

# Christ Church C of E School

## Special Educational Needs and Disability policy



**Summer 2016**

Christ Church  
C of E Primary School  
Regents Park  
NW1 4BD

## Mission Statement

**The Christian Faith is at the heart of our school community. At Christ Church we care for each other and learn together.**

Christ Church is a small, caring school which is committed to a broad, balanced curriculum and to a continual raising of standards. We aim to contribute to the spiritual, moral, cultural, mental and physical needs of every individual.

We are a Church of England school, with a strong commitment to the teaching of Christianity whilst supporting a multi-faith approach to the curriculum. We recognise value and celebrate the rich cultural diversity that exists in our school.

The Christian ethos of the school is reflected in our positive, disciplined and calm atmosphere. We believe that effective learning takes place when children work in a purposeful and stimulating environment that supports a wide range of learning styles. Mutual respect between adults and children promotes excellent behaviour and well developed social skills. With this approach we seek to achieve high academic standards.

We aim to cater for each individual, taking particular account of any specific needs or abilities. We endeavor to ensure that all our children fulfill their potential and, within this context, we emphasize health and safety, enjoyment and achievement and the beginnings of responsibility for themselves and others. These skills will be carried forward to the next phase of education and throughout life.

The whole school community is committed to a collective responsibility for the implementation of the values inherent in this statement.

# **Our School Aims - Every Child Matters**

## **The Ethos of the School**

The school aims to provide a positive, disciplined, purposeful environment, within a Christian context. We aim to teach children to be caring, to exhibit good behaviour and appropriate social skills and to begin to take responsibility for themselves and others.

## **The Values of the School**

The School aims to value every child and to contribute to the Spiritual, Moral, Cultural, Mental and Physical well-being of our whole school community. We value the diversity of our community and we aim to promote the health and safety of everyone.

## **The Standards of the School**

The School aims to teach a balanced Curriculum and to ensure that each child fulfils his or her potential. We aim to provide teaching and learning of a high standard. We believe that this is achieved when pupils are highly motivated, enjoy coming to school, and are appropriately challenged.

**This policy aims to facilitate the continual raising of, and maintaining of, high standards.**

## 2. Compliance and Key Staff

This policy complies with the statutory requirement laid out in the Special Educational Needs and Disability (SEND) Code of Practice 0 - 25 (2014) 3.65 and has been written with reference to the following guidance and documents:

- Equality Act 2010: advice for schools DfE Feb 2013
- SEND Code of Practice 0 - 25 (2014)
- Schools SEN Information Report Regulations (2014)
- Statutory Guidance on Supporting pupils at school with medical conditions (April 2014)
- The National Curriculum in England Key Stage 1 and 2 framework document (Sept 2014)
- Safeguarding Policy
- Accessibility Plan
- Teachers Standards (2012)

This policy was developed in consultation with the school community, Parents/carers of children with SEND, children with SEND, teachers, teaching assistants, the Governing Body, Senior Leadership Team, Camden SENDCo's (Special Education Co-ordinator), Camden's team of support SENDCo's, charities, agencies, Code of Practice, The Children and Families Bill and evidence from the government's pathfinder partners.

It was developed in line with Christ Church's and Camden's Local Offer, and the framework for the Schools Information Report. We have a separate policy for Medical needs.

Our Head Teacher - Mrs Paula Walker - provides leadership on inclusion and high achievement for all.

Our SENDCO - Miss Lorraine Puttick (National Award for SEN) - leads on the day to day operation of our SEN procedures following guidance in the SEN Code of Practice. Our school SENDCO is also the Senior Assistant Head.

Our SEND Governor - Ms Carol Moy - has responsibility for monitoring and supporting the school on SEND matters on our governing body.

Our School Office Manager - Mrs Jean Smith - can give you copies of our policies.

Our Safeguarding Child Protection Governor - Ms Carol Moy - has responsibility for monitoring and supporting the school on Safeguarding matters on our governing body.

Parent Governors - Mrs Anita Thomas and Mrs Carol Walters - represent the voice of the parents on the governing body.

All members of staff can be contacted by e mail: [admin@cchurchnw1.camden.sch.uk](mailto:admin@cchurchnw1.camden.sch.uk)

### 3. Introduction

Here it is the belief that all children have an equal right to a full and rounded education which will enable them to achieve their full potential.

