



SPECIAL EDUCATIONAL NEEDS AND DISABILITIES (SEND) POLICY AND INFORMATION REPORT: SCHOOL OFFER SNOWFIELDS PRIMARY SCHOOL

(REVIEWED SEPTEMBER 2021)

IN LINE WITH OUR COVID-19 PROTOCOLS WHICH ARE REVIEWED REGULARLY, SOME MEETINGS AND INTERVENTIONS WILL RUN VIRTUALLY RATHER THAN FACE TO FACE.

Please find the link to Southwark Council's Local Offer here, it provides information to parents and young people about Special Educational Needs and Disability services available for 0-25 year olds:

<http://localoffer.southwark.gov.uk/>

You can also follow Southwark's Local Offer on Twitter @LocalOfferSwk for daily updates on what is on in the local area.

THE 2014 CODE OF PRACTICE AND THE CHILDREN AND FAMILIES ACT 2014:

- The Special Educational Needs and Disability Code of Practice: 0 to 25 years (September 2014) aims to secure, for children and young people with special educational needs and disability, the outcomes from education, health and social care which will make the biggest difference to their lives.
- The views, wishes and feelings of the child or young person and the child's parents must be regarded.
- The importance of the child or young person and the child's parents, participating as fully as possible in decisions, and being provided with the information and support necessary to enable participation in those decisions.
- The need to support the young person and the child's parents, in order to facilitate the development of the child or young person and to help them to achieve the best possible outcomes, preparing them effectively for adulthood.

More details about the reforms and the SEN Code of Practice can be found on the Department for Education's website:

www.education.gov.uk/schools/pupilsupport/sen

Definitions of Special Educational Needs (SEN) taken from section 20 of the Children and Families Act 2014.

A child or young person has special educational needs if they have a learning difficulty or disability which calls for special educational provision to be made for them. A child of compulsory school age or young person has a learning difficulty or disability if they:

a) have a significantly greater difficulty in learning than the majority of others of the same age;

or

b) have a disability which prevents or hinders them from making use of educational facilities of a kind generally provided for others of the same age in mainstream schools or mainstream post-16 institutions.

A child under compulsory school age has special educational needs if they fall within the definition at (a) or (b) above or would do so if special educational provision was not made for them.

There are four broad categories of need:

1. communication and interaction
2. cognition and learning
3. social, emotional and mental health difficulties
4. sensory and/or physical needs

VISION AND MISSION

Snowsfields primary school is an inclusive school; our vision is to provide an education that enables all children to reach their learning potential through addressing any barriers to learning a child may have. We treat all children as individuals and look at how best to meet the needs of each child. We will take steps to ensure disabled pupils and parents are not treated less favourably than other pupils.

At Snowsfields we learn and succeed together through:

Supporting children to succeed

Nurturing

Outstanding learning

Working together

Striving to improve

Fun and friendly

Inclusive and inspirational

Empowering everyone

Love of learning

Determined to achieve

Sharing ideas, skills and knowledge

INFORMATION ON POLICIES, PEOPLE AND STATUTORY GUIDANCE

WHERE CAN I FIND MORE INFORMATION ABOUT SNOWSFIELDS PRIMARY SCHOOL?

- Please see our federation website which has links to our policies including the Equalities Policy including the Accessibility Plan, Behaviour Policy (including Anti-Bullying information), Learning and Teaching Policy (including Assessment information). EYFS Welcome Pack and Attendance Policy
<http://thebridgesfederation.org.uk/>

WHAT TYPES OF SPECIAL EDUCATIONAL NEEDS AND DISABILITIES ARE PROVIDED FOR AT SNOWSFIELDS?

At Snowsfields we support children with a range of needs including:

- Speech and language difficulties
- Social Communication difficulties such as autism (including a resource base for children with autism)
- Specific learning difficulties e.g. dyslexia
- Social emotional and behavioural difficulties including ADHD
- Visual and hearing impairment

WHO ARE THE BEST PEOPLE TO TALK TO IN THIS SCHOOL ABOUT MY CHILD'S DIFFICULTIES WITH LEARNING AND SPECIAL EDUCATIONAL NEEDS AND DISABILITY (SEND)?

There are many members of staff that you can talk to discuss your child's difficulties with learning.

- The Co-Head of School responsible for Inclusion Jo Cranmer can be contacted on the school telephone number 02075259065 or by emailing the office@snowsfields.southwark.sch.uk She is responsible for coordinating all the support for children with special educational needs or disabilities (SEND) and developing the school's SEND Policy to make sure all children get a consistent, high quality response to meeting their needs in school.

