Norwood Green Junior School

Parent Partnership Policy

Policy ratified by Governing Body: November 2025

Policy to be reviewed by Governing Body: November 2028

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Statement of intent

At Norwood Green Junior School, we aim to develop close relationships with parents, so we can work collaboratively to support the educational progress and wellbeing of our pupils.

We know that parents' interest and involvement in their child's learning is associated with securing positive outcomes and higher achievement for their child. We believe parents are a key influence in their child's life and that education is a collaborative enterprise involving parents, school and pupils. Strong partnerships with parents are pivotal to our school life and we are committed to establishing and maintaining an effective and purposeful working relationship between home and school.

For the purpose of this policy, "parent" refers to parents, guardians, carers and any other family adults involved in a child's direct care, education and development.

This policy provides a clear framework for how our school communicates with parents, including the ways in which parents can ensure they are fully involved in every aspect of the school community.

1. Aims

This policy has been developed with an aim to:

- Help parents support their child's learning and be involved in the life of the school.
- Support pupils to achieve the highest standards through close partnerships between home and school.
- Develop a clear communication strategy to keep parents well-informed of their child's progress, the school community and any other matters relating to their child's overall wellbeing.
- Ensure parents are fully involved in school life and the school community.
- To inform, clarify and communicate the breadth of work between families and the school.
- Operate an open-door policy where parents can engage in regular communication with staff members and voice any concerns.
- Ensure arrangements are in place for parents to provide their feedback.
- Support parents both inside and outside of school by providing useful information.
- Create an inclusive environment that welcomes all parents.

We aim to be a welcoming school that communicates regularly with parents through:

- promoting positive dialogue about learning
- having an open-door policy for parents to visit the school
- ensuring our reception arrangements are welcoming
- ensuring all communication is user-friendly, useful and informative
- publishing regular informative whole-school newsletters

- maintaining and developing our school website
- ensuring parents can easily communicate with school by making sure they are fully informed of the channels of communication.

We aim to help parents enhance their own learning and to be actively involved in school life by encouraging parents to:

- Volunteer to support in school.
- Attend workshops and courses.
- Attend school performances, events and celebrations.
- Become involved in school projects.
- Become school governors.
- Celebrate diversity throughout the school.

We aim to actively involve parents in the education, progress and wellbeing of their children through:

- ensuring safeguarding procedures are robust
- providing practical strategies to support learning at home
- supporting new parents to the school with an induction programme
- supporting parents to promote their child's attendance and punctuality
- providing information regarding the curriculum
- informing parents of their child's learning and progress through reports and parent evenings
- providing guidance for parents to support their child through times of transition, e.g. between years and key stages
- celebrating success
- making sure all school policies are accessible and easy to understand.
- *Establishing a Parent Steering Group*

We aim to establish the views and opinions of parents and act upon these through:

- establishing clear lines of communication between home and school and recognising the importance of parental voice
- providing regular opportunities for parental consultation and informing parents of the results.

2. Roles and responsibilities

The school is responsible for:

- establishing effective means of communication with parents
- communicating the curriculum clearly to parents
- informing parents of all school events within appropriate timelines

- regularly keeping parents informed of their child's progress and helping parents to support their child's learning
- providing opportunities for parents to communicate with the school regularly to provide their feedback
- listening to the views and concerns of parents.

Parents are responsible for:

- reading the key communications circulated by the school and responding to/acting on these, e.g. by attending meetings
- engaging with verbal communications so that they understand the information being communicated to them
- logging on to the school website for detailed information about the school calendar, term dates, SATs details, monitoring and assessments, school achievements and other useful downloads
- ensuring the school is informed of any important information, such as their child's medical needs or safeguarding information
- raising any concerns they may have with the school
- engaging in opportunities to provide feedback.

3. Systems of communication

The school will communicate with parents in the following ways:

- Talking to staff at the gate at the beginning and end of the day
- phone calls
- letters home
- emails
- text messages
- the school website
- newsletters
- online school diary
- leaflets and flyers
- parents' evenings
- parent workshops
- curriculum sharing assemblies
- coffee mornings
- meetings with named staff
- Posters around the school
- Class Dojo

All parents are asked to sign up to receive emails.

Newsletters links are sent via text at the end of each week.

Any parent wishing to withdraw their consent to receiving emails can do so by contacting the school office on 0208-574-1726 or emailing office@ngjs.hounslow.sch.uk

For general enquiries, parents should ring the school office, which is open Monday–Friday between 8am and 4pm.

For non-urgent enquiries, parents should email the school at office@ngjs.hounslow.sch.uk

Parents can also visit the school office regarding enquiries.

4. Communicating with new parents and pupils

Prospective parents are given a school brochure upon request or from the school office.