#### Every teacher at Christ Church a teacher of pupils with SEND

What Christ Church values:

- We welcome difference and diversity - learning from and about diversity strengthens our community
- We value, respect and celebrate the achievements of all children
- We will always involve carers/families in planning and reviewing progress; we know that parents are the first educators of their child - we need their knowledge to plan effectively. We call these meetings 'structured conversations' and they are a chance for you as a parent to share your expertise regarding your child
- We know that the earlier we identify special educational needs and provide support, the more successful our children will be
- We will provide expert support and resources for children with SEND to fulfil their potential
- Our starting point is to guarantee a whole school approach to making provision for children with SEND: we make sure that all staff have the knowledge and skills to support all children with SEND in our school

### 4. Aims and objectives

The aims of this policy are:

- to create an environment that meets the special educational needs of each child in order that they can achieve their learning potential and engage in activities alongside pupils who do not have SEN
- to request, monitor and respond to parents/carers and pupils views in order to evidence high levels of confidence and partnership
- to make clear the expectations of all partners in the process
- to ensure a high level of staff expertise to meet pupil need, through well targeted continuing professional development
- to ensure support for pupils with medical conditions full inclusion in all school activities by ensuring consultation with health and social care professionals
- to identify the roles and responsibilities of all staff in providing for children's special educational needs
- through reasonable adjustments to enable all children to have full access to all elements of the school curriculum

- to work in cooperation and productive partnerships with the Local Education Authority and other outside agencies, to ensure there is a multi-professional approach to meeting the needs of all vulnerable learners

## 5. Equal Opportunities and Inclusion

Through all subjects we ensure that the school meets the needs of all, taking account of gender, ethnicity, culture, religion, language, sexual orientation, age, ability, disability and social circumstances. It is important that in this school we meet the diverse needs of pupils to ensure inclusion for all and that all pupils are prepared for full participation in a multi-ethnic society. We also measure and assess the impact regularly through meetings with our SEND coordinator and individual teachers to ensure all children have equal access to succeeding in this subject.

**Through appropriate curricular provision, we respect the fact that children:**

- have different educational and behavioural needs and aspirations
- require different strategies for learning
- acquire, assimilate and communicate information at different rates
- require a range of different teaching approaches and experiences

**Teachers respond to children's needs by:**

- providing support for children who need help with communication, language and literacy
- planning to develop children's understanding through the use of all available senses and experiences
- planning for children's full participation in learning, and in physical and practical activities
- helping children to manage and own their behaviour and to take part in learning effectively and safely
- helping individuals to manage their emotions, particularly trauma or stress, and to take part in learning

## 6. The four areas of Special Educational Needs and Disability

We use our best endeavours to secure special educational provision for pupils for whom this is required, that is 'additional to and different from' that provided within the differentiated curriculum to better respond to the four areas of need identified in the new Code of Practice (September 2014).

### The four areas

- **Communication and interaction** - This can include speech, language and communication needs (SLCN); Autism Spectrum Disorder (ASD), Asperger's Syndrome
- **Cognition and learning** - This can include Specific Learning Difficulties (SpLD); moderate learning difficulties (MLD), dyslexia, dyscalculia, dyspraxia, Severe Learning Difficulties (SLD)
- **Social, mental and emotional health** - This can include attention deficit hyperactive disorder (ADHD); depression, eating disorder, attachment disorder, self-injury

- **Sensory and/ or physical needs** - This can include Vision impairment (VI); Deafness or Hearing impairment (HI); Multi-Sensory impairment (MSI); Cerebral Palsy etc.
- **Medical needs:** refer to the policy on Medical Conditions. Where a child has a medical need and SEN, provision is well-coordinated and managed by the SENDCo.

We recognise that some children may have more than one Special Educational Need.

## 7. Admissions

At Christ Church we welcome all children including those who have Special Educational Needs (SEN) and/ or Learning Difficulties and Disabilities (LDD). We have high expectations for our pupils and will ensure that all children make progress in their academic as well as social and emotional development.

Inclusion is at the centre of our school's aims and values.

Our admissions policy can be found here -

<http://www.cchurchnw1.camden.sch.uk/PDF/PDF%20Policy/Admissions%20policy%20-%20Autumn%202015.pdf>

Christ Church has an Accessibility plan, which ensures all learners are able to access our environment and curriculum.

