Parent Engagement Policy

Date written: September 2026
Date to be reviewed: September 2029

Rational and aims

Stewart Fleming Primary School recognises the importance of maintaining lines of communication with all stakeholders (parents and staff within the school, The Pioneer Academy, the wider community and outside agencies). We are committed to following our Personal Goals and believe that good communication between all these groups is essential to ensure positive engagement. We are also committed to being accessible and open to all those who have an interest in our school.

Children achieve more when everyone works together. Parents, governors and friends of the school can naturally support them better if they are aware and engaged in what the school wants to achieve. Effective communication fosters positive and respectful relationships within the school and promotes engagement with parents and the wider community.

This policy sets out to address the main ways in which Stewart Fleming Primary School ensures effective, consistent, coherent communication both to internal and external stakeholders, to ensure their positive engagement in line with both the school's and TPA's ethos.

We strive to make written communications as accessible and inclusive as possible. We use Standard English, using inclusive and accessible language in an easy - to - read font and add pictures wherever appropriate. We seek to avoid bias, stereotyping or any form of discrimination. We recognise and celebrate the contributions made by all cultural and other groups represented in our school and community.

This policy should be read in conjunction with the following policies:

- Communications policy
- Concerns & complaints policy
- SEND policy

Throughout this policy, the use of the word parent encompasses all those with parental responsibility.

Home School Agreement

Stewart Fleming Primary School Home School Agreement (see Appendix 2) is shared with all parents, and when age appropriate with children during their admissions meeting. It explains the school responsibility towards children, the responsibilities of parents and what the school expects of children within the context of our ethos.

The agreement covers our expectations regarding attendance, behaviour and wearing the correct uniform.

Sharing the curriculum offer with Parents and Carers

Each term parents will be invited to a curriculum meeting led by the year group lead. Every half term parents will receive a curriculum letter outlining what is being taught over the half term against each curriculum subject and practical information around organisation e.g. P.E days, when homework is issued and collected, book change days etc.

Curriculum information for each year group, alongside class timetables are also available to view on the school website.

There are regular coffee mornings and workshops around various aspects of the national curriculum that parents are invited to attend throughout the school year. These are shared via the parents calendar, the school website and posters around the school site.

Reporting Children's progress and attainment

Parents Evenings

Parents evenings provide parents with the opportunity to meet their child's teacher in a private parent-teacher consultation. This gives parents the opportunity to celebrate their child's successes and to further support their child where needed. Before, during and after these meetings parents have the opportunity to see their child's work.

Stewart Fleming Primary School provides parents with the opportunity to meet with teachers at three points during the academic year:

Autumn Term

Early in the second half of the Autumn Term, parents are invited into school for an informal parents' evening to meet their child's new teacher and discuss how they are settling into their new year group.

Spring Term

In the second half of the spring terms parents are invited into school to meet with their child's class teacher to discuss their child's progress and attainment over the previous school term.

Summer Term

This is the final parent's evening where parents and teachers discuss progress and attainment over the academic year.

Written Reports

In line with the final Parents' Evening, parents will also receive a written report detailing their child's progress and attainment against the national curriculum. This report will identify areas of strength and areas for future development. We also give children and their parents in year 6 details of their performance in KS2 SATS.

Parents of Children with Special Educational Needs

In addition to the communication methods outlined above, parents of children with SEND may be invited to additional meetings in order to review specific targets and keep all stakeholders aware of any additional educational provision. Parents of children with an Educational Health Care Plan will also be invited to attend an annual review of their child's EHCP plan.

Stewart Fleming Primary School welcomes the presence of any adult a parent may wish to invite to a school meeting such as an interpreter, advocate, friend or family member. We also endeavour to make interpreters available when required.

Home – school communication

School Communication to parents and carers

School staff will contact parents to share information or share issues by letter, phone call, text message and in person.

A weekly newsletter to parents is published and emailed to all parents. It contains general details of school events, activities and news. In addition to this each year group publishes photos and information about learning, school trips and or workshops via the school's social media.

A termly key dates calendar is sent out in advance of the term ahead with key dates for parents to make a note of for the term ahead. This calendar is also accessible via the school website.

Stewart Fleming Primary School does send out other letters of a general nature when necessary, such as:

- Letters around out-of –school visits
- Invitations to EHCP annual reviews
- Letters regarding curriculum enrichments opportunities

This information can sometimes also be shared via text message to a parent's phone.

If a child is absent from school and no reason has been given, parents will be contacted by telephone on the same day to find out the reason for the absence. (Please refer to our Attendance Policy for further information).

