



PARENTAL EXPECTATIONS POLICY 2025 – 2026

Eppleton Academy Primary School



Approved by: L Jackson – Head Teacher & M Hogg Chair of Governors

Approved by: Adopted by the Governing Body - December 2025

Last reviewed: September 2025

Next review due: September 2026



Foreword & Introduction	<u>3</u>
Purpose & Aims	<u>3</u>
Behaviour & Conduct on School Premises	<u>4</u>
Handover: Arrival & Departures	<u>5</u>
School Gates & Parking	<u>6</u>
Access to the School Site/Attending Events	<u>6</u>
Animals on Site	<u>7</u>
School Communication	<u>8</u>
Social Media & Technology	<u>9</u>
Images & Photographs	<u>10</u>
Seeking Support for Issues Outside of School	<u>10</u>
Parental Attendance on School Trips	<u>11</u>
Parental Complaints	<u>11</u>
Summary	<u>12</u>
How Can You Help Us?	<u>13</u>
How Can We Help You?	<u>13</u>



PARENTAL EXPECTATIONS POLICY

Foreword

This policy has been created in collaboration with Helen Hogan: Safeguarding Matters to provide clarity to all parents of children in school around the expectations of keeping children safe whilst adhering to school's code of conduct.

It is important that parents understand the expectations of the school and why they are in place.

Introduction

At Eppleton Academy Primary School we believe that parents are a valuable part of our community and we continue to promote positive communication, effective relationships and welcome any feedback we receive. This Policy is to provide clarification of the expectations of parents in continuing to support their child's safety and mental well-being in school.

Purpose and Aims

The safety and well-being of children at Eppleton Academy Primary School is our priority and we ask that all our parents show commitment to our school policies and procedures which keep children safe whilst in school. These policies are all available on our website and paper copies can be requested. This policy outlines expectations of parents and their contribution to keeping children safe, working together with school to always ensure positive role modelling to children, in the shared goal of ensuring children are happy and safe.

This policy will be put into practice when communicating with parents. Our Headteacher Mrs Jackson is accountable for its implementation and review. This policy will be available on the school website. Regular and ongoing monitoring and review will take place with all stakeholders to measure its impact and effectiveness.



Behaviour & Conduct on School Premises

At Eppleton Academy Primary School our school premises are a safe space for all. We expect parents, pupils, staff and visitors to act appropriately at all times. Arrival and departure procedures are in place to ensure that children enter and exit school as securely as possible. Parents should arrive at school at the set times (The school day starts at 8:45am and ends at 3:15pm); no children or parents should be arriving at school early and staying on the school premises before the agreed timings nor waiting on the school site after the end of the school day. Parents should only attend school after these times if agreed by appointment. This reduces health and safety incidents on the school site.

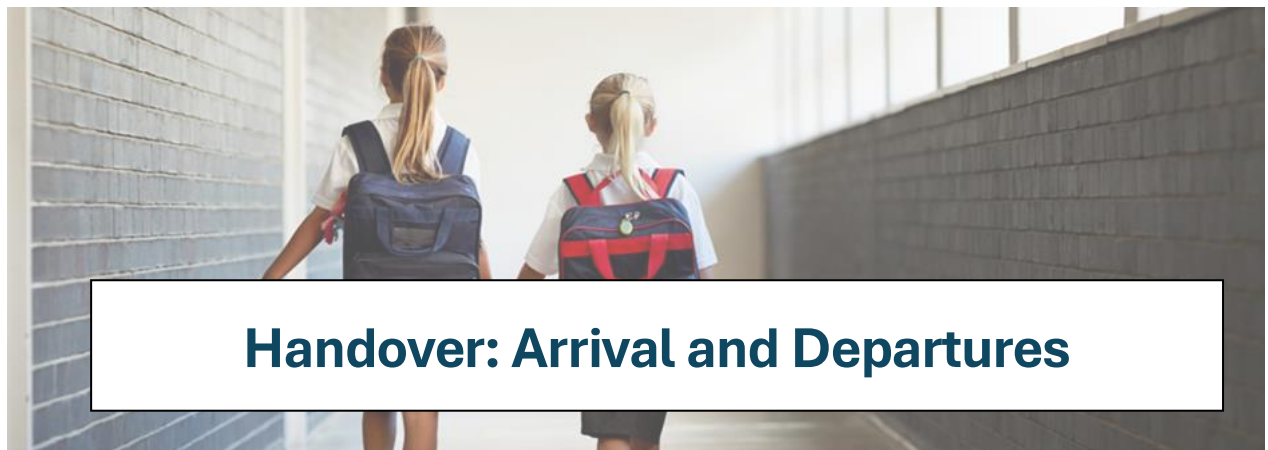
If incidents have occurred in school between your child and another, please do not approach other children to resolve issues between that child and yours. Although you may feel angry, upset or frustrated by that child's actions it is unacceptable and inappropriate to speak directly to that child in this way. You may make that child feel frightened, vulnerable or intimidated and you would not want your own child to feel this way. Please come into school and speak to a staff member, so that we can resolve the issue by speaking to both children involved and any others. In a safe and secure environment, it is more likely that the children will tell the truth about what has happened and the issue can be solved.