You may also wish to speak with:

- The Class Teacher
- The Inclusion Officer Lucy Costall
- The Resource Base Teacher Nicola Clark
- The Learning Mentor's Lisa Pitter and Deborah Thorpe
- The Executive Headteacher Kate Wooder
- The Governor responsible for SEND

WHAT ARE THE DIFFERENT TYPES OF SUPPORT AVAILABLE TO CHILDREN WITH SEND AT SNOWFIELDS?

- Quality first teaching within the whole class
- Targeted small group support within the classroom
- Individual box work to develop children's independence based on the TEACCH approach
- Booster/ catch up groups
- Small phonics groups
- Lunch club
- Fine motor skills groups
- Touch typing groups and access to touch typing in class
- Social skills/Friendship groups
- Learning Mentor Support
- Speech and Language groups set up and reviewed by the speech and language therapist
- Working memory/ beat dyslexia groups
- Precision teaching and Spelling strategies interventions
- Cued Articulation groups
- Talk and draw sessions
- Lego therapy sessions
- Little Stars Attention and Listening groups (Attention Autism)
- Iread, Iwrite, Istory emotional literacy sessions (KS2)

- Express Yourself emotional literacy sessions (EYFS & KS1)
 - Self Esteem/Self Confidence groups run by learning mentors
 - CAMHS support in school
 - Intensive interaction or 1:1 Special time interventions
 - Sensory Circuits and sensory/movement breaks
 - Personalised social stories drafted by school staff or outside professionals
 - Use of Comic Strip Conversations
 - Additional Support through an EHC plan
- **Resource Base for Children with Autism – Rainbow Class**

Southwark Special Education Needs Department allocate the 14 places within our specialist Resource Base for children who have an EHC Plan with a diagnosis of autism. Places are not allocated by Snowfields Primary School or through the usual admissions procedures.

- Integration into the mainstream class
- Personalised timetable
- Small group teaching
- A range of small group support
- Resource base classroom, playground, sensory room and soft play
- Specialist groups: attention autism, intensive interaction, 5 minutes' special time, PECS, lego therapy, write dance, cooking, sensory circuits, life skills etc.
- Speech and Language groups

We have a network of professionals who we work closely with who we can request support from though a referral form, the advice and support they give us will be included in the children's Individual Education Plan Action Plan. The professional network consists of:

- Educational Psychologist (EP)
- Speech and Language Therapist (SaLT)
- Occupational Therapist (OT)
- Family Early Help Family Support Officer (FSO)
- Children's Centre Family Support Worker Under 5s
- Social Workers
- Autism Support Team
- Paediatrician
- Child and Adolescence Mental Health (CAMHS)
- SENDIP (Special Education Needs Inclusion Practitioner)
- Social Communication Clinic
- Visual Impairment Team
- Hearing Impairment Team
- School Nurse
- Physiotherapist
- Summerhouse Pupil Referral Unit
- Cherry Gardens School
- Tower Bridge Primary School
- Robert Browning Primary School

- The Victorian building is difficult for wheelchair users to access, however we will make reasonable adjustments to ensure children and parents with disabilities can access the school building, e.g. we will run parent workshops on the ground floor level or virtually.
- There is wheelchair access into the school office/ ground floor
- There is a disabled toilet on the ground floor.
- Disabled parking is available near the school office.
- We ensure that equipment used is accessible to all children regardless of their needs.
- The Breakfast club provision is accessible to all children including those with SEND.
- The Afterschool club provision is run by Playshelter <http://theplayshelter.co.uk/>
- Extracurricular activities are accessible for children with SEND.
- Adjustments will be made to enable children with SEND to take part in school outings.
- The school accessibility plan is available to read on our policy page.

WHAT EQUIPMENT AND FACILITIES ARE AVAILABLE FOR CHILDREN WITH SEND?

- Laptops and iPads are available for children to use to support their learning and communication skills these have learning programmes and apps available including Communicate in Print, PurpleMash and ReadingEggs.
- A range of resources including move and sit cushions, theraputty and ear defenders are used to support children's learning, attention and sensory needs.
- Visual supports made in communicate in print, are used in the form of visual timetables and now and next boards.

WHAT ARRANGEMENTS ARE MADE FOR THE ADMISSION OF A DISABLED CHILD? HOW DO WE ENSURE EQUAL ACCESS FOR CHILDREN WITH DISABILITIES?