If a child has an accident or becomes ill at school, we will try to contact parents by telephone to make them aware. Occasionally, in the case of a child becoming ill on school site, parents may be called and asked to take their child home from school. In the case of a minor accident first aid is administered an email is sent directly to parents informing you of the accident and what first aid was administrated. (Please refer to our Health and Safety Policy for further information).

Where an incident affects the whole school community, such as a power cut or adverse weather conditions, the school will send all parents a text message or email to make them aware. If the school is closed for more than one day, an update will be posted on the school website.

Parents will also be contacted by phone and could be asked to attend a meeting in line with our behaviour policy following a behaviour incident during the school day. (Please reference Behaviour Policy for further information)

Public Access Documents

Stewart Fleming Primary School makes a range of documentation including; national statutory guidance, The Pioneer Academy guidance and school policies, including Relationship and Sex Education, The SEND Information Report and Safeguarding and Child Protection Policy available to parents via the school website. A full list of these documents can be found in Appendix 1. Parent can ask at reception for a printed copy of any of these documents.

Parent Communication to School

Parents may contact school staff to share information or concerns in person, on the phone, in a letter or via e-mail.

Stewart Fleming Primary School encourages parents to share any information or concerns around their child at the earliest opportunity. Usually these concerns are best addressed by a child's class teacher or Year Group Lead.

All parents have the opportunity to have a brief and informal touch in with class teachers at the dismissal daily. If it is more appropriate to have a private or longer meeting to communicate information or concerns with a class teacher an appointment can be requested, if this is not possible at the time, then an appointment can be made for nearest mutually convenient time.

Senior Leaders all have duties at the beginning and the end of the school day and are also available for brief and informal touch-ins with parents at these times. As outlined above; a private or longer meeting can be requested, if this is not possible at the time, then an appointment can be made for the nearest mutually convenient time.

Parents can also request to meet with specific members of staff through the main school office in person, through a letter, via a phone call or e-mail to the school administration e-mail address: insert school email address. We ask that parents do not e-mail school staff directly.

The following response times following a parental request for a meeting are usually adhered to:

Communication from Parent	**Suggested Response Time**
Phone call	Within 24 hours
Email	Within 3 - 5 working days
Written Letter	Within 3 - 5 working days

If a face to face meeting is not possible then a phone call conversation can be scheduled at a mutually convenient time. Please do note that any concerns detailed in an e-mail will be responded to, in the first instance, with an acknowledgement e-mail and a request for a meeting with the appropriate member of staff.

If parents feel any concerns were not resolved or appropriately addressed they may wish to escalate their concern through requesting a meeting with a member of the Senior Leadership Team using the procedure set out above.

If a satisfactory resolution has not been found, following a meeting, a parent will be informed that s/he will need to consider whether to make a formal complaint to the Head teacher. A complaint can be made in person, in writing or by telephone (see Concerns and Complaints Policy).

Letters or e-mails received by staff and their replies will be kept on file. Letters to parents will be approved by the Headteacher (or delegated member of SLT) before being sent out.

Consultation and co-production

Consultation between school and parents takes place in a variety of ways depending on the consultation.

Each parents' evening questionnaires are issued to parents through hard copies to address key issues such as the school curriculum, uniform, quality and accessibility of the school's materials etc.

Where possible, parents are asked to be part of steering groups, alongside other stakeholders to share their views or co-produce school policies or processes.

Appendix 1:

Academy School's in England must publish the following information and documents on their website.

1. School contact details
2. Admission arrangements
3. School uniforms
4. Ofsted reports
5. Exam and assessment results
6. Performance tables
7. School opening hours
8. Curriculum
9. Remote education
10. Behaviour policy
11. Pupil premium and recovery premium
12. PE and sport premium (for primary schools)
13. Public sector equality duty
14. Special educational needs (SEN) and disability information
15. Careers programme information (for Years 7 to 13)
16. Complaints policy
17. Annual report and accounts
18. Executive pay
19. Trustee information and duties
20. Charging and remissions policies
21. Values and ethos
22. Requests for paper copies

Appendix 2

Home/School Agreement

The School will:

- create a safe and happy environment where children are able to learn and thrive
- value your child as an individual and for the contribution your child can make to the life of the school
- provide a safe, secure and caring environment in which your child is fully aware of behavioural expectations and support the school when applying the policy
- provide an inclusive, challenging and stimulating curriculum to suit your child's needs
- encourage your child to do their personal best at all times
- keep you informed about general school matters, and about your child's progress
- encourage, praise and positively reinforce good relationships, work and behaviour
- deal carefully with concerns and complaints, as set out in the school's complaints procedure
- welcome parents at all times and offer opportunities for you to become involved in the daily life of the school
- celebrate children's cultures and ethnic backgrounds
- offer experiences and curricular clubs which enhance and support learning

