



Singleton Church of England Primary School

Parent Partnership Policy (Inclusive of Open Door / communication)



“Passion for learningPassion for life”

Vision

“With God all things are possible” Matthew 19:26

“I have come so that they may have life and have it to the full” John 10:10

To provide the children with a variety of challenging and enriching opportunities, enabling them to live life to the full. Developing a growth mind-set, believing that with God everything is possible. To show, love , trust, wisdom and respect, becoming exemplary role models in our community and the wider world.

School lead for this policy:	Amanda Clayton
Committee with oversight for this policy -	Governance Committee
Last reviewed	Spring 2019
Policy to be reviewed / approved by the Governance Committee	Spring 2023
Policy / Document due for review	Spring 2027
Ratified at the Governance Meeting	
Chair: Laura walker	

Developing Strength in Parent Partnership

At Singleton, we aim to teach children how to grow into confident, independent, resilient learners who can work and co-operate with others while developing knowledge and skills, so that they achieve their true potential as a unique child of God. Parents are their child's first and most important educators. At Singleton our aim is to work fully in partnership to ensure their children receive outstanding quality of care and education.

The purpose of our Parent Partnership Policy is to encourage open communication, feedback, and discussion. If you have any general queries, questions, worries or concerns about your child's education we believe that it is far better that you contact school and discuss them, with the appropriate person, then to allow things to go unresolved. We also encourage positive feedback from parents as well, this helps us understand what works well and the staff truly appreciate parents taking the time to recognize our successes.

The school has an open-door facility. This means that we are always available if you have anything you wish to discuss with us.

Who should I contact and how do I do this?

The following information is provided to help signpost parents / carers as to who they need to talk to.

School office

- Report absence / illness / holidays in term time requests
- Payment queries
- Trips / extracurricular/ dinners
- General enquires
- To book an appointment / call back with a member of the staff team

Please note the office is staffed from 8am until 4:15pm and response time is quicker if parents / carers drop by the office with general enquiries rather than email

Acorns before and after school Club

- If you have any general queries, questions, worries or concerns about your children within the provision – Contact Sarah Goldie the Proprietor

Family Learning Mentor / DSL

- Pastoral support (social, emotional wellbeing)
- Behaviour
- Safeguarding – immediate response
- Family Support
- The Family Learning Mentor has designated time on a Friday afternoon and unless it is urgent this would be a time when parents could schedule a meeting / call – or an email response
- In other more urgent instances a meeting / call will be organized after school as the Family Learning Mentor has a full teaching commitment.
- In an emergency situation the FLM would respond accordingly

Class teachers / Teaching Assistants

Teaching staff / Teaching Assistants are available on the classroom door for 10 mins before and after school for parents to pass across information.

- Class teachers are available on the door before school from 8:45 – 8:55am
- Class teachers will be available on the door from 3:00 – 3:10pm
- If parents require an appointment these should be arranged via the school office and will take place outside of teaching time.

The teaching staff have full teaching commitments from 8:55am until 3 pm and they are not available during this time to meet with parents.

SENCO

- Special needs
- Medical needs
- Pupil Premium
- The SENCO has designated time on a Monday afternoon and unless it is urgent this would be a time when parents could schedule a meeting / call back – or an email response
- In other more urgent instances a meeting / call will be organized after school as the SENCO has a full teaching commitment.
- In an emergency situation the SENCO would respond accordingly

Senior Leadership Team

The response from the SLT would be an urgent response to a more serious situation.

- Urgent concerns
- Safeguarding – Immediate response
- Serious worries / concerns / incidents

The School Admin Team deal with all initial contact / enquiries and ensure that the correct person / people respond to parents / carers needs.

As a small school with a small staff team of whom a number work only part time hours, we will endeavor to make contact with parents / carers within a 24 – 48-hour window. All urgent cases will be prioritized and contact will be made the same day.

Additional Information

Staff will listen to your concerns and behave professionally at all times. They will endeavour to work with you to resolve any issues you may have. Staff will always be fair to all parties. We ask in return that you are also fair. It is in the best interests of our children to work together.

Open Door Policy

- Staff are available between the working hours of 8am and 4:30 pm
- Staff are placed on the doors before and after school for you to pass quick information over to in the morning, whilst after school they are available to have a quick chat(up to 10 mins) with after school.