## 8. Related policies

This policy should be read in conjunction with:

- Teaching and Learning Policy
- Marking and Feedback Policy
- Equalities Plan
- Behaviour Policy
- Gifted and Talented policy
- Christ Church SEN Information Report -  
<http://www.cchurchnw1.camden.sch.uk/PDF/CHRIST%20CHURCH%20SEN%20INFORMATION%20REPORT%20NOV%202015.pdf>

The school follows the national guidance on Special Educational Needs (SEN) and Learning Difficulties and Disabilities (LDD), which is set out in the Code of Practice (2014). We use Camden LA guidance on identifying children requiring SEND  
<http://www.camden.gov.uk/ccm/content/education/schools/special-educational-needs/guidance-criteria-pupils-special-educational-needs/>

We use government guidance on the definition of disabilities. The benefits of early identification are widely recognised - identifying need at the earliest point and then making effective provision

improves long-term outcomes for the child or young person.

## 9. Identifying SEND

The 2014 SEND Code of practice states:

*6.15 A pupil has SEN where their learning difficulty or disability calls for special educational provision, namely provision different from or additional to that normally available to pupils of the same age.*

*6.16 Schools should assess each pupil's current skills and levels of attainment on entry, building on information from previous settings and key stages where appropriate. At the same time, schools should consider evidence that a pupil may have a disability under the Equality Act 2010 and, if so, what reasonable adjustments may need to be made for them.*

*6.17 Class and subject teachers, supported by the senior leadership team, should make regular assessments of progress for all pupils. These should seek to identify pupils making less than expected progress given their age and individual circumstances. This can be characterised by progress which:*

- is significantly slower than that of their peers starting from the same baseline*
- fails to match or better the child's previous rate of progress*
- fails to close the attainment gap between the child and their peers*
- widens the attainment gap*

*6.18 It can include progress in areas other than attainment - for instance where a pupil needs to make additional progress with wider development or social needs in order to make a successful transition to adult life.*

*6.19 The first response to such progress should be high quality teaching targeted at their areas of weakness. Where progress continues to be less than expected the class or subject teacher, working with the SENCO, should assess whether the child has SEN.*

*6.20 For some children, SEN can be identified at an early age. However, for other children and young people difficulties become evident only as they develop. All those who work with children and young people should be alert to emerging difficulties and respond early. In particular, parents know their children best and it is important that all professionals listen and understand when parents express concerns about their child's development. They should also listen to and address any concerns raised by children and young people themselves.*

*6.21 Persistent disruptive or withdrawn behaviours do not necessarily mean that a child or young person has SEN. Where there are concerns, there should be an assessment to determine whether there are any causal factors such as undiagnosed learning difficulties, difficulties with communication or mental health issues. If it is thought housing, family or other domestic*

*circumstances may be contributing to the presenting behaviour a multi-agency approach, supported by the use of approaches such as the Early Help Assessment, may be appropriate. In all cases, early identification and intervention can significantly reduce the use of more costly intervention at a later stage.*

*6.23 Slow progress and low attainment do not necessarily mean that a child has SEN and should not automatically lead to a pupil being recorded as having SEN. However, they may be an indicator of a range of learning difficulties or disabilities.*

*Equally, it should not be assumed that attainment in line with chronological age means that there is no learning difficulty or disability. Some learning difficulties and disabilities occur across the range of cognitive ability and, left unaddressed may lead to frustration, which may manifest itself as disaffection, emotional or behavioural difficulties.*

We use our best endeavours to secure special educational provision for pupils for whom this is required, that is 'additional to and different from' that provided within the differentiated curriculum to better respond to the four areas of need identified in the new Code of Practice (September 2014).

We recognise that some children may have more than one Special Educational Need.

It is important to consider what is not SEN, to ensure identification is accurate. At Christ Church we recognise that the following examples would not be considered as a reason to identify a child as SEN:

- short term lapse in progress and learning
- attendance and punctuality
- health and welfare
- housing difficulties
- English as an additional language
- being in receipt of the Pupil premium
- Being a looked after child
- 

Provision for children with special educational needs is a matter for the whole school. The governing body, the school's head teacher, the SENCO and all other members of staff, particularly class teachers and teaching assistants, have important day-to-day responsibilities and contact with the children. The school will assess each child's current levels of attainment on entry in order to ensure that they build on the patterns of learning and experience already established during the child's Nursery and reception experiences. If the child already has an identified special educational need, this information may be transferred from other partners in their Early Years setting before arriving at Christ Church. If it is not, then Christ Church School will actively seek this information. This process will be the same for 'casual' admissions'.