Please do not choose the playground to resolve issues with other parents. Although you may feel that is a good opportunity to see the other parent those feelings of anger, upset and frustration can quickly lead into a confrontation (even unwillingly) and also can cause the other parent to feel the same way. This behaviour is again unacceptable and inappropriate particularly as it may be in front of your own and other children and can cause them to feel scared and anxious. Confrontations of this kind can often become physical and therefore you may increase the risk of harm not only to yourself but other children and this will lead to police intervention if it occurs on school property and we then have the legal right to request that you do not access our premises again. Again, please come into school and speak to us and we can arrange an opportunity for you to

discuss your concerns, perhaps even with the other parents involved in a calm and controlled environment so there is no risk of harm to you or to others.

If as parents, you observe any of the above behaviours including parents behaving inappropriately towards their own children please inform us immediately.

If you wish to communicate with the school, please use the appropriate channels (come into the school office in person, ring/email the school office on 0191 5170006 / office@eppletonacademyprimaryschool.co.uk or use Class Dojo and message Mrs Jackson directly) and arrange confidential conversations at a time convenient to you.



Handover: Arrival and Departures

The school day starts at 8:45am and ends at 3:15pm. Staff will always be present on arrival to answer any quick queries or questions parents may have (any information that parents wish to share should be short messages only for confidential reasons); on departure of pupils all parents must wait until all children are dismissed before they approach staff with any queries or questions. This is to ensure the safe handover of all pupils and to prevent staff from being distracted in doing so. Parents must maintain a safe distance from pupils at handover, so that school staff have a clear view of children and parents at all times, in order that all children remain safe entering and exiting the premises.

For health and safety reasons, we request that the outdoor equipment (climbing frames, sand pit, bikes etc) are not used outside of school hours by our children or siblings who may be around at drop off and collection. We also request that children and visitors do not use bikes or scooters on school property as they enter and leave the school grounds. They can be pushed and walked off site before they are used by children and visitors. If children choose to use bikes and scooters to travel to school, they can be left in the bike racks outside of the main office, however the school accepts no responsibility for their loss or damage.



School Gates / Parking

The school car park is closed at the start of the school day and at the end of the school day. This is signalled by the red and white chained barrier across the school entrance. When the barrier is across the road entrance into the car park, this allows pedestrian access only onto the school site to prevent moving vehicles accessing the premises when children are entering or exiting. This does however mean the area outside of school can be extremely busy with traffic. Parents are asked to walk to school wherever possible and if vehicles are required for school drop offs or collection that parents and visitors park considerately. Please be aware of the local residents, the non-school traffic and most importantly the safety and well-being of all pupils, staff and parents. Please look in front and behind you when you park and open car doors and please cross any roads carefully. Traffic calming measures, yellow zig zags and yellow lines are all in place to ensure the safety of everyone accessing our school and not as an inconvenience to be ignored. Please do not use mobile phones whilst crossing the road.

School gates may be open outside of the arrival and departure times of children please do not enter or remain on the school premises outside of the arrival and departure times when school staff are not present. Please enter and exit the school site as quickly as possible.



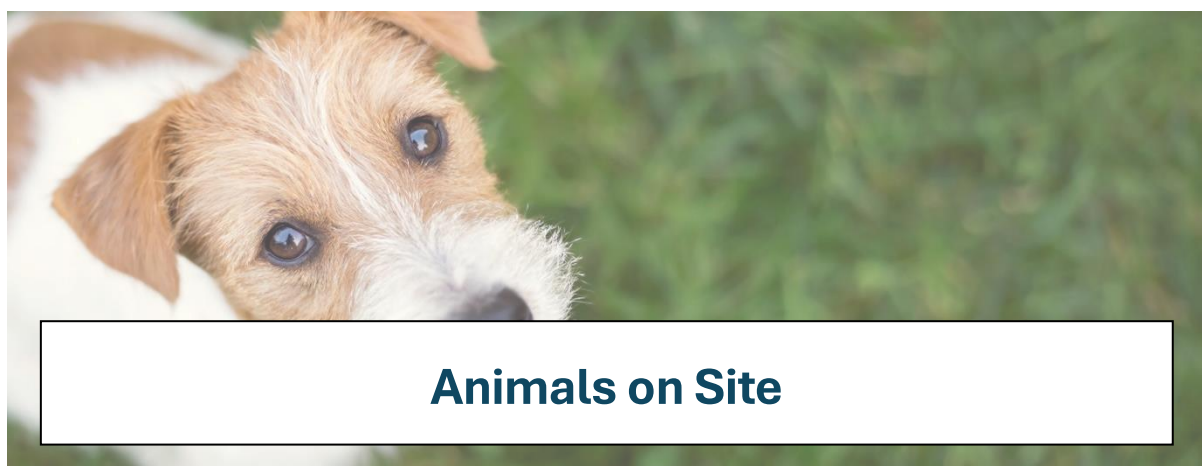