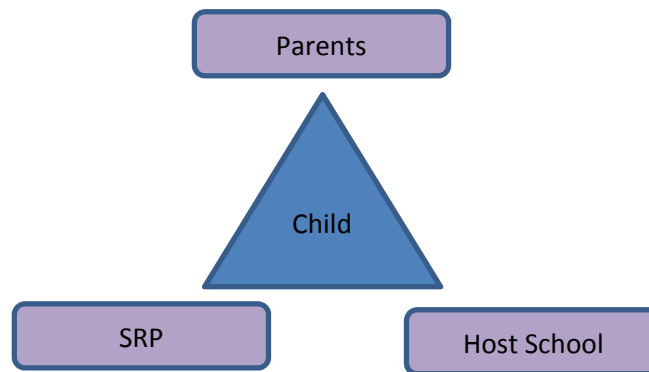


WORKING WITH PARENTS POLICY

Introduction

We believe that children thrive and reach their potential when all partners (parents and professionals) work together. We believe parental involvement leads to better outcomes for children.

We see working together with parents and our host schools as a 'triangle'. If 'one corner is missing' then we are unlikely to successfully keep children in their mainstream setting.



We aim to develop partnerships between parents/carers and staff which are based on mutual trust and respect and which promote the sharing of information and knowledge for the benefit of the children in our care.

Although we are professionals we do not claim to be 'experts' and believe that parents know their child best. Some of our most successful work with children is through 'trial and error' and being honest and open enough to say we don't know, but we will try this and that. To be able to do this we value and appreciate input from parents.

This policy is to help parents to understand how we would like to work in partnership, what can be expected and what we hope to achieve.

Working Together Agreement

At the start of the placement we ask parents, host schools and the child to join us in signing a working together agreement. This clearly outlines the roles and responsibilities of everyone in the partnership.

We ask that parents support the placement by:

- Keep school informed of any issues that may affect your child
- Be open and honest with everyone working together and consent to the SRP to share information on a need to know basis
- Work closely with the SRP in partnership and support the placement



- Read the home-school link book each day and initial the page. Make comments when needed
- Celebrate positive days
- Be in contact regularly with the SRP and return phone calls/emails promptly
- Attend review meetings
- Ensure your child is on time for school and ensure he is in his correct school uniform
- Ensure your child has a spare set of clothes kept at the SRP
- Pay £2.25 weekly for breakfast and snack in advance at the start of each term.
- Contribute to his positive book by sharing positives from home
- Staff using TEAM Teach physical restrictive interventions when necessary to keep your child or others safe.

Parents can expect the following from the SRP:

- Offer a 3 day placement at the SRP for at least 3 terms
- Provide your child a small group environment which addresses his emotional, social and mental health needs whilst delivering a curriculum based on academic progress
- Provide your child supported opportunities, when appropriate, to try out their learning and coping skills in a mainstream environment
- Hold regular reviews to discuss your child's progress and how the placement is going
- Offer advice and supportive strategies to your child's host school and parents, and where appropriate signpost to other professionals
- Be open and honest with everyone working together
- Offer a programme of support to your child's host school on either a Thursday or Friday
- Keep parents updated each week of how he/she is getting on through the home/school link book
- Keep your child's class teacher updated each week of how he/she is getting on
- Keep your child's class teacher informed of academic progress
- Complete your child's Home-school link book and collate contributions to his positive book
- Ensure information is only shared on a need to know basis and confidentiality is respected
- Store information about your child securely
- Let the host school know if your child is absent from the SRP
- If needed write a de-escalating behaviour plan with your child's host school
- Use TEAM Teach physical restrictive interventions if necessary to manage your child's behaviour and when needed the use of a classroom door with 2 handles to keep everyone safe.

Sharing Information and Building Relationships

Through sharing information we can work more closely together in the child's best interests. We know that at times for many different reasons this can be difficult. We ask that you will be open and honest with the SRP and we will return the same courtesy. The SRP staff here will not judge you or treat you any differently based on the information you share. We know that different parents have different styles of parenting and this doesn't make them right or wrong.

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We hope and aim to support you with your style but also help you to find strategies that work better for you and your child. Due to the needs of the children we support, the SRP staff hold firm and clear boundaries and expectations of the children but as every child is unique we do work flexibly. We have similar relationships with parents depending on their level of need and amount of support they would like.

Before your child starts we will arrange a home visit. This is not to 'check-up' on you but is about building trusting relationships. We believe that children with social, emotional and mental health needs find it difficult to trust. They need to see their parents and carers trust and support the SRP staff to enable them to begin to trust and invest in the relationship.

We also ask that parents come and visit the SRP before their child starts. This is to help reassure parents about the placement but also offers an opportunity face-to-face to share information and ask questions.

Once a child starts, parents are updated daily using a home-school link book. The book is based on a simple system using colours and gives a commentary of how the day has gone. We ask that parents complete the comments section for the evening at home. If parents wish to use the same system at home then the book can be adapted to allow this. We appreciate that parents often give a verbal feedback in the morning but completing the book is helpful as a record and also for the host school to see.