**The class teacher and SENCO will use all gathered information to:**

- Provide strong starting points for the development of an appropriate curriculum.
- Identify and focus attention on action to support the child within the class.
- Use the school assessment processes to identify any learning difficulties.
- Ensure ongoing observation and assessments provide regular feedback about the child's achievements and experiences to form the basis for planning the next steps of the child's learning.
- Make referral to external agencies for relevant assessment

The identification and assessment of the special educational needs of children whose first language is not English requires particular care. Christ church employ a number of Bengali speaking adults who can assist with assessment and the Local Authority Language and Communication Team can provide fully trained professionals who can speak a number of languages. Where there is uncertainty about a particular child, a teacher will look carefully at all aspects of the child's performance in different subjects to establish whether the problems are due to limitations in their command of English or arises from special educational needs.

## 10.Cycle of assessment and identifying at Christ Church

1. Teacher/parent/carer raises concern or pupil progress data indicates a lack of progress

2. Monitoring by class teacher and SENDCo

3. Targeted intervention put in place and monitored.

4. Child's progress is reviewed.

5. Next steps:

- Child has made progress and the gap is closed

or

-Child has not made progress and more personalised targets and provision are required - Child is added to SEND profile. A referral could also be made to outside agency, if appropriate.

If a child is added to or removed from the SEND profile, the parents/carers will always be informed.

## 11. Monitoring Children's Progress

The school's system for observing and assessing the progress of individual children will provide information about areas where a child is not progressing satisfactorily. Under these circumstances, teachers may need to consult the SENDCo to consider what else might be done. This review might lead to the conclusion that the pupil requires help over and above that which is normally available within the particular class or subject.

The SENDCo and head thoroughly analyse all pupil progress data (including SEND data) termly, to track progress and ensure current provision is targeted effectively.

At Christ Church the SENDCo may also observe the child and liaise with all adults involved to form agreed strategies. Parents are always involved in this process from the beginning and school staff have regular meetings with parents to discuss provision and progress.

The key test of the need for action is that current rates of progress are inadequate.

Adequate progress can be identified as that which:

- Prevents the attainment gap between the child and his peers from widening.
- Closes the attainment gap between the child and his peers.
- Better the child's previous rate of progress.
- Ensures access to the full curriculum.
- Demonstrates an improvement in self-help, social or personal skills.
- Demonstrates improvements in the child's behaviour.

In order to help children with special educational needs, Christ Church will adopt a graduated response. This may see us using specialist expertise if as a school we feel that our interventions are still not having an impact on the individual. The school will record the steps taken to meet the needs of individual children through the use of an IEP (Individual Education Plan), which will be in a child friendly format, provision maps and the SENDCo will have responsibility for ensuring that records are kept and available when needed. Children and parents are fully involved in the target setting process.

Christ Church is provided with a delegated fund to support our pupil with SEN. The SENDCo is responsible for managing this, in conjunction with the school bursar and head teacher.

## 12. How we work with specialist services

These services may become involved if a child continues to make little or no progress despite considerable input and adaptations. They will use the child's records in order to establish which strategies have already been employed and which targets have previously been set.

The external specialist may act in an advisory capacity, or provide additional specialist assessment or very occasionally be involved in teaching the child directly. The child's individual targets will set out strategies for supporting the child's progress. These will be implemented, at least in part, in the normal classroom setting. Ensuring the delivery and recording in of continues to be the responsibility of the class teacher.

### **Outside agencies may become involved if the child:**

- Continues to make little or no progress in specific areas over a long period.
- Continues working at National Curriculum levels substantially below that expected of children of a similar age.
- Continues to have difficulty in developing literacy and mathematical skills.
- Has emotional or behavioural difficulties which regularly and substantially interfere with the child's own learning or that of the class group.
- Has sensory or physical needs and requires additional specialist equipment or regular advice or visits by a specialist service.

- Has ongoing communication or interaction difficulties that impede the development of social relationships and cause substantial barriers to learning.
- Despite having received intervention, the child continues to fall behind the level of his peers.

