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   APPENDIX 1 – EAST STREET FARM HOME-SCHOOL AGREEMENT

1. POLICY INTENT

East Street Farm is an independent special school providing therapeutic education for children aged 8 to 16 with autism, Emotionally Based School Avoidance (EBSA) and associated mental health needs including developmental trauma.

This policy applies to all individuals connected with MindSenseAbility working within East Street Farm, The Hub or in community settings.

East Street Farm is committed to fostering strong, respectful and collaborative partnerships with parents and carers, recognising that consistent communication and joint working underpin each student's wellbeing and educational progress.

This policy outlines shared expectations, values and responsibilities to ensure that every student can thrive academically, socially and emotionally within a therapeutic, nurturing and relationship-based setting.

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We recognise that effective partnership is essential for student wellbeing and success. We also understand that some families may face challenges with communication. East Street Farm is committed to inclusive, patient and supportive communication so that all parents and carers feel heard, understood and able to engage fully in their child's learning journey.

By accepting a place at East Street Farm School, parents and carers are agreeing to follow this policy and to uphold the standards of communication, conduct and partnership described within it.

2. LEGISLATION AND GUIDANCE

This policy has been informed by the following legislation and statutory guidance:

- Children and Families Act 2014
- SEND Code of Practice (2015)
- Education Act 1996
- Working Together to Safeguard Children (2018)
- Keeping Children Safe in Education (KCSIE)
- Equality Act 2010
- Data Protection Act 2018 / UK GDPR

3. RELATED POLICIES

This policy should be read alongside:

- Safeguarding and Child Protection Policy
- Behaviour Policy
- Attendance Policy
- Communication Policy
- Complaints Policy
- Diversity and Equal Opportunities Policy
- Psychological Wellbeing Policy - Young People

4. WHO THIS POLICY APPLIES TO

This policy applies to:

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- Students
- All staff (including temporary, part-time and agency staff)
- Volunteers
- External professionals and organisations
- Parents and carers
- Commissioning bodies

5. VISION AND VALUES

This policy reflects East Street Farm's three core values of:

Nurturing Belonging - We believe that positive, respectful relationships between students, parents, carers and East Street Farm are essential to creating a sense of belonging for everyone. We value open, empathetic communication and encourage partnership working so that all students and families feel heard, supported and part of our school community.

Supporting Growth - We recognise that strong collaboration between home and school helps each student reach their full potential. Through positive dialogue and shared understanding, we aim to support the personal, emotional and academic growth of every student, while also strengthening the confidence and engagement of families.

Inspiring Change - We are committed to fostering a culture of reflection and continuous improvement in our communication and conduct. By working together with kindness, honesty and openness, we can overcome challenges, model positive behaviour and inspire positive change in ourselves and others.

6. DEFINITIONS

Home Engagement - The active partnership between families and East Street Farm to support student wellbeing, learning and development.

Parents/Carers - Any adult with parental responsibility for the young person, including birth parents, adoptive parents, guardians and foster carers.

Therapeutic Education - A relationship-centred approach that integrates emotional, social and cognitive development, used consistently across the service.

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7. POLICY DETAILS

7.1. Shared Commitment

Together, staff, families and students agree to:

- Encourage every student to achieve their best
- Communicate openly, honestly and respectfully
- Create a calm, positive and inclusive environment
- Work collaboratively to support emotional regulation and wellbeing
- Resolve challenges constructively and in partnership

East Street Farm works in partnership with parents and carers to maintain open, positive, and constructive communication at all times. We value regular dialogue to celebrate success, share progress, and address any areas where additional support may be needed. Our approach encourages reflection and collaborative problem solving, helping to strengthen relationships and promote healthy social development.

In the first instance, parents and carers are encouraged to contact their child's allocated keyworker, copying in the admin office (info@mindsenseability.co.uk), for any communication relating to their child. Open and timely communication helps to build understanding, celebrate achievements, and resolve any issues quickly and effectively.