Prospective parents are invited to meet with the Attendance officer preceding entry to the school.

Prospective parents are invited to an induction along with their child in the summer term before the new academic year, where they are given an information pack that contains essential school information, a tour of the school and welcomed into the school.

Parents of new pupils are invited to meet their child's teachers prior to starting at the school.

5. Communicating pupil progress and information

Parents are invited to attend two parents' evenings per year – one in the autumn term and one in the spring term. Parents will meet with their child's teachers and discuss progress.

Parents are provided with two mini progress reports at the two parent evenings outlining their child's progress and a school report in July outlining the progress for the year and attendance. Any concerns can be discussed with their child's teacher.

Parents will be invited to meetings to discuss their child's progress where the teacher deems it necessary, for example, where their child's academic performance falls significantly or there are concerns about attendance.

One-to-one meetings will be scheduled for parents to discuss and review any educational plans in place to support their child, such as EHC plans.

One-to-one meetings can be scheduled by parents with the headteacher, class teacher, SENCO or any other relevant member of staff to discuss areas of concern. Parents wishing to request these meetings should email office@ngjs.hounslow.sch.uk or visit the school office.

Parents wishing to speak with the pastoral leader can do so by speaking to them at the school gates or contacting the school office.

Class teachers will be available to discuss pupils' progress and any concerns with parents at the end of each school day.

Statutory results will be shared on the school website and through the newsletter.

Pupils' educational achievements will be celebrated through newsletters, Friday assemblies, sharing assemblies and presentations throughout the academic year. Parents will be invited to attend all of these events.

Curriculum information will be provided to parents at the start of the year.

6. Communicating school information

Parents can access the following information from the school website:

- the school prospectus
- curriculum resources
- term dates
- copies of letters to parents, where appropriate
- special events
- newsletters, leaflets and updates
- school policies

Parents will be kept informed of any important school information, such as key dates and events, via the school website, newsletters, emails and text messages.

Parents will be invited to partake in some volunteer work at school, for example, educational visits (if they have a valid DBS check) and events.

Class teachers will use parent curriculum letters and class Dojo to communicate information, such as homework. Class Dojo is not to be used for children and parents to contact teachers.

The school brochure is available to all parents throughout the academic year and contains the following information:

- School vision & values
- Curriculum & Assessment organisation
- school successes and celebrations
- Parent meetings
- School meals
- Special educational needs
- School day
- Attendance & Punctuality
- Term dates

- Term time leave
- Home-school communication
- Home learning
- Secondary transfer
- Pastoral leader's role
- Child protection and safeguarding
- Clubs & enrichment
- Healthy schools
- Universal free school meals & packed lunch
- School uniform & school shop
- GDPR Notice
- Charging Policy
- School calendar
- Contact forms
- Home-School agreement

7. Providing support

The school aims to support parents in every way possible to help them with the educational development and wellbeing of their child.

The school runs various assemblies, training sessions, coffee mornings and opportunities to help parents with issues they and their child may face, such as online safety and mental health, to share experiences and discuss concerns, and ensure they can support their child's learning, wellbeing and individual needs.

All parents will be invited to attend these sessions and are given the opportunity to ask questions.

The school also provides various forms of written communication, such as leaflets and guidance, to further support parents.

Parents are provided with details of external organisations who can offer support to them, as well as details of any other arrangements in the local area.

Parents will be provided with support and resources to help them make informed choices about school transitions and will have the opportunity to discuss their child's transition with the class teacher.

The Pastoral Leader can make referrals for support to the local authority, charities and other organisations.

8. Parental feedback

The school will consult with parents on various aspects of school life throughout the academic year.

Surveys will usually be accessible from the school website

Parents are encouraged to provide feedback to the school as and when they need to. They can email feedback to office@ngjs.hounslow.sch.uk or request a meeting.

The school will arrange for regular consultations, such as group meetings, to seek parent feedback.

All parental feedback is valued, and responses are considered.

9. Key documents

The school publishes key documents and policies on the school website. Parents can download these documents.

The school aims to create documents that are accessible to parents and easy to understand.

If parents wish to see hard copies of policies, they can be requested from the school office.

Parents can access any school policy; however, specific documents that parents may wish to access include the following:

- Child Protection and Safeguarding Policy
- Health and Safety Policy
- E-safety Policy
- Parent Code of Conduct

If parents have any questions concerning a key document, they are encouraged to speak to the school office or email office@ngjs.hounslow.sch.uk.

The translation button on the school website will translate key webpages into several languages. The school does not guarantee the accuracy of translated information. Machine translations of key documents may be available on request.

10. Monitoring and review

- This policy is reviewed annually by the headteacher and the governing board.
- Any changes made to this policy will be communicated to parents.
- The scheduled review date for this policy is November 2028.