The services provide a range of support including:

- working one to one and with small groups children
- providing training for teaching and support staff
- helping us to assess needs and plan next steps and review progress

Specialist Service	Frequency	Examples of what they do
Educational Psychologists	6 visits a year	Observation of children. Advice to staff, parents + children Support for assessments
The Camden Hearing Impaired service The Camden Visually Impaired service	By referrals for specific children	Support and advice to parents, children school staff on meeting the needs of HI and VI children Staff training
Occupational Therapists	3 per term	Support children with sensory difficulties.
Camden Language and Communication Service	Weekly	Support children with speech and language difficulties.
Camden Physical Disability (PD) Outreach Service	When required	Support children with physical disabilities.
Camden Education Welfare Service	Monthly	Support families of children with poor attendance
The CAMHS Team	When required	Support for the emotional and personal development of children Staff training
SCAS	When required	Helping schools with identification planning for students with ASD (Autistic Spectrum Disorder)
MOSAIC – supporting children with complex needs	When required	Support children with complex needs.
Social Services	When required	Support complex families
Health visitor/school nurse	Fortnightly	Support children with health difficulties and carries out health checks in Reception and year 6.

### 13.School Request for Statutory Assessment or Education Health and Care Plans (from September 2014)

A request will be made by the school to the LEA if the child has demonstrated significant cause for concern due to lack of progress. The LEA will be provided with information about the child's progress over time, and will also receive documentation in relation to the child's special educational needs and any other action taken to deal with those needs, including any resources or special arrangements put in place.

The evidence will include:

- Previous individual education plans and targets for the pupil.
- Records of regular reviews and their outcomes.
- Records of the child's health and medical history where appropriate.
- National Curriculum attainment levels in literacy and numeracy.
- Education and other assessments, for example from an advisory specialist support teacher or educational psychologist.

### **Views of the parents.**

The parents of any child who is referred for statutory assessment will be kept fully informed of the progress of the referral. Children with an Education Health Care Plan will be reviewed each half term in addition to the statutory annual assessment. When this coincides with transfer to high school, the SENCO from the high school will be informed of the outcome of the review.

If we refer a child for statutory assessment/Education Health and Care Plan, we will provide the LEA with a case history of the child to date. Parents have the right to request a statutory assessment.

## **14. Interventions provided at Christ Church**

We follow the graduated response to support, which is a three wave model.

- **Wave 1** - High quality "inclusive", differentiated lessons to all children
- **Wave 2** - Small group intervention for children who can be expected to catch up with their peers as a result
- **Wave 3** - specifically targeted interventions and personalised support for individual children

### **How the school adapts the curriculum and learning environment for pupils with special educational needs**

The SENDCo and the child's class teacher and/or an external agency will decide on the action needed to help the child progress in the light of earlier assessments.

This may include:

- Different learning materials or specialist equipment e.g sloped writing desk, social stories, visual timetables, task checklists,
- Evidenced based interventions including:
  - For reading and writing - Toe by Toe, Project Code X, 15 minutes a day reading catch up, phonics boosters, Soundroutes, 1:1 tuition, 1:3 tuition,
  - For maths - Number box, 1:1 tuition, 1:3 tuition
  - For Language and communication - Socially speaking group, Lego club, Box Clever, Talk boost
  - For social and emotional needs - Nurture group, circle of friends, Cognitive behavioural therapy group
- Support from our Vulnerable groups coordinator'
- Support from our 'Close the gap' teacher
- 'Sensory diets' carried out daily

- Environment adaptations - Large screen TV, painted steps and specialist equipment for pupil with Visual Impairment, ramps and adapted toilets for pupils with cerebral palsy.
- Exam arrangements for SATs tests e.g adult reader, extra time, individual workspace

After initial discussions with the SENDCo, the child's class teacher will be responsible for working with the child on a daily basis and ensuring delivery of any individualised programme in the classroom. Parents will continue to be consulted and kept informed of the action taken to help their child, and of the outcome of any action. Parents will be invited to meet regularly with the class teacher and SENDCo to discuss learning targets and progress on a termly basis. In some complex cases this may be more frequent.

The SENDCo will support further assessment of the child where necessary, assisting in planning for their future needs in discussion with colleagues and parents.

### 15. Partnership with parents

Partnership plays a key role in enabling children and young people with SEN to achieve their potential. Parents hold key information and have knowledge and experience to contribute to the shared view of a child's needs. All parents of children with special educational needs will be treated as partners given support to play an active and valued role in their child's education. All parents of children with Special educational needs will be invited for a meeting which follows the outline of a 'structured conversation'.