Conversations about a student should always be directed to the relevant staff member and not held in front of the child.

7.2. East Street Farm Students

Students with the support from parents/carers and the team at East Street Farm will:

- Treat others kindly and respectfully
- Look after their belongings and school property
- Try their best in lessons, therapy and enrichment activities
- Follow school and community activity expectations
- Ask for help (in a way they prefer to communicate) or tell an adult when worried or upset
- Arrive ready to learn (rested, prepared and on time)
- Use respectful language and behaviour

- Use school IT systems, devices, and online platforms safely, responsibly and in line with the school's Online Safety Policy

7.3. **East Street Farm Staff Team**

Staff will:

- Provide a broad, balanced, therapeutic and creative curriculum
- Make learning engaging, inclusive and accessible
- Maintain a safe, calm and supportive environment
- Communicate regularly regarding progress, wellbeing and attendance
- Be approachable, respectful and responsive
- Address concerns, including behaviour or safeguarding, promptly and fairly
- Support emotional regulation, social development and independence
- Celebrate achievements, progress and resilience
- Provide signposting and additional support to families when required
- Encourage reflective and strength-based practice
- Hold termly Progress Meetings with the child and parent/carers to discuss the positive steps in their learning journey

7.4. **Parents, Carers and Families**

Parents, carers and families will:

- Communicate respectfully and directly with staff
- Treat others kindly using appropriate language and behaviour
- Raise any concerns through the appropriate school channels rather than via social media, WhatsApp groups or other informal platforms
- Refrain from any behaviour, actions or communications—online or offline—that could bring East Street Farm into disrepute
- Refrain from sharing photographs of other students attending the school without permission
- Engage with the service through meetings, reviews and updates
- Take an active interest in their child's learning and emotional wellbeing
- Keep the school updated about any changes affecting their child
- Support attendance, punctuality and daily preparedness
- Ensure their child has the equipment they need in line with school policies

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- Notify the admin office of absences on the same day
- Avoid taking holidays during term time where possible
- When contacting the child's keyworker by email, copy in the admin office (info@mindsenseability.co.uk)

7.5. Communication and Support for Families

East Street Farm recognises that some parents may require additional support with:

- Language or literacy differences
- Digital or technology difficulties
- Building relationships with schools and professionals

To ensure equitable access, the school will:

- Provide welcoming, non-judgemental communication spaces
- Encourage early communication with the keyworker to prevent misunderstandings
- Offer multiple communication routes: in-person by appointment, phone, email or ARBOR
- Use accessible language and visuals
- Provide translation, simplified letters or supported meetings as required
- Offer patient, sensitive and flexible communication
- Signpost families to external support when appropriate

7.6. Managing Concerns and Consequences for Breach of Conduct

East Street Farm is committed to resolving issues quickly, respectfully and in partnership with families.

<u>Raising Concerns</u>

- Parents and carers are encouraged to raise any concerns directly with the child's keyworker or the Head of Education.
- Concerns will be acknowledged within two working days and addressed as swiftly as possible.
- If a matter cannot be resolved informally, the school's Complaints Policy will be followed.

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Unacceptable Behaviour

Unacceptable behaviour includes but is not limited to:

- Aggressive, threatening or abusive language or actions towards staff, students or other parents
- Harassment or intimidation (verbal, physical or online)
- Repeated disrespect of school communication boundaries
- Misuse of social media or online platforms to criticise, defame or intimidate others
- Breach of confidentiality or data protection (including sharing student information or photos without consent)

When Expectations Are Not Met

We value positive, respectful relationships between home and school and believe that most concerns can be resolved through open and honest conversation. If difficulties arise around behaviour or communication, we will always seek to address these in a calm, supportive and solution-focused way, with the aim of maintaining strong partnerships and clear boundaries.