- Those pupils with Education Health and Care Plans (EHCPs) have a separate admissions procedure overseen by Southwark's SEN team. Applications for children with special needs or with a disability will be treated fairly. Admissions to the Resource Base for children with Autism also have a separate admissions procedure.
- Those pupils who have SEND, but do not have an EHCP, are admitted via the normal school admissions criteria. Detailed information and guidance of how to apply for a place at Snowfields Primary both if your child has an EHC plan or if your child has special needs, can be found on the following link: <http://www.southwark.gov.uk/schooladmissions>
- Any Special Needs that are identified on admission are discussed with parents allowing the school to provide support to and put into place support mechanisms to cater for the child's Special Educational Needs or Disabilities.
- A Risk Assessment will be carried out to ensure children with a disability are able to access the building and curriculum.
- An Individual Education Action Plan will be written which will highlight where adjustments need to be made for example moving around the building/ up and down the stairs at quieter times.

HOW WILL TRANSITIONS BE MANAGED FOR CHILDREN WITH SEND?

- Children transitioning from a local nursery will be visited by a member of staff in their current setting. Children will be invited to visit the Reception or Nursery environment with their families as part of the enrolment process.
- Children transitioning to a new class will spend time in their class, meeting their class teacher and becoming familiar with new SEND support staff.
- Children take home a transition book with photos to be shared during the summer holiday to prepare for the New Year group and staff members.

- Children joining Snowsfields from year 1 upwards follow a settling in programme to support them through this transition.
- At the Year 5 Annual Review we will discuss with you, your preference of school and which schools may be most suitable for your child.
- Secondary schools of children with an EHCPs are invited to the Annual Review meeting of children with an EHCP in Y6.
- Transition books are made for children with an EHCP transitioning to secondary school
- Additional visits are arranged for children transitioning to secondary school as required, these may include visiting the new school with a familiar TA from Snowsfields primary school.
- For children in Year 6 who do not have an EHCP we can make a referral to a local authority SENDIP (Special Education Needs Inclusion Practitioner) who will support the young person and their family through the transition process; this may include visiting the family at home or having a joint meeting with the secondary school to ensure the appropriate provision is in place for the young person when they start.
- Nurseries are also able to make referrals to the SENDIP for children transitioning into Reception class.
- Receiving schools for children with EHCPs moving to a new school (not in year 6) will be invited to the Annual Review or transition meeting.
- Transition books are made for children with an EHCP transitioning to a new school (not in year 6)

HOW DO WE SUPPORT CHILDREN WITH CONTINENCE NEEDS?

- For children who have continence needs a meeting will be arranged with the parents and the school Inclusion team to identify the child's toileting needs, and a plan will be put in place to develop the child's independent toileting. Advice will be sort from other professionals as required.
- The toileting will be included in the child's IEP action plan and this will be reviewed at least termly.
- Staff working with children with continence needs will be fully aware of the child's individual toileting plan.
- Staff will inform another member of staff that they are taking/ a child is requesting to use the toilet with adult support.
- Staff will log on the toileting sheet how often the child is using the toilet each day.
- There is a disabled toilet near the school office if required.

HOW DO WE SUPPORT CHILDREN WITH MEDICAL CONDITIONS OR TAKING MEDICATION?

- The child's medical condition will form part of the child's EHCP or their Medical Risk Assessment/ Plan, so that all staff working with the child are aware of the child's medical condition. EHCPs are reviewed annually at the Annual Review, Medical Risk Assessment are reviewed as advised by the NHS Health Team working with the child. Information about a child's medical condition can also be accessed in the Class additional Support Folder and the school office.
- A medical risk assessment will be written by school and agreed with parents.
- A meeting with the school Inclusion team and school nurse will be arranged. The school nurse will write an individual care plan and will review this annually. The individual care plan will also clearly define what constitutes an emergency and explain what to do, including ensuring that all relevant staff are aware of emergency symptoms and procedures.

