



Partnership with Key Stakeholders Policy

St Nicholas School is a UNICEF Rights Respecting School with Gold Status and promotes rights respecting values in all its policies



*The Governing Body of St Nicholas School formally adopted
this Policy in September 2024*

It will be reviewed September 2027 unless otherwise advised

Signed _____

Head Teacher

Signed _____

Chair of Governors

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1. Introduction and Aims

At St Nicholas School we strive to develop a close and supportive relationship with parents/carers that encourages all pupils to achieve their best. We believe that a strong home/school partnership is the key to children's positive emotional development, progress and growth as part of the community.

The aims of our Parent Partnership Policy:

- To communicate fully with parents/carers to ensure that we all (parents, carers, staff, pupils) remain focused on the needs and progress of our pupils
- To involve parents/carers fully in school life and our school community
- To encourage the fullest possible two-way communication between staff and parents/carers
- To work in close co-operation with parents/carers in order to ensure high standards of care, pupil well-being and academic achievement for all our pupils
- To promote a fully inclusive environment for all our parents/carers and pupils, regardless of need, background or culture
- To promote a professional working culture built on trust and respect between all key stakeholders

The needs of individual families will vary between families and across time. Therefore, it is necessary for the school to develop flexible working systems to facilitate the elements previously stated so that families and staff can work positively and creatively together.

2. Roles and Responsibilities

Head teacher

The Head Teacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Speaking to all stakeholders if their correspondence with others is not respectful (this will be done either via a phone call or holding a meeting)
- Regularly reviewing this policy

Staff

All staff are responsible for:

- Communicating with parents regarding their child either using Weduc or via a phone call if an urgent matter
- Responding to communication from parents in line with this policy and the school's ICT and Internet Acceptable Use Policy
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

There is not an expectation for staff to respond to any correspondence outside of 8:00-4:00pm Monday-Friday, or their working hours if they work part time or during school holidays. There is also not an expectation for staff to respond to messages if they are off sick.

Parent and Carers

Parents and carers are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the school (such as request for meetings) in a timely manner
- Checking all communications from the school
- Not sharing concerns about staff members/pupils/the school on social media sites

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our Parent Code of Conduct.

3. How we communicate with our stakeholders

The sections below explain how we keep parents, staff and Governors up to date with their child's education and with what is happening in school. Parents should monitor all of the following regularly to make sure they do not miss important communication or announcements that may affect their child.

All communication will be Monday-Friday. Between school and parents, it will be between 8-4pm and between school, its staff and Governors will be between 7:30-5:30pm. Any MS Teams, Arbor or Emails that are composed outside of this time, will need to be scheduled to send at the correct time. This can be done on both outlook and MS Teams.

Arbor

We use Arbor to keep families informed about the following things:

- Termly or Half-Termly overview of topic – depending on pathway/year group
- 3 x a week sharing of observation for every child on Evidence for Learning
- Class activities or teacher requests
- Half Termly Head Teacher Newsletter with each class sharing work that they have covered including a photo
- Upcoming school events via letter
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Payments
- Short notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

- Letters about school trips and visits and events. There will also be a consent form for this
- Consent forms
- Reporting sickness or absence

School Website

Our school website includes the latest and most up to date information.

Where possible, we try to give families at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests to bring in special items or materials).

Any such event will be included on the website

Key information about the school is posted on our website including:

- School times and term dates
- Important events and announcements
- Curriculum Information
- Important Policies and Procedures
- Important contact information

Parents and carers should check the website before contacting the school.

Phone Calls

Families are encouraged to call the office between 8am-4pm on 0208 660 4861 in the first instance with any queries. Please note that between 8:30-9:00 and between 2:30 – 3pm are particularly busy times for the office as this is when transport is arriving so your call may not always be answered. Phone calls will also not be put through to a class teacher between 8:40-3:00 as they are teaching at this time. Instead, the office will at first see if they can deal with your query. If they are unable to, they will take a message and ask the teacher to call back at the end of the school day. Parents will be called straight away if their child is un-well at school or if their child has a head injury. Staff will also call parents before their child arrives home if they have any other injury such as scratches or bruises caused by another child or if they have been involved in another incident such as behaviour. This will be recorded on Behaviour Watch and shared with the parent/carer.

Parents should also inform the school if their child has an accident at home that results in any marks or bruises. As part of our Safeguarding procedure, teachers will record any marks or bruises that they see but will always call parents for further information.

Reports

Families receive reports from the school about their child's learning, including:

- An annual report covering their achievement in the curriculum covered, how well they are progressing and their attendance.

- Regular feedback and observations shared on Evidence for Learning. This will be 3 times a week.
- An annual report from the child's therapist if your child receives therapy as part of their EHCP provision
- An annual review of the child's Education, Health and Care Plan

Meetings

We hold 2 parents/carer evening in the year (one in the Autumn term and one in the Spring Term). During these meetings, parents/carers can talk with the class teacher about their child's achievement and progress; their child's new Pupil Passport and any updates on targets met; their child's well-being; or any other area of concern. These meetings can either be face to face or online.

Annual Review Meetings are held with parents/carers annually (bi-annually for pupils under 5 years old). The parents, the class teacher, a member of SLT if needed and any other relevant professionals review the child's Education Health and Care Plan (EHCP), celebrate the child's progress and achievements and set targets for the next year, where appropriate.