As a child at the school I will:

- wear the correct uniform at all times
- be responsible for my homework and reading book
- follow the school rules
- make sensible choices with regards to my behaviour at all times
- show respect for others

Parents/Carers and Staff will:

- support the child's development and well-being
- recognise and provide support for any special educational needs; learning development difficulties or disabilities
- encourage the child to become an active and responsible member of the wider community

Parents/Carers will:

- ensure that my/our child attends school regularly, in good health; arrives on time each morning and is picked up promptly at the end of the day
- inform the school of the reason for any absence on the first day of absence
- support the school's policies and guidelines for work and behaviour
- be realistic about my/our child's abilities: always encouraging them in their efforts and praise them for their achievements
- participate in discussions concerning my/our child's progress, in particular, attending all Parent meetings
- make early contact with the school to discuss any matters which might affect my/our child's happiness, progress or behaviour, e.g. family bereavements, parents separating or accidents
- avoid taking holidays during term time
- give 'home learning' its due importance, by, for example, encouraging and hearing reading
- read correspondence from the school which contains important information
- communicate in a respectful and constructive manner with other members of the school community
- not post defamatory, offensive or derogatory comments regarding the school or any pupils/parent/staff at the school on social media including WhatsApp School Groups or other social sites. Any concerns I have will be raised directly with the school
- agree with the parental code of conduct

Appendix 3

Parental Code of Conduct

We are very fortunate to have a supportive and friendly parent body. Our parents recognise that educating children is a process that involves partnership between parents, class teachers and the school community. As a partnership, our parents will understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we continue to welcome and encourage parents to participate fully in the life of our school.

The purpose of this code of conduct is to provide a reminder to all parents visiting our school about the expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding.

We expect parents and visitors to:

- ✓ Respect the caring ethos and values of our school.
- ✓ Understand that both teachers and parents need to work together for the benefit of their children.
- ✓ Demonstrate that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- ✓ Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- ✓ Correct own child's behaviour especially in public where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- ✓ Approach the school to help resolve any issues of concern.
- ✓ Avoid using staff as threats to admonish children's behaviour.

In order to support a peaceful and safe school environment the school cannot tolerate parents and visitors exhibiting the following:

- ✘ Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds including team matches.
- ✘ Using loud/or offensive language, swearing, cursing, using profane language or displaying temper.
- ✘ Threatening to do actual bodily harm to a member of school staff, Governor, visitor, fellow parent/carer or student regardless of whether or not the behaviour constitutes a criminal offence.
- ✘ Damaging or destroying school property.
- ✘ The use of physical aggression towards another adult or child.
- ✘ Approaching someone else's child in order to discuss or chastise them because of the actions of this child towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- ✘ Smoking and consumption of alcohol or other drugs whilst on school property.
- ✘ Dogs being brought on to school premises.
- ✘ Abusive or threatening e-mails or text/voicemail/phone messages or other written communication.

- ✘ Defamatory, offensive or derogatory comments regarding the school or any of the students/parent/staff, at the school on Facebook or other social sites. (please see Appendix 3b)

Should any of the above behaviour occur on school premises the school may feel it is necessary to contact the appropriate authorities and if necessary, even ban the offending adult from entering the school grounds.

We trust that parents will assist our school with the implementation of this policy and we thank you for your continuing support of the school.

Appendix 3a
Persons Causing Nuisance / Disturbance on School Premises
Section 547 of the Education Act 1996

School premises are private property and parents have been granted permission from the school to be on school premises. However, in case of abuse or threats to staff, pupils or other parents, school may ban parents from entering school.

It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.

School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for bringing children into school.

Appendix 3b
Inappropriate use of Social Network Site
Social media websites are being used increasingly to fuel campaigns and complaints against schools, Headteachers, school staff, and in some cases other parents/students. The Governors considers the use of social media websites being used in this way as unacceptable and not in the best interests of the children or the whole school community.

Any concerns you may have must be made through the appropriate channels by speaking to the class teacher, the Headteacher or the Chair of Governors, so they can be dealt with fairly, appropriately and effectively for all concerned.

In the event that any student or parent of a child/ren being educated in the school is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content, which can be posted, on the site and they provide robust mechanisms to report contact or activity which breaches this. The school will also expect that any parent/carer or student removes such comments immediately.

In serious cases the school will also consider its legal options to deal with any such misuse of social networking and other sites. Additionally, and perhaps more importantly is the issue of cyber bullying and the use by one child or a parent to publicly humiliate another by inappropriate social network entry. We will take and deal with this as a serious incident of school bullying. Thankfully such incidents are extremely rare.