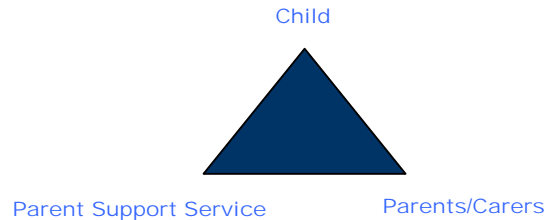


Parent Support Service Policy

Mission and Values

The welfare of your children is paramount and we can help them Be Healthy, Stay Safe, Enjoy and Achieve, Make a Positive Contribution and Fulfil their Potential by working together. Our children are more likely to achieve these outcomes when we work in partnership with you and your child(ren).



Parent Partnership

Our Parent Support Service is an additional service we offer and is not available in all schools. Our Parent Support Service intends to support parents and families and is entirely optional and can be accessed in various ways. You can nominate yourself and follow the Parent Support Adviser link on our website. Additionally, school, doctors, health visitors, midwives and other services can recommend you to the Parent Support Service but only with your consent. The service is available to all families with children at our school and works inclusively to individual parenting requests.

We know that you are the expert on your child(ren) and have knowledge about their development in their home, school and community. We also know that we too have knowledge and expertise about your child(ren) and how they can reach their potential. It makes sense that two heads are better than one and by working together we can empower you to help your child(ren) reach their potential and for you to make those changes you want to make. In order to work in partnership, we need to build trust, respect, openness, reliability and honesty. However, trust doesn't always come naturally with adults, it needs to be earned. Parents can be wary and unsure about professional's intentions and are naturally defensive, worried they will be judged, criticised or dismissed. Trust can ensure a relationship is strong and not superficial. We can achieve this by:

- Doing what we say we will
- Doing what you say you will
- Listening to what you say
- Listening to what we say
- Valuing and respecting your opinions and beliefs
- Using positive communication
- Being consistent
- Being honest

Boundaries are important when creating a partnership with you. These boundaries demonstrate a level of care and respect in one another and it can keep us all safe in a variety of ways. By setting out and agreeing expectations, we all understand where we stand. Some of the following sensible ground rules and boundaries can really help you feel listened to, valued and respected and help cement a good working partnership:

- Explaining how we can help and support you
- Explaining why you have asked for support and what you want us to do
- Understanding how you and other agencies or professionals can contribute so you feel empowered and motivated
- By mutually agreeing where we will meet makes both parties feel safe and more relaxed
- By arranging how often we will meet and for how long helps to form trust and reliability and gives us a timescale to work within
- By establishing any cultural values we need to be aware of helps form trust and respect
- By discussing what will happen when we finish working with you and how you can access support afterwards

Confidentiality

The Data Protection Act regulates how your personal information is used and protects you from anyone misusing your personal details. Any details we have about you are treated in confidence and will only ever be shared with appropriate professionals. This information is stored securely and you can at any time ask to see what information is being held about you. You will never be expected to give information you don't feel comfortable giving.

Multi-Agency Working

Often when several services or professionals are working with you and your family we all get together for a meeting, including you and your child(ren) (if appropriate). These are generally called 'Team Around the Child' meetings. All services that work with you have a duty to share appropriate information with each other. This not only ensures that professionals aren't duplicating each others work but we are all working in your child(rens) best interests.

Helpful contacts and websites:

- Head Teacher – Janet Urban
- Parent Support Adviser - Kara Nicholas – 07769 281812
- www.westropprimaryschool.org.uk
- www.dfes.gov.uk/everychildmatters