



## WAYS IN WHICH AYSCOUGHFEE HALL SCHOOL LISTENS AND COMMUNICATES WITH PUPILS AND PARENTS

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We have an open school policy and parents are welcome to share any information, concerns on a daily basis with staff as needed. The Headteacher is on the main gate at the start and end of every day, the Deputy will be there in her absence. All Junior Class Teachers are also on the gate at the end of each day should a parent wish to see them. Infant staff are also available at the start and end of the day.

### 1. The Class Teacher System

- Each child is part of a Class and each Class has a Class Teacher who is responsible for the immediate pastoral and academic welfare of the pupils in his/her class. Parents are encouraged to get in touch with the school if there is a concern so that it can be addressed promptly. The Homework Diary is also a means by which notes can be passed from home to school or by the Communication book in Kindergarten.
- Class Teachers get to know the pupils in their Class well and pupils are encouraged to come to talk to their Class Teacher if they have a concern. Class Teachers will initiate contact with parents if they or one of the specialist teachers have a concern and this may prompt pupils and parents to share further views or concerns with the school.
- Pupils are with their Class Teacher for much of their timetabled day, but also have time from 8.40am to 8.55am, depending on their arrival time at school to share any concern or seek help with work at the start of the day.
- All Pupils have PSHEE (Personal, Social, Health & Economic Education) lessons with their Class Teacher as part of the curriculum. Classes will also be taught by their Class Teacher for most of their lessons. This enables Class Teachers to get to know their pupils better and helps pupils to feel more confident about speaking to their Class Teacher regarding any concerns or suggestions they have.
- There are qualified teaching assistants across the school. They may take registration from time to time and are available as an additional adult within the school that a child may go to with a concern.

### 2. Members of Staff

- All members of staff at Ayscoughfee Hall are expected to listen to pupils and to take seriously, and act appropriately, on any concerns they may have.
- All teachers at Ayscoughfee Hall are given training in Safeguarding and Child Protection as part of their induction which is refreshed regularly. Training in Child Protection and Safeguarding is co-ordinated by the School's Designated Safeguarding Lead, which is the Headteacher and includes guidance and advice on listening to children and what to do if a child wishes to make a disclosure to a member of staff. All staff are required to read the School's Safeguarding and Child Protection Policy and Procedures, which provide further guidance in this area.
- There are many opportunities for pupils to work in small group scenarios such as in extra-curricular clubs or when interacting with a Class Teacher, teaching assistant, the SENDCO and office staff. All these opportunities allow pupils to raise concerns or share views and opinions in a less formal setting.

### **3. The Curriculum**

- Our PSHEE curriculum incorporates topics on emotional intelligence and includes information on managing emotions, building self-confidence and courage, taking personal responsibility, developing a healthy and safe lifestyle, living with others and developing relationships, resolving conflict, challenging bullying and dealing with peer group pressure. There are also workshops and talks for the Year 5 & 6 pupils on managing adolescence and puberty.
- Our Computing programme incorporates e-safety awareness, including specific discussions about keeping safe online. We also invite external visitors in to speak to the children regarding this and year 5 & 6 visit the Warning Zone in Leicester for hands on opportunities regarding all types of safety.
- Other discussions across the curriculum provide pupils with the opportunity to share views or express concerns, either via the forum of the class itself or at the end of the lesson by speaking individually to the teacher.
- Curriculum/Pastoral Information evenings are held at the start of the academic year and led by the Class Teachers, in which parents are invited to hear information about aspects of the class work for the year and how their child will be cared for. Each evening provides opportunities for parents to ask questions about the Class's/School's schemes of work, or approach more generally.

### **Reporting Concerns**

- Pupils are reminded throughout the year, and through messages in assembly and posters around school, that if they are worried, they can seek support from any member of staff including their Class Teacher, another teacher, the Head or the staff in the office. There is a notice board in the corridor near the junior cloakroom where this information is also available alongside the contact details for ChildLine. Bullying is not acceptable, and children have made posters to go around the school.
- Reported concerns usually go direct to the pupils' Class Teacher who will investigate the matter.
- Pupils have the opportunity to write ideas or suggestions about anything and put them in a school council box kept in their classroom. The comments can be made confidentially and will then go to school council for follow up.
- Each class from Year 1-6 has a 'worry box' in which children can post a note to their class teacher about concerns they have and would like to discuss privately.

### **Parents**

- There is a Parent Handbook which gives details about Ayscoughfee Hall including pastoral care. There is an electronic version on the school website in the Parent Section, as well as a hard copy given to all new parents.
- Towards the end of the Summer Term before joining the school there is a Kindergarten evening for new parents. The main aim of this meeting is to welcome new parents to the school community and to allow them to meet with their child's new Class Teacher.
- There are curriculum/pastoral class meetings in September for parents of all pupils, information is given about the curriculum and pastoral care system and who to go to with a concern. Parents have an opportunity to ask questions and meet with other class parents at these evenings. The Headteacher will also be available at these evenings.
- There are also parent's meetings with Class Teachers in the Autumn and Spring term following school reports. These are booked online through the school office. In the Summer Term a full school report is sent out and optional meetings are available. Appointments can be scheduled with pupils' Class Teachers or the Headteacher as necessary.

- These meetings are all designed to encourage open communication between home and school so that parents feel confident to approach the school with any concerns or other suggestions that they might have.
- A number of workshops for parents are held throughout the year. These give opportunities for parents to gain a greater understanding of aspects of the school curriculum e.g. teaching of phonics, languages, maths, literacy. Also safeguarding workshops are held regularly.
- The Parents, Teachers and Friends Association (PTFA) opens and develops channels of communication between parents and the school through social events.
- There is a wide range of information available to parents on the school website including safeguarding and E-Safety information.
- 'Bright Beginnings' Toddler Group is offered on a Friday morning from 10.00am to 11.30pm. It is an opportunity for parents with younger children to meet each other and get the younger siblings that are registered used to the school environment.

### **School Council**

- The School Council has two representatives from Year 2 to Year 6 classes, elected in the first half term of each new academic year and changed halfway through the year; to give more opportunities to pupils. In addition, the School Captains act as Chair and Secretary with the support of a teacher.
- The School Council meets at least once per half term to bring the views and suggestions from each class to the meeting. There is often a focus to the meeting, for example canvassing pupil views on clubs and activities, or voting for a school charity or fundraising opportunities. School council have a box in each classroom so suggestions by other pupils can be considered. School council representatives feed back to their classes using power points.
- An SMT member attends all meetings and guides the executive committee and organises the dates of the meetings. In addition, the School Captains meet with the Headteacher to discuss any requests which are then taken to staff meetings. The Head may also attend from time to time to hear the views of pupils and to answer questions directly.

### **Pupil Questionnaire/Surveys**

- Each year Ayscoughfee Hall conducts a junior pupil questionnaire which focuses on aspects of safeguarding, pupil safety and wellbeing. The survey is designed to seek pupil feedback on aspects of pastoral care and school life. Surveys may also be undertaken to get feedback on particular areas of school life.
- The results are analysed and key trends identified. This information is shared with the staff, and the Curriculum Governors Committee which includes the Safeguarding Governor.

### **Parent Questionnaires**

- Each year parents are given an opportunity to reflect and complete an anonymous survey. This is based on the ISI Questionnaire with additional questions asking what we do well and ideas for how we could improve further.
- Results are analysed and an action plan is put in place regarding suggestions made, this is shared with staff and discussed at governor level. Key findings are also shared with parents.

***Any reference to the word 'School' implicitly includes all its associated clubs/activities including Kids Club. This policy also applies to EYFS***

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