- The Co- Head of School for Inclusion is responsible for ensuring staff are suitably trained to meet the needs of individual children with a medical condition and that new staff working within a class are informed.
- Medicines will only be administered at school when it would be detrimental to a child's health or school attendance not to do so
- Only prescribed medication can be administered.
- No child under 16 will be given prescription medicines without their parent's written consent.
- Where clinically possible, medicines should be prescribed in dose frequencies which enable them to be taken outside school hours
- We will only accept prescribed medicines that are in-date, labeled, provided in the original container as dispensed by a pharmacist and include instructions for administration, dosage and storage. The exception to this is insulin which must still be in date, but will generally be available to schools inside an insulin pen or a pump, rather than in its original container
- All medicines will be stored safely. Children will know where their medicines are at all times and be able to access them immediately. Medicines and devices such as asthma inhalers, blood glucose testing meters and adrenaline pens will always be readily available to children and not locked away. Controlled drugs that have been prescribed for a pupil will be securely stored in a non-portable container and only named staff should have access.
- The school will keep a record of all medicines administered to individual children, stating what, how and how much was administered, when and by whom. Any side effects of the medication to be administered at school should be noted
- We will remind parents when medication is approaching use by date so that new medication can be brought in.
- When no longer required, medicines should be returned to the parent to arrange for safe disposal. Sharps boxes should always be used for the disposal of needles and other sharps
- Risk Assessments are completed for all outings. These include children with medical conditions and details of the medication needed to be taken on the outing.
- When no longer required, medicines should be returned to the parent to arrange for safe disposal. Sharps boxes should always be used for the disposal of needles and other sharps
- Risk Assessments are completed for all outings. These include children with medical conditions and details of the medication needed to be taken on the outing.

WHAT PASTORAL SUPPORT IS AVAILABLE TO SUPPORT CHILDREN'S EMOTIONAL AND SOCIAL DEVELOPMENT AND TO PREVENT BULLYING?

- Our behaviour policy, available on our policy page, on our website, highlights our clear structured approach to supporting children's behaviour and learning.
- The Learning Mentor's role is to support children whose behaviour and social emotional skills are preventing them from reaching their learning potential. The Learning Mentors will bring the parents, class teacher and teaching assistants to work together to break down those barriers to learning, offer advice and strategies to use at home and school.
- We use ABC (Antecedent, Behaviour, Consequence) charts to identify and evaluate children's behaviours so that we can support the child in the most effective way.
- We use comic strip conversations when children find it difficult to explain situations.
- We write social stories to support children to overcome a challenge they are facing.
- Small groups are run by the learning mentors, to develop children's social communication and turn taking skills, support emotional well-being and friendships. One to one talk and draw sessions are also available.
- Emotion boards outside every class in KS1 and KS2 are used to identify those children who may need emotional support on a particular day; learning mentors are then able to support those children accordingly. This also helps children to recognise and understand different feelings.

- Learning mentors run a weekly siblings group for children with a sibling with significant additional needs. They also run a Friday Fun group for children with poor attendance as an incentive for coming to school.
- Our learning mentors and Co-Head of School have all successfully completed the Mental Health First Aider training
- Our CAMHS worker is also available to support children's emotional and social development.
- Lunch club is led daily by learning mentors and teaching assistants and is available at lunch time for all children to access, this is held inside with opportunity to develop social skills
- Children with more significant behavioural needs may spend time in the Pupil Development Centre (PDC) at certain times of the day. They are supported by the learning mentors
- As a school we have created a positive culture to prevent bullying and tackle it when it occurs. All forms of bullying are tackled promptly and firmly; our anti-bullying information can be found in our behavior policy.

HOW DOES SNOWFIELDS EVALUATE THE EFFECTIVENESS OF ITS PROVISION FOR CHILDREN WITH SEND?

- The leadership team and class teacher look carefully at the progress each child with SEND is making each term, to ensure they are making the expected progress and actions are agreed through pupil progress meetings.
- The Co-Head of school for Inclusion analyses the attainment and of progress of children with EHCPs and SEND termly and adjustments are then made to children's provision as appropriate.
- The Co-Head of school for inclusion contributes to the Head teacher's SEND report pages.
- The school Governor responsible for SEND meets with members of the inclusion team termly, discusses the progress an attainment of children with SEND and meets children and observes SEND intervention groups.

APPROACHES TO TEACHING AND LEARNING

HOW WILL TEACHING BE ADAPTED FOR MY CHILD WITH SEND?

- The class teacher will differentiate their planning to meet the needs of all the children within the class.
- The class teachers use many visual supports and a kinesthetic approach to learning.
- Small group support and resources will be allocated to ensure the children succeed in the lesson.
- Specially trained support staff are skilled to break down activities into smaller steps as needed.
- The class teacher will liaise with the inclusion team to ensure that all recommendations and strategies recommended are put into place.