In some situations, where concerns continue or become more serious, the school may need to take proportionate and appropriate steps to ensure the wellbeing and safety of our whole community. These may include:

- A gentle verbal or written reminder of our shared expectations
- A more formal written communication if concerns do not improve
- Agreeing together that future communication takes place through specific, supportive channels (for example, written correspondence)
- Restricting or withdrawing permission to visit the school site if behaviour continues to cause concern
- In rare and serious circumstances, seeking advice from or referring matters to appropriate external agencies or authorities, particularly where behaviour involves harassment, discrimination or raises safeguarding concerns

Any action taken will always be carefully considered, fair, and focused on protecting positive relationships, wellbeing and the best interests of the children and young people in our care.

All incidents will be logged and reviewed by the Head of Education. The school will continue to seek restorative solutions where possible, maintaining focus on the student's wellbeing and ongoing engagement.

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Acceptance of a place at East Street Farm School confirms agreement to comply with this policy and its expectations of communication, conduct and partnership.

8. POLICY REVIEW AND UPDATES

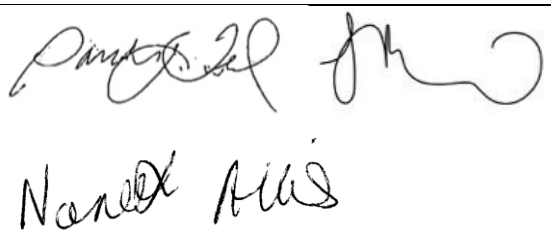
This policy will be reviewed annually, or sooner if:

- a significant incident occurs
- statutory or regulatory requirements are updated or
- the needs of students change

The Head of Education and Proprietors are responsible for overseeing the review process, evaluating outcomes and implementing any necessary updates.

Any revisions to this policy will be communicated to staff, parents/carers, the Governance Committee and other relevant stakeholders.

This policy is available to all individuals on our website and upon request from the admin office.

Proprietors Signature: Head of Education Signature:	
Date:	05/01/2026
Review Date:	05/01/2027

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9. APPENDICES

APPENDIX 1 – EAST STREET FARM HOME-SCHOOL AGREEMENT

At East Street Farm, we believe that strong, respectful relationships between students, families, and staff help every young person to grow, learn and feel a sense of belonging.

This agreement sets out how we will work together to create a safe, supportive, and successful school community.

The School Will:

- Treat every student and family with kindness, respect, and fairness
- Provide a safe, nurturing, and stimulating learning environment
- Communicate openly and honestly with parents and carers
- Celebrate achievements and support areas of difficulty
- Listen to students' voices and respond to their needs
- Ensure staff model respectful and appropriate communication
- Keep parents informed of progress, attendance, and wellbeing
- Support students to use technology safely and responsibly

Parents and Carers Will:

- Work in partnership with the school and support its values
- Encourage their child to attend regularly, on time, and ready to learn
- Communicate with staff in a respectful and constructive way
- Share any concerns promptly with the keyworker or admin team
- Support their child's learning, behaviour, and wellbeing at home
- Help their child to use school IT and online platforms safely
- Follow the school's communication and behaviour expectations

If concerns arise, we will work together to resolve them calmly and respectfully.

Where difficulties continue, the school may need to take steps such as providing reminders or written warnings, limiting communication channels, or restricting access to the school site. Serious issues (for example, harassment, discrimination, or safeguarding concerns) may be referred to appropriate external agencies.

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Students Will:

- Treat others kindly and respectfully
- Look after their belongings and school property
- Try their best in lessons, therapy, and enrichment activities
- Follow school and community activity expectations
- Ask for help or tell an adult if worried or upset
- Arrive rested, prepared, and ready to learn
- Use respectful language and behaviour
- Use school IT systems and devices safely and responsibly

Together We Will:

- Communicate openly and honestly
- Celebrate successes
- Solve problems calmly and respectfully
- Build a community where everyone feels safe, supported, and valued

Parent / Carer Name	
Signature	
Date	

Student Name	
Signature	
Date	

Keyworker / Staff Name	
Signature	
Date	

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