

CWSW FAQs for Parents

Do you know the school's processes for providing information to/from parents and carers?

- Schools will usually send out key information to parents via email, text message, letter, or the schools chosen app. Information is often also repeated on social media. If you need to check how information is received, contact the school office.
- If you feel that you are not receiving key information, raise the issue with your school to ensure that you get the information in an accessible format for you.
- Schools will have processes for parents to contact the school. Again, if in doubt about who to speak to or how to make contact, speak with the school office.

Do you know the key members of staff who work with your child and how best to contact them?

- If your child currently has a social worker, the social worker should be able to provide you with their key contacts within the school.
- School websites can also provide useful information about staffing roles and provide initial points of contact.
- If in doubt, contact the child's class teacher (at primary) or form tutor (for secondary aged children).
- Alternatively, you can contact the school directly by phone, email or you can speak with someone at reception.

Do you know which member of staff to contact about different aspects of education?

(Please note, schools have different staffing structures, so advice may vary. The school website will provide further information about your child's specific school.)

Advice:

- At primary school, your first point of contact would be the child's class teacher.
- If further support is needed, you may want to speak with the year or key stage leader.
- At secondary school, your first point of contact would be the child's tutor or head of year.
- If concerns are around a subject, you may wish to speak to the subject/faculty lead.

Advice Specific to Special Educational needs and disabilities

If your child has special educational needs or disabilities (SEND), contact the Special Educational Needs Co-ordinator (SENCo). This person will have an overview of the provision for your child in school.

Where relevant, this may include contact with external agencies such as speech and language therapists, occupational therapist and The Behaviour Service.

The Designated Safeguarding Lead (DSL)

If your child is currently receiving support from a social worker or family practitioner, the school's designated Safeguarding Lead will be a key point of contact and support.

Any further questions?

If you have any further questions or would like support, please contact the Virtual School extended duties team VSExtendedduties@hants.gov.uk