HOW WILL WE MEASURE THE PROGRESS OF YOUR CHILD IN SCHOOL?

- The children's progress is continually monitored and it is benchmarked each term in reading, writing and maths.
- Children in KS1 and KS2 working below the national curriculum performance descriptors will be assessed using Branch Map (An assessment tool created by Cherry Garden special school)
- Children with EHC P's progress will be assessed within a step (indicated as bronze, silver or gold). This is evidenced on the Branch Map sheets and nation curriculum descriptors.
- Children with EHCP's additionally will be assessed in speaking, listening and PSHE (personal, social and health education)

- At the end of Reception the children are assessed against the early learning goals, this is recorded as emerging, expected or exceeding. If children are working below the early learning goals their phase of development in months is also recorded.
- In Reception, year 1 and (some children in) year 2 the children's phonic knowledge will be assessed twice a term. At the end of year 1 all children take part in a phonics screening of real and nonsense words.
- In year 4 children are assessed on their times tables knowledge.
- At the end of each key stage (i.e. at the end of year 2 and year 6) all children are required to be formally assessed using Standard Assessment Tests (SATs). This is something the government requires all schools to do and the results that are published nationally.
- Individual Education Action Plans are reviewed each term and a new plan made.
- Children with EHCPs are reviewed annually with parents, staff and other professionals working with the child.

HOW WILL WE GATHER THE VIEWS OF CHILDREN WITH SEN AND INVOLVE THEM IN THEIR EDUCATION?

- All children throughout each term are invited to meet with their teacher to discuss what learning they have enjoyed and what they would like to learn next.
- Curriculum leaders consult with children from each class termly to gather their views on their learning each term.
- When writing an EHC P all children's views are gathered.
- All children with an EHCP are invited to contribute to their annual review either in person or through an evaluation.

HOW ARE STAFF IN SCHOOL SUPPORTED TO WORK WITH CHILDREN WITH A SEND, AND WHAT TRAINING DO THEY RECEIVE?

- School staff work closely with the Co-Head of School for Inclusion, Inclusion officer, Resource Base Teacher and Learning Mentors to ensure their planning meets the needs of all the children in their class including those with SEND.
- The school has a training plan for all staff to improve the teaching and learning of children including those with SEND. This includes whole school training on SEND issues such as ASD and speech and language difficulties.
- Staff work closely with the Speech and Language Therapist, Occupational Therapist, Autism Support team, Educational Psychologist and school CAMHS worker on the individual plans for the children.

INFORMATION ABOUT EARLY IDENTIFICATION, ASSESSMENT AND INTERVENTION

WHAT SHOULD I DO IF I THINK MY CHILD MAY HAVE SPECIAL EDUCATIONAL NEEDS?

- Please make an appointment with your child's class teacher and a member of the Inclusion team, you know your child best and any concerns you have will be taken seriously. We will discuss any concerns you have regarding your child's learning and behaviour, any additional support your child is receiving in school and the impact of this support and our next steps, which will be written into an Individual Education Plan Action Plan and referrals made to other professionals as appropriate.

HOW WILL THE SCHOOL LET ME KNOW IF THEY HAVE ANY CONCERNS ABOUT THE PROGRESS MY CHILD IS MAKING?

- There are pupil review meetings twice a year when you will discuss with the class teacher the progress your child is making.
- The class teacher may arrange a meeting with you to discuss the areas that your child is not making progress in. They may also invite the Co-Head of School for Inclusion, Inclusion Officer or Learning Mentor to discuss what support is going to be put in place. They may also discuss referrals to other professionals who can support with your child's learning.
- Children with an EHC P will also have their progress reviewed during their Annual review.

HOW ARE CHILDREN WITH SPECIAL EDUCATIONAL NEEDS IDENTIFIED AND HOW IS EXTRA SUPPORT ALLOCATED TO DIFFERENT CHILDREN?

- The children's progress is continually monitored and support will be put in place at a classroom level when the children require it.
- Support within school will be added as required including Learning Mentor Support.
- Children requiring additional support will be at a SEN Support level.
- School will regularly communicate with you about your child's needs and this will be recorded on their IEP Action Plan.
- If a child continues to not make the expected progress in one or more areas of learning, in consultation with parents, referrals will be made to a range of professionals e.g. Educational Psychologist, Speech and Language Therapist or Paediatrician etc.
- If your child cannot be supported within the school's current provision or current interventions and not working, then a request will be submitted for an Education Health Care Plan (EHCP) following consultation with parents and will involve input from a range of other relevant professionals.
- Access arrangements for Key stage 2 test will be applied for, for children with an EHCP or additional support needs (e.g. children with a visual impairment, or a diagnosis of dyslexia) examples of these access arrangements include extra time to complete the test, or breaks provided within the test.

