

9. How we work in partnership with parents and carers

We know that the active involvement of parents and carers in supporting the education of their child is one of the most important factors in ensuring a child's success and achievement.

We know that parents are the first educators of their child and that we need their knowledge to plan effectively.

We will always involve parents and students in planning and reviewing progress. We ensure that all specialist provision offered to their child is communicated with them, through letter, email or phone call, and that they will have opportunities to meet with members from the Learning Support Department to ask questions and receive updates on their progress.

We communicate clearly and regularly with parents and carers of students with SEND about:

- how we support their children;
- their achievements and their well-being; and
- their participation in the full life of our school

We will also help and advise parents/carers on how to help their children make progress at home, for example in mathematics and reading.

We welcome and value feedback, formally in Annual Review meetings or during Parent Consultation Evenings, or more informally in telephone conversations and emails, on how well we are working with our parents.

We try to communicate in plain English and have several multi-lingual staff who can offer translation and interpretation services in Albanian, Arabic, Bengali, French, Italian, Polish, Portuguese, Spanish, Romanian, Somali, Spanish and Turkish.

FREQUENTLY ASKED QUESTIONS – Partnership with Parents / Carers

Q. Who do I talk to in the school if I have questions about my child's SEND?

A. The first person to talk to is your child's Form Tutor who will always be happy to meet you, listen to your concerns and discuss your child's progress in day to day lessons; about friendships and personal development. S/he may then put you in touch with their DSD or members from the Learning Support Team.

Q. How do I raise concerns about my child?

A. If you have questions or concerns about the special educational needs of your child, the SENCO, or a member from her team, will listen carefully to your concerns, explain the different ways in which the school supports your child and, when possible and appropriate, come to an agreement about changes to provision and/or support.

It will also be possible to meet members of the specialist services who are working with your child; your child's Keyworker or a member from the Learning Support Team can help organise this meeting.

Q. If my child has an EHC Plan, how will you make sure I am involved in planning and reviewing?

A. If your child has an Educational Health Care Plan, they will be allocated a Keyworker from the Learning Support Team. That Keyworker will contact you at the beginning of the year to share your child's provision and targets. We will formally review their targets yearly during their SEND Annual Review. At any point during

the year, if you would like to discuss their progress and provision, you can contact your child's Keyworker or the school's SENCO.

Q. What can I reasonably expect from the school?

A. We will involve you when we are assessing your child's needs, when we are planning support and when we are reviewing progress. We make sure we tell you what is happening in terms of support for your child and how well he/she is progressing. We keep records of our work with students with SEND which you can look at and contribute to.

Q. Where can I find information about how the school works in partnership with parents and carers of children with SEND?

A. You will find information and support in several places, for example:

- our SEND policy on the school's website;
- our school's prospectus;
- our school's SEND Information Report

You will also find lots of information about how different services in Brent provide help and support to students with SEND and their parents on Brent's Local Authority website:

<https://www.brent.gov.uk/services-for-residents/children-and-family-support/the-brent-local-offer/>

Q. How can you help me to help my child at home?

A. We offer parent/teacher consultations upon request if you are wishing to be trained in supporting your child in their literacy, numeracy, social communication or mental health wellbeing development.

Q. Is there a special service in Brent that supports and advises parents about issues such as assessment and provision?

A. Yes. It's called Brent's SEND Information, Advice & Support Service. It is funded by Brent Local Authority but is totally independent in terms of giving advice. You will find information on the website:

<https://www.brent.gov.uk/sendias>

Q. What if I am unhappy about my child's provision or progress?

A. We always work hard to make sure that our parents are happy with what we provide for their child. However, we will address worries, concerns and complaints as soon as possible through phone conversations, emails and/or face to face meetings where we will listen carefully to your concerns.

If you feel that we have not been able to address your concerns satisfactorily, we have a complaints policy and procedure that you will find on our website.

If you would prefer to speak to an independent advisor, you may wish to talk to an advisor on Brent's SENDIASS Team. You can find their details using the following link:

<https://www.brent.gov.uk/sendias>