- If you need an appointment to see a member of the staff team you should contact the office so that they can organise a mutually agreeable time. Staff will **not**, unless it is an emergency be taken out of the classroom and away from their teaching commitment to meet with parents. These meetings will take place before or after school.
- All parents are welcome to discuss concerns about achievement with their child's class teacher. However, as part of our open-door policy staff **would** contact parents if they were concerned.
- The Family Learning Mentor – Miss Ashworth is also available for parents. She has allocated time every Friday afternoon to meet / phone parents but would deal with more urgent requests on the same day outside of her teaching commitment but within the working day.
- Mrs Millward (SENCO) is also available for parents. She ensures that parents have a 1:1 IEP meeting each term with their class teacher. She has allocated time every Monday for SEN to deal with any SEN matters that **cannot** be dealt with by the class teacher. However, in the first instance we ask that parents talk to their child's teacher. Please note that Mrs Millward addresses her SEN 'in tray' in a priority order and as such depending on the nature of the request it may be a few weeks before you get a response. However, rest assured that Mrs Millward will deal with more urgent matters on the same day where possible – but this would be after school as she has a full-time teaching commitment.

We are able to maintain an "Open Door" offering by requesting your cooperation with the following rules.

- All visitors to the school must report to the school office upon arrival.
- Staff are available for a maximum of 10 minutes for an Open-Door chat after school. If you feel you need longer than this, please make an appointment to see the member of staff at a mutually convenient time, stating the purpose of the meeting request and an agreed maximum time.
- Parents wishing to speak with staff should arrange this via the school office
- At the beginning of the school day and during work hours, parents should not go into classrooms without agreement from the Headteacher.
- At no time should parents raise their voices at staff, especially in front of children.
- We do not tolerate threatening or abusive behaviour.
- ANY FORM OF VIOLENCE IS TOTALLY UNACCEPTABLE
- Anyone who misuses the Open-Door facility may be asked to leave the school premises and future meetings will only be held after a prior appointment is made.

Development of an effective Parent Partnership

At Singleton C of E Primary School, we promote an open door policy to actively encourage parents and carers to be involved within the school community. We look for every opportunity to encourage parents to play an active part in school life. Over the course of the school year we provide an array of opportunities for parents to be involved within the life of school.

Class worships

Each Class performs one class worship a term (3 per year). Parents are invited to join the worship celebration and stay for tea and biscuits with the children and staff.

Prize Giving Assemblies

At the end of each term, we hold a 'Prize giving' Assembly to which parents / carers are invited. The staff and governors of Singleton School feel very strongly that pupils should be recognized and rewarded for the positive contribution that they make to school life and to learning.

Open afternoons

We run three 'Open' afternoons each year – one per term. Where parents / grandparents/ carers are invited into school to work with the children on mini projects. These range from Art and Craft projects, to STEM challenges to Gardening Days.

Parental workshops

At the beginning of each academic year we run a range of parental workshops that are open to all parents. These cover a range of topics from reading and mathematics to behaviour, social and emotional well being.

Leavers Assemebly and Oscar Cermeony

We plan a celebration morning for our Y6 leavers to which all families (extended families as well) are invited. This encompasses a 'Leavers Assembly', an Oscar Ceremony and a Leavers Lunch to which all families are invited.

Volunteers

We actively encourage parents to volunteer within school. This can take many forms:-

- Listen to readers
- Enrich the curriculum – through giving talks for example
 - Talks about job – e.g Doctor/ Vet Nurse/ Dentist
 - Help in STEM week – Engineers and Scientists
 - Cultural Diversity – enrichment talks
 - Grandparents – sharing child hood experiences
- The list is endless – but the staff will always encourage parents to enrich our curriculum

Friends of Singleton School (FOSS)

At Singleton C of E Primary School, we are very fortunate to have a wonderful FOSS who invest a significant amount of time further developing our school. The FOSS hold a range of different events throughout the year to raise engagement and enjoyment of community spirit and fundraise to further enhance our school.

How does school communicate?

- We try very hard to not communicate via 'paper' methods (Carbon Footprint!) all communication where possible will be done electronically.
- The school provides a very thorough monthly newsletter that provides notice up to 3 months advance notice of up and coming events. This allows you to plan in advance, to ensure that you do not miss out on vital information.
- The newsletter also gives more detail on up-and-coming key events.
- For some events (where necessary) an additional letter closer to the event will be sent out by the staff member leading the event to give a reminder prompt or further clarity for parents as to any additional requirements

- The Office staff do try to send out further text reminders / or Facebook reminders to parents the day before or on the morning of the event to support busy parents. But we also do this for the children as turning up on World book day without a costume etc can cause distress.
- The teaching staff communicate through a curriculum newsletter at the beginning of each term. They also regularly share learning experiences on Facebook and are on the door before and after school should further clarity be required.
- We also use the texting service to communicate the day to day information quickly and effectively with parents. This might be to remind – for example to book a parent evening slot or to give an update as to the arrival time back at school after a school trip.
- If you feel that you need to email your child’s class teacher, please could you send your email to Mrs Reeves in the office (using the email address below). Mrs Reeves will then pass on your email to that teacher the same day and the teacher will respond accordingly, although depending on the nature of the email this may not be on the same day.
head@singleton.lancs.sch.uk