

## **10. How we listen and respond to students and young people with SEND**

We know that the only way we really find out if a child is happy, feeling safe and taking part in the full life of our community is for the school to be certain that it hears the voices of students, especially those who are most vulnerable.

We make sure that we listen to students in our school and respond to what they say in many ways, including:

- clear policies and systems to support students in expressing any worries or concerns that they have. We always give our students the right to choose their preferred adult to talk to.
- talking to students and/or groups of students after lesson observations to understand their experience of the lesson.
- talking to students about their work, giving them opportunities to share with members of staff the work that they are proud of and allowing them to give feedback in how we might make improvements in our expectations to support them in their academic growth.
- having pupils with SEND write their own Pupil Profile forms which outlines what is important to them and how they like to be taught and supported.
- inviting students to make personal contributions to their Annual Review meetings, for example, through a video montage or power point presentation.
- doing an annual pupil questionnaire on pupil voice.
- encouraging students to respond to feedback given through developmental marking.
- agreeing with them individual targets.
- making sure that our School Council is inclusive and represents the whole of our community.
- ensuring that our safeguarding procedures are strong and that all staff are well trained.

### **FREQUENTLY ASKED QUESTIONS – Listening to Students**

#### **Q. Who can my child talk to if she/he is worried about something?**

A. We make sure that every child has at least one adult with whom they can talk and share any worries or anxieties. For example, your child will spend 20 minutes every morning registering with their Form Tutor. While tutors are responsible for monitoring punctuality, attendance and progress of their tutees, their primary concern is for the happiness and achievement of your child. They will always be willing to set some time aside to listen to your child's concerns or answer their questions.

#### **Q. What should I do if my child says that they do not want to come to school?**

A. Contact a member of staff who you feel comfortable with as soon as possible. They will be able to talk through the issues and make suggestions of support. They will also be able to contact your child's DSD and Form Tutor so that support for your child can be quickly put in place.

#### **Q. How will you make sure that my child is safe at Preston Manor School?**

A. Your child's safety is our primary concern. We have many procedures and systems in place to ensure that they are safe. This includes ensuring that your child is supervised by an adult at all times (including break and lunch times), medically trained staff who can respond to emergency situations, access to the School's Police Officer and a substantial investment in our additional needs resources allowing more vulnerable pupils to have 1 to 1 attention with an appropriate adult. We also have strong links with outside support agencies, like for example BOAT or Brent's Counselling Service.

We have a zero-tolerance policy towards bullying. Pastoral staff, support staff and senior leadership personnel meet weekly to discuss support and referrals and, within these meetings, any issues of bullying as discussed and acted upon.

If you have any specific questions regarding your child's needs at Preston Manor School, or you feel you need to speak to someone regarding a specific safety issue, your first point of contact would be your child's Form Tutor.