The SRP keeps parents informed about topics we are learning using a termly newsletter. The children also have a homework book with a letter for the term about homework, spellings to learn with some fun ideas and weekly topic related challenges. We also ask that children read 3 times a week. Children are not penalised for not completing their homework as we know this can create a battle at home. The idea between the homework is an opportunity for parents to join in the learning of their child and to share their own knowledge of the topic.

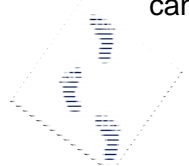
We will be holding regular reviews with you and the host school to discuss how the placement is working. We hold an initial review, mid placement review and end of placement review. Where possible these meetings are linked into Early Help Reviews. At each review we ask for updates from home and the host school and we will give an update from the SRP. At the review we will share tracker information from the home school link book in an easy to understand way. We also look at improvements and developments and address any new difficulties. It is also a chance to talk about how the partnership is working and to check that everyone is happy with the level of communication.

Being Respectful and Communicating

The SRP staff aim to be polite and friendly at all times and we hope that we will be treated in the same manner. We are always available to speak with you about your child before and after the school day. If you wish to talk privately then please let the staff know and they will invite you into the office or away from others.

During the school day if you call, email or text we will try to contact you back as soon as we can. We are available from 8 am to 5pm usually each day, depending on whether we are at

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the SRP or out at host schools. The SRP also has a mobile number to allow direct contact after the school office has closed. The phone is on between 8am and 6pm weekdays.

We are open to suggestions from parents and appreciate your ideas. Please do share any ideas you have to help improve our practice. We will ask you to complete an evaluation at the end of the placement to help us to evaluate and improve our service.

Confidentiality and Data Protection

The SRP staff understand the importance of maintaining confidentiality at all times. The staff understand when and how information should be shared. Information is only shared on a 'need to know basis' and with consent of the parents. We ask parents in our Working Together Agreement to give consent to sharing information with other professionals as we believe when professionals have a 'whole picture' of a child then they can give the most effective support to parents.

The following exceptions will apply:

- If information needs to be shared without consent i.e. in the event of a Child Protection concern; to access emergency medical treatment; if there is suspicion of criminal activity or a crime has been committed; if a Court orders for information to be shared.
- If the information has been made anonymous. The Data Protection Act places no restrictions on the disclosure of information that does not identify individuals and depersonalised data can be used for information sharing.
- Where case studies are used, details will be changed to protect the identities of people involved. However, permission will be sought wherever possible.
- Where permission has already been obtained from the people concerned to share information. In the case of young children, parental or legal guardian's consent will be obtained. Any limitations to consent will be clearly noted and respected and consent agreement will be periodically reviewed to check that there have been no changes.

Information will be kept in a secure place. In the case of paper documentation this will be held in lockable storage. Electronic information will be held on password protected computers/servers. Parents will have access to the information held about their child as per the Data Protection Act. They will not have access to information about other children at the SRP. Consent to share information can be withdrawn at any time, but this may limit the support that can be offered.

Compliments and Complaints

The SRP welcomes feedback from parents to ensure that the needs of both children and parents are met.

Compliments:

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- We hope your experience of the SRP will be positive. We welcome feedback about our support and members of staff. If you would like to compliment staff you can let either individuals know or the Head of the SRP or the Executive Principal Lauren Costello. We will ensure comments are passed onto individual members of staff.
- We welcome any suggestions for improvement. Please use the home-school link book, email, by phone or text or in person to let us know. There is also the evaluation form at the end of the placement but we would rather know earlier if it could make a difference to your child and others.

Complaints:

- If you are unhappy with the SRP at any point then you have the right to complain.
- We hope to resolve any issues or complaints at the earliest opportunity so please don't delay in letting us know.
- If you have a concern about anything we do you can tell us by phone, in person or in writing including email and text. Most concerns or complaints can hopefully be easily resolved by the member of staff involved who will either deal with your issue or refer you to the Head of the SRP.
- The SRP has a clear procedure for complaint and there are 3 stages.
 1. The first stage is to make an 'informal' complaint to a member of the SRP staff and they will endeavour to resolve the issue in a professional manner. They may refer to the Head of the SRP if they are unsure of how to resolve an issue. If the issue is unresolved then please make a 'formal' complaint to the Head of the SRP, preferably in writing.
 2. If a 'formal' complaint is made to the Head of the SRP, the complaint will be investigated and respond to the complainant in writing within 10 working days. If it is expected to take longer to investigate then this will be explained to the complainant stating the reason for the delay.
 3. If you are unhappy with the response to a formal complaint then it can be referred to the Executive Principal Lauren Costello. She will investigate further and she will endeavour to find a solution to the complaint.
- We can also provide parents with details of how to contact Ofsted, should the need arise.

Finally...

We look forward to working closely with parents and hope that parents have a positive experience of the SRP. Together we hope to get it right for your child.

Policy revised January 2016

Due to be reviewed January 2017

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