As part of our transition process for Reception children, we hold 2 stay and plays for Reception children and their parent/carer. Parents also meet with their class teacher to share key information.

Ad hoc meetings will also take place throughout the school year that can be instigated by the parent or by the school.

4. How parents can communicate with the school

Parents should refer to Appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

Arbor

Parents should always message the office or appropriate member of staff about non-urgent issues in the first place.

We aim to acknowledge all messages within 1 working day, and to respond in full (or to arrange a meeting or phone call if appropriate) within 2 working days. Please be aware that the main role of teachers is planning and resourcing lessons and completing assessments. Therefore, if communication between individual parents becomes too cumbersome, the school may put in an agreed communication plan. In addition, there is no expectation for teachers to read or respond to messages if they are absent from work due to illness. If the illness becomes long term i.e. more than a week, parents will be informed.

If a query or concern is urgent, and you need a response sooner than this, please call the school.

Phone Calls

Parents can phone between 8am – 4pm during the school day and a message will be taken if the staff member is either teaching or unavailable. An appropriate member of staff will return the call as soon as possible. This form of contact with parents is very valuable and therefore, a reliable contact number is essential. If a parent urgently needs to speak to the class team, this will be accommodated as far as possible. Alternatively, parents may prefer to communicate with the class team via Arbor.

Parents on School Site

For Safeguarding and Health and Safety reasons, parents will need to contact the office if they need to visit the school during the school working day. All parents will need to sign in via our sign in app if they are entering the main school building. Parents also need to wait on the sofas during this time and not stand by the office window as some confidential phone calls may be taking place.

5. Parent Engagement Events

A range of parent engagement events will be held throughout the year, which we encourage all parents and carers to attend. Some of these may involve an opportunity to visit your child's class and complete some activities with your child such as watching a lesson they take part in; and completing some work or activities with them. Parents can also access some home learning packs to complete with their child at home. These may include toys, games or activities to engage your child in.

6. Opportunities for working together

We will help parents to achieve the best for their families and children by providing:

- Pastoral support from experienced staff
- Family Support services provided through our Family Liaison Officer (FLO)
- Providing information and advice workshops e.g. Makaton, Eating and Drinking, advice from The Evelina etc as well as informal Chill and Chat sessions at Parent Coffee Mornings
- Making referrals to outside agencies
- Leaflets and guidance on specific issues of interest
- Parental bulletins, sharing information and signposting support from other agencies
- Structured conversations to facilitate clear communication between school and home regarding parent's aims and ambitions for their child.
- Friends of St Nicholas School (FOSN) Group who support the school with fundraising

Parent Volunteers

Parents are welcome to assist in various class activities not necessarily in their own child's class

Engagement with Governors

All Governors need to fully engage with the Governor Engagement Programme. They should visit there are of school improvement at least once a year. All Governors should also visit for whole school events such as coffee mornings, Sports Days, Christmas Shows, School Picnic etc. They should also meet staff and take part in INSET or twilight. Full Governor attendance is expected at all Governor meetings. Further information can be found on the Governor Code of Conduct and terms of Reference.

7. Monitoring and Review

The Head Teacher monitors the implementation of this policy and will review the policy every 3 years. The policy will be approved by the Governing Board.

Appendix 1: School Contact List

Who should I contact?

Option 1:

If you have questions about any of the topics below, or would like to speak to a member of staff:

- Arbor the member of staff or class team in the first instance
- If it is urgent, you can call the school on 0208 660 4861 between 9am-4pm.
Alternatively, you can also send a message to the office via Arbor or a member of SLT who can forward you query on.

Remember: Check the website first as much of the information you need is posted there. We try to respond to all messages within 1 working day.

Option 2:

If you have any questions about any of the topics in the table below, or would like to speak to a member of staff:

- Message the appropriate person on Arbor

I have a question about ...	Who do I need to talk to?
My child's learning/class activities/lessons	Your child's class team via Arbor
My child's wellbeing/pastoral support	Your child's class team Gaynor Pilbeam Juliet Bellagambi (FLO)
Support for my family/Early help referrals	Gaynor Pilbeam Juliet Bellagambi (FLO)
Safeguarding	Gaynor Pilbeam Katie Goodwin Sarah Holliday Beth Gentry Hobson Vanessa Bryan Michelle Samuels
Speech and Language Queries	Beth Gentry Hobson Muna Yusuf Katy Bourne Olivia Murphy Shermeen Ahmed
Payments	Oliwia Roscak (currently on maternity), Reanna Flaherty or Kirby Amakwah via Arbor
School Trips	Class Teacher

	Oliwia Roscak, Reanna Flaherty or Kirby Amakwah (if payment related)
Uniform	Oliwia Roscak, Reanna Flaherty or Kirby Amakwah or office team
Lost and Found items	Your child's Class Team via Arbor Please make sure all uniform and equipment is clearly named.
Attendance and Absence requests	If you are reporting your child's absence, please call 0208 660 4861 or send an email via Arbor to the school office/class team If you want to request approval for term time absence, contact Katie Goodwin via Arbor and complete the Term Time Absence Request Form
School events/School calendar	The office team via Arbor School Webiste
The Governing Board	The parent Governors are: Kimberley Lavey: klavey.306@lgflmail.org Chair of Governors: Jill Manson gmanson2.306@st-nicholas.school
Catering/Meals	The office team via Arbor