Children and young people with special educational needs often have a unique knowledge of their own needs and their views about what sort of help they would like. Where appropriate they will be encouraged to contribute to the assessment of their needs, the review and transition process.

At all stages of the special needs process, the school keeps parents fully informed and involved. We take account of the wishes, feelings and knowledge of parents at all stages.

We encourage parents to make an active contribution to their child's education and have regular meetings each half term to share the progress of special needs children with their parents. We inform the parents of any outside intervention, and share the process of decision-making by providing clear information relating to the education of their child.

Parents always have access to the SENDCo through a school office email address.

### 16. Evaluating the effectiveness of provision at Christ Church

The head and SENDCo monitor the effectiveness of our SEND provision in the following way

- Half termly data analysis
- Pupil observations
- SEN book looks
- IEP reviews

- Impact of intervention analysis
- Teaching assistant and Learning support assistant observations
- Performance management targets of TAs and LSAs
- Learning walks with SEN governor
- Consultation with outside agencies

## 17. Listening to the view of SEND pupils

Pupils with SEND at Christ Church are listened to and involved in their own target setting.

They have the opportunity to share their views in the following way:

- Personalised IEPs and 'My Plans' - Children are always consulted on their views, their own view of their strengths and weaknesses are always included on target sheets and 'My plans'.
- Pupil voice boxes
- Pupil questionnaires
- School council
- IEP reviews
- Class circle times
- PSHCE lessons
- Creating and presenting PowerPoint presentations and videos for Annual Reviews

Pupils with SEND have the same opportunities as all pupils to join the school council, become a playground friend and share their views and opinions.

## 18. Staff training at Christ Church

All staff at Christ Church are regularly given the opportunity to attend relevant SEND training. SEND training is divided into three level of training/development:

- ✓ Basic Awareness - for those in contact with pupils with particular SENs
- ✓ Enhanced - for those working regularly with pupils with particular SENs - e.g. adapt teaching + learning
- ✓ Specialist - in depth training: for staff in the school advising and supporting on specific needs

The SENCO and head are proactive in targeting training in the event of a new child with SEN starting at school. In house training is regular and on-going.

Recent training has included

- Whole staff Autism Spectrum Disorder training
- Whole staff INSET on current interventions
- Sensory circuits training
- Project Code X training
- ASD awareness training - 2 day course

- SENDCO and head both have achieved SEN national award

## 19. The Role of The SENDCo

The Special Educational Needs Co-ordinator's [SENCO] responsibilities include:

- overseeing the day to day operation of the school's SEN policy
- coordinating provision for pupils with SEND
- liaising with and advising teachers and support staff, e.g. on overcoming barriers to learning and effective teaching for pupils with different needs
- managing Teaching Assistants
- overseeing the records of pupils with SEND
- liaising with parents/carers of pupils with SEND
- planning effective transitions to new class groups and new schools
- providing specialist training and advice to ensure all staff are skilled and confident about meeting a range of needs
- liaising with external agencies including LA support and educational psychology, health and special services and voluntary and community groups

## 20. The role of the Governing Body

The SEN code of practice (2014) states

*There should be a member of the governing body or a sub-committee with specific oversight of the school's arrangements for SEN and disability'*

The governing body challenges the school and its members to secure necessary provision for any pupil identified as having special educational needs. They ask probing questions to ensure all teachers are aware of the importance of providing for these children and ensure that funds and resources are used effectively.

The governing body has decided that children with special educational needs will be admitted to the school in line with the school's agreed admissions policy.

The Senco and Head meet regularly with the SEN Governor.

The Governing Body reviews this policy annually and considers any amendments in light of the annual review findings. The Head teacher reports the outcome of the review to the full governing body.

## 21. Transition procedures

When a child comes into our Nursery or Reception class, a member of staff will make a home visit and, where relevant, collect information and records from previous Nursery provision. We always encourage parents to visit our Nursery or Reception classes. We plan carefully to help children to feel safe and settle in. We have "Settling in" days, "Lunch-time visits" and "Playground visits".

We create a document called 'My plan' to help the child get to know teachers and support staff and become familiar with the building.

When a child moves up to the next class, we organise "Hand-Over" meetings where teachers and support staff make sure that the new teacher and Teaching Assistant (TA) have a clear understanding of the needs of all children.

