she adds.

Going above and beyond

For Jessica, the level of understanding and support from staff has made a huge difference: "Honestly, I can't even put into words how grateful I am and how accommodating they are. They're just so understanding of him and his needs. And if they treat my son like that, I have no doubt they treat everyone else's child the same. They really do go above and beyond for everyone."

A flexible approach to learning

The school has taken a flexible approach to Jack's learning, particularly in areas he finds more challenging: "He loves everything – he loves his class, he loves his teacher, and he's really into maths at

the moment. He's quite hands-on and prefers to talk things through rather than write them down, and they understand that. They know not everything is going to come as easily to him, and they're so accommodating to that. They don't expect him to do everything in the same way as everyone else."

Jack also gets extra support in a different setting: "He goes to the Acorn Room once a week, which is more of a sensory environment. They still work on things like writing, but in a way that suits him – not just sitting at a desk but learning in a different style. He's still learning but in a way that works for him."

Great communication

Jessica says the school keeps parents well informed: "They're very good at communication. They send newsletters and emails, so I always know what's going on," she explains.

She also likes that they get parents involved: "They invite parents in to see what the children are learning, which is really helpful."

10/10 SEND support

For Jessica, one of the best aspects of the school is how it feels: "As soon as you walk through the gates, you're greeted with a smile. You feel listened to, you feel heard, and there's just a real sense of warmth and safety," she says.

"I just want parents, especially those with children who have additional needs, not to be afraid of sending their child to a mainstream school, especially here. They are 10 out of 10 with their SEND support and go above and beyond for every single child," Jessica adds.

Jack says: "I love Oakview because I love being able to ride my scooter through the gate to my class and I love doing maths."