INFORMATION ON ENSURING A WHOLE FAMILY APPROACH

WHAT IS THE SCHOOL EARLY HELP OFFER FOR CHILDREN AND FAMILIES?

We offer a range of support for families in school:

- Office staff, leadership team and learning mentors are available at the beginning and end of every day to check in with or meet with parents. Amongst other things, we may remind them of important dates (meetings, events etc.) or offer emotional support and reassurance for anxious parents
- In addition to paid breakfast club, we have free bagels from Magic Breakfast on offer for all children and fresh fruit available at break times
- We will offer clean uniform, swimming kits or PE kits for those families who need it
- We follow up children's absence daily, conduct home visits if necessary and meet with parents if we are concerned. See Attendance policy for further information

- Learning mentors are available to support those children who arrive late to school with settling; along with office staff, they may also support those children who are collected late
- In addition to our programme of parent workshops, learning mentors hold regular coffee mornings for parents to drop in and discuss any concerns they have, particularly in relation to behaviour, social/emotional support and SEND
- Newsletters, information boards in the office etc. signpost a whole range of services from summer play activities to food banks to after school clubs.
- Stay and Play sessions for parents and younger siblings are held daily in Nursery and Reception. This is an opportunity to build relationships, talk to parents and model quality play
- Learning mentors support families with resources for home; these may include reward charts, getting dressed charts, social stories or other visual resources
- Learning mentors will support children in KS2 with personal hygiene. We also have the Red Box project who can provide free feminine hygiene products.
- In school, midday staff, learning mentors and other support staff ensure children are making healthy choices at lunchtimes (reward certificates,) they may encourage fussy eaters to try new foods and help children to develop their independence when feeding themselves. They also encourage good table manners and conversation at mealtimes.
- Homework projects are planned to encourage families to work together and talk about children's learning. We are able to offer resources to those families who need them to help them complete the projects.
- We can link up parents to support one another
- We are able to offer support to families who have English as a second language or those who are less literate, for example, help completing Disability Living Allowance applications
- Support is also available for families via the Family Early Help service. Referrals will only be made with parental consent.

INFORMATION ON WHERE TO FIND FURTHER SUPPORT

WHAT SUPPORT DO WE HAVE FOR YOU AS A PARENT OF SEND?

- Weekly school newsletters
Federation website information <http://thebridgesfederation.org.uk/>
- Scholarpack Parents App
- Parent Information board (located next to the school office)
- Termly pupil parent meetings with class teacher
- Parent workshops are held regularly by school staff and outside professionals on ways to support your children at home.
- The class teacher will happily arrange additional meetings with you discuss your child's progress.
- The Inclusion team is readily available to meet with you to discuss any questions you may have.
- You will have the opportunity to meet with other professionals working with your child.
- Annual review for children with a EHCP

There are also additional support services available for parents:

- Contact a family offer advice and support for families with disabled children, more information can be found here <http://www.cafamily.org.uk/>
- The autism society <https://www.autism.org.uk/>

- Southwark Information, Advice and Support Team (SIAS) formerly known as parent partnership, their work included support for families with the process of applying for EHC plans their website link is <http://localoffer.southwark.gov.uk/information-advice-and-support/>
- Southwark Council's Local Offer here, it provides information to parents and young people about Special Educational Needs and Disability services available for 0-25 year olds: <http://localoffer.southwark.gov.uk/>

COMPLAINTS PROCEDURES

HOW CAN I LET THE SCHOOL KNOW THAT I AM CONCERNED ABOUT THE PROGRESS MY CHILD IS MAKING OR THE PROVISION MY CHILD IS RECEIVING?

- Make an appointment to speak with the child's class teacher to share your concerns and to discuss the progress that your child is making.
- You may also wish to speak with a member of the Inclusion team including the Co-Head of School for Inclusion. You may want to speak with the Executive Headteacher if you continue to have concerns.
- If you do not feel that your concern has been resolved and you want to make a complaint, you should do so in the first instance by writing to the Executive Headteacher Kate Wooder and then to the Chair of Governors.
- A copy of the complaints procedure is available on the school website and at the school office.