We also provide an opportunity for parents and their children with SEND to meet the new teacher and TA before the start of the school year.

Parents and children will be able to visit the new classroom and get to know the new adults who will be teaching and supporting them

When a child comes to our school in the middle of a term, we plan a range of support - depending on the particular needs of each child. This often involves a team of "Buddies" to help her/him settle in to the new class and provide help to find their way around the school.

You can see our policy on transition from Nursery to Reception at:

<http://www.cchurchnw1.camden.sch.uk/PDF/PDF%20Policy/Christ%20Church%20EYFS%20Policy%202015.pdf>

Transition between Key stage - Teachers hold handover meetings with an item on the agenda to discuss the specific needs of pupils with SEND.

The SENDCo has visited many secondary schools with parents of SEND pupils to support them in making a confident choice. The SENDCo meets with secondary SENDCos to pass over relevant documents and information.

## 22. How we deal with complaints about our SEND provision

The key principles of the complaints procedure are to:

- resolve complaints at the earliest possible stage using a staged approach;
- make all reasonable adjustments to ensure that parental concerns and complaints are addressed;
- build parents/carers' confidence and trust in the quality of provision that the school makes for children with SEN/LDD.

If you would prefer to speak to an independent adviser, you may wish to talk to SENDIASS, Parent Partnership adviser, Victor Baldock on 0207 974 6264.

### A Five Stage Procedure

If a parent/carer is unhappy about something that is happening at school - for example, their child is making slow progress in learning or appears to be very unhappy in school - the school encourages parents to discuss their concerns with the school.

#### Guidance For Parents

Stage 1 - First of all talk to your child's class teacher - you may need to make an appointment to make sure you have enough time. The school believes that a face-to-face discussion with the

class teacher will address most worries and concerns. You can bring along a friend, relative or advocate to the meeting if you want to. The class teacher will listen carefully and take time to understand what you feel was the cause of the concern. S/he will ask you what you would like the school to do to give you confidence about the future and they will make every effort to address the concern informally by making any reasonable change in practice. However, this does not mean that in every case they will come round to your point of view. It will help everyone to understand both sides of the matter in question. This will help to prevent a similar problem happening again in the future.

Stage 2 - If you are not satisfied with the teacher's response the next step is to discuss the concern with the school's SENDCo. Again, you can bring along a friend, relative or advocate to the meeting if you want to and the SENDCo will listen carefully to your concerns. They will also take account of your discussion with the class teacher and then try to get agreement on the best way forward.

Stage 3 - If you are not happy that the SENDCo has been able to resolve your complaint you can make a complaint to the Headteacher. You should talk informally to the Headteacher first but if you want to go on to a formal complaint, you will need to put this in writing. Please contact Jeanie at the school office to advise you how to do this. You will also find it helpful at this stage to have a copy of the school's Complaints Procedure because this explains in full detail what procedures are followed. You can collect this from the school office.

The Headteacher will arrange a meeting to discuss the problem - again, you can bring along a friend, relative or advocate to the meeting if you want to. The Headteacher will conduct a full investigation of the complaint and will talk to any staff and or children who are involved. You will receive a written response to your complaint.

Stage 4 - If this stage is unsuccessful, the next stage is to have a conversation with the link SEN Governor to explore the possibility of mediation before you present a complaint formally to a Governors' Complaints Panel.

Stage 5 - If you are still unhappy the next step is to approach the Chair of Governors. In the large majority of cases the problem will have been solved before this stage. However, if you are not satisfied, you may wish to contact the Chair of the Governing Body for a referral of your complaint to a Governor's Complaints Panel. A group of three governors who have no previous knowledge of the problem will hear your complaint. They will therefore be able to give it a fresh assessment. The panel will invite you to speak at a meeting that the Headteacher will also attend. You will receive a written response to your complaint.

NB: If you are still unhappy you can contact Camden's Special Educational Needs department.

## 23. STORING AND MANAGING INFORMATION

SEND files are stored in the Deputy Head's Office.

'My Plans' and IEPs are saved on the school's shared system and teachers are expected to store paper versions in their Inclusion files.

SEND files follow children though to their secondary school or transitioning school.

## 24. Policy review

This policy will be reviewed annually by the SENDCo, head and governing body

Date - Summer 2016

Review date - Summer 2017