



Our Parent Partnership & Community Code

"God has given each of us a gift from his great variety of spiritual gifts; use them well to serve each other." 1 Peter 4:10-11

Everyone is Welcome

At Longhoughton CE Primary School, we strive to build a strong relationship with parents to help create a stimulating learning environment that continues from school to home, providing all pupils with the opportunity to achieve to the best of their ability.

To ensure our school remains a warm, safe, and flourishing environment for every child, we have developed these guidelines that help us work together harmoniously and respectfully.

We believe that every member of our community - staff, governors, visitors, and parents - deserves a workplace and learning space free from fear or distress. While rare, we must collectively commit to preventing physical aggression, threatening behaviour, or language that could be hurtful, ensuring our school remains a sanctuary of respect.

This guidance document sets out our expectations for shared interactions on the premises and when handling school-related matters within the wider community, helping us uphold our values even in difficult or complex situations.

Supporting you and your child successfully through school

At Longhoughton CE Primary School, we are committed to working in partnership with parents and carers to create a respectful, communicative and mutually supportive relationship.

We welcome and encourage parents and carers to participate fully in the life of our school.

This guide outlines what the school expects parents and carers to do to support the school to ensure their child can flourish and progress in an atmosphere of co-operation and mutual understanding.

The essentials:

- ✓ Make sure your child arrives at school on time and is picked up promptly. Please let us know if you are running late or if your child is going home with someone else – *we cannot release a child to someone other than their parent unless a parent has informed the school office with the name and*

Headteacher Mr M Hetherington

Longhoughton C of E Primary School, Lacey Street, Longhoughton, Alnwick, Northumberland NE66 3AJ

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contact number of the person who will be picking them up. That person will need to present photographic identification if the staff member releasing the child is not already familiar with them.

- ✓ Any children who do arrive late to school must be signed in by an adult at the school office.
- ✓ Complete all consent, contact and medical forms and inform us immediately if anything changes
- ✓ Make sure your child has the right clothing for any activity they are involved in – this will be communicated in advance via Parentmail and/or a letter
- ✓ Maintain a good relationship with your child's class teacher and attend workshops, school events and parent updates wherever possible or re-arrange if necessary to share information about your child's development.
- ✓ Talk to us if you have any concerns about any part of your child's education and development – we want to hear from you. These types of concerns should be addressed by making an appointment to see the class teacher or headteacher in private rather than discussed on the school playground. Staff will be available to discuss concerns as soon as reasonably possible; please note that an immediate appointment may not be possible.
- ✓ If you have a concern, please contact the school as soon as possible. We want to work with parents and carers to resolve any issues as quickly as possible. If your concern cannot be resolved informally, the school has a formal complaint policy and procedures which you can access on the school website or through the school office

The school expects parents and carers to:

- ✓ Respect the caring ethos, the Christian vision and values of the school
- ✓ Understand that parents and staff need to work together for the benefit of our children
- ✓ Demonstrate in their own behaviour that all members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour
- ✓ Understand that even if there is conflict or disagreement, we expect parents to remain as calm as possible, treat staff and other parents or carers with respect and be mindful that we are all working together for the child's best interests
- ✓ Approach school staff to inform them of any issue and allow them to help resolve issues
- ✓ Work with the school to build relationships with staff
- ✓ Know that children cannot be moved classes or learning groups at the request of a parent
- ✓ Understand that a child's version of events, while a valid reflection of the child's experience, may not fully explain the context and other factors which may have impacted on the event or incident. We expect parents to discuss situations and incidents with the school and work in partnership to resolve any issues as quickly and peacefully as possible
- ✓ Correct their own child's behaviour, especially where it could lead to conflict

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- ✓ Avoid using staff as threats to admonish children
- ✓ It is unacceptable to record telephone conversations with staff members or to record meetings with staff and/or Governors at the school, without making them aware you are doing it and seeking their permission to capture what could be their personal information and breach their human right to privacy which extends to their workplace

Preserving our Peaceful and Safe Environment

- We ask that all visitors avoid behaviour that might disrupt the learning in our classrooms or offices.
- Please help us model kindness by avoiding loud, offensive language or displays of temper on our grounds.
- Protecting our community from the threat of physical harm is a responsibility we all share to keep every adult and child safe.
- We value our school resources and ask for your help in treating school property with care.
- We encourage digital respect; please ensure all electronic communications remain constructive and kind.
- To allow our staff to focus on teaching, we ask for your patience as they respond to correspondence within a time frame that balances school duties.
- Constructive communication is key; keeping emails focused and respectful helps staff dedicate their best energy to our pupils.
- Social media is a wonderful tool for connection, and we ask that you use it to celebrate our school rather than for public grievances.
- If a school matter arises, we ask that you allow the school to facilitate the conversation rather than approaching other families directly.
- We model gentle behaviour for our children, and we ask that physical punishment or aggression be absent from our school premises.
- We respect the parental role of others and ask that you refrain from chastising children who are not your own.
- To maintain a healthy space for children, our site remains free from smoking, alcohol, and drugs.
- For the comfort and safety of all families, we ask that dogs are not brought onto the premises.

We want all our children, parents, carers and staff to feel safe and welcome at school and hope sharing our expectations with you will help us all to work together to achieve this.

If we feel that a parent or carer is acting in a way which contradicts this, we will address the problem at the earliest opportunity and aim to resolve the issue positively, wherever possible.

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If concerns or breaches persist despite our attempts to resolve matters, this may result in banning individuals from entering the school grounds. This is something we never want to do but the welfare and safety of children and adults on our school site is paramount.

School Security

- Adults on site must sign in and wear a visible visitor's badge. Those without an enhanced DBS will be supervised at all times.

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