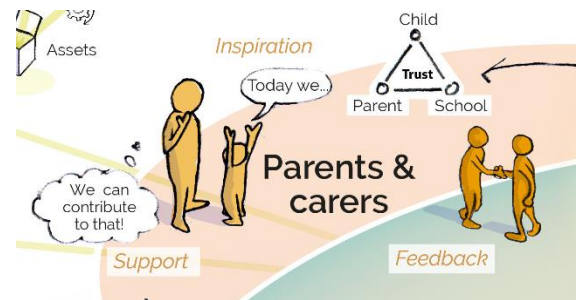


Home/School Partnerships Policy



Context

Nurturing curious, courageous, connected children is best done in partnership with parents and a strong parent/school partnership is essential. We believe that when there is a strong **connection** between home and school, and children know that their parents trust their school to care for them, they feel safe, secure and able to learn and grow. **It is therefore of paramount importance that parents and school prioritise the strength of this connection in their interactions with each other.**



Learning happens all the time, at home and in the wider community. When parents and schools are partners in children's learning, these opportunities can be maximised and should be understood, as far as possible, by both parents and school.

The vast majority of parents, carers and others visiting our school are keen to work with us and are supportive. However, on rare occasions, when a negative attitude towards school is expressed, this can result in aggression, verbal and/or physical abuse towards members of school staff or the wider community.

Clear, constructive communication between home and school will ensure that staff receive the information they need to help children to thrive and that parents have a clear understanding of their child's strengths and challenges and how they can best support at home. When a child experiences challenges at school or at home, a clear, consistent strategy agreed with their teacher can help to ensure positive change.

We expect our members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement, as appropriate of other colleagues.

- Shouting at members of the school staff or wider community, either in person or over the telephone
- Sending emails that are rude or accusatory in tone and wording
- Physically intimidating a member of staff or wider community (e.g. standing very close to them)
- The use of aggressive hand gestures
- Threatening behaviour
- Shaking or holding a fist towards another person
- Swearing
- Pushing, hitting (e.g. slapping, punching and kicking)
- Breaching the school's security procedures.

This is not an exhaustive list; it seeks to provide illustrations of such behaviour.

Unacceptable behaviour may also result in the LADO (Local Authority Designated Officer), local authority's legal services and the police being informed of the incident.

This policy is based on the following foundational principles:

- Our school is a place where children, staff and parents are respected and expected to speak calmly to each other
- We are a school which seeks to restore rather than punish
- We assume positive intent from home and school and treat each other with unconditional positive regard

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- We seek to understand through asking for additional information and see the biggest picture that we can
- We view behaviour as communication and consider that a decline in positive behaviour choices either at home or school is communicating an unmet need
- We communicate positively and politely with each other whether face to face, on the telephone or via email
- For school staff to function at their best for the children in our school each day, they need to feel safe and should never feel threatened or abused by a parent.

This policy should be read in conjunction with our Homework Policy, Behaviour Policy and Complaints Policy

Policy

Staff will:

- Provide clear information about a child's wellbeing and progress at Parent/Teacher Learning Reviews and in their annual report
- Provide clarity by referring to school policies and procedures when communicating with parents
- Respond with openness to questions and concerns raised by parents and admit if a mistake has been made
- Let parents know if their child has experienced challenges in their day that they might need additional support with at home
- Work with parents to agree actions to provide additional support for a child where necessary
- Follow the process below if they have concerns about a parent's conduct
- Record all conversations/emails of concern on our school recording system (CPOMS)

Parents are requested to:

- Communicate respectfully and calmly with staff
- Communicate respectfully and calmly with each other in the vicinity of the school
- Provide information about children's passions and interests as well as changing home circumstances that might affect them
- Raise any concerns early so that issues can be resolved before they affect a child's learning
- Speak positively about school staff in front of children to ensure their child remains feeling safe
- Speak positively about the school in the community and on social media
- Familiarise themselves with school policies and procedures so that they understand the school's approach
- Provide feedback through surveys to help us improve
- Follow the School Complaints Policy when raising concerns, directing them to the appropriate member of staff

Children are requested to:

- Inform a member of staff if they are finding any aspect of school challenging
- Give their parents an accurate description of events at school, including taking responsibility for their own choices

The Leadership Team will:

- Ensure staff are clear about expectations for forming positive partnerships with parents
- Ensure parents are clear about expectations for forming positive partnerships with school

Home/School Partnerships Policy



- Follow the process below if actions put this essential positive partnership at risk

How will we know it's working?

- Annual parent carer survey will show that communication and relationships are good
- Few, if any, incidents of disrespectful behaviour towards staff or parents are recorded

Procedure to be followed:

The school will always respond to an incident in a proportional and restorative way.

Process responding to actions which put a positive home/school relationship at risk and leave a staff member feeling threatened:

1. Request a meeting, confirmed in writing, with parents to discuss the incident, restore relationships and agree a way forward – send a letter confirming the actions decided
2. If there is a repeat, the parent will be sent a formal warning letter regarding their conduct, being clear that a further offence may result in a ban from the school site and communication with staff whether by email, telephone or face to face
3. Seek advice from the Local Authority's legal team regarding further action (if conduct is persistent, libellous or slanderous, for example on social media)
4. A parent may receive a formal letter from the headteacher temporarily banning them from the school site and all communication with staff until a resolution is agreed¹

Approved by Governors	June 2023
Review date	June 2025

¹ [Controlling access to school premises - GOV.UK \(www.gov.uk\)](http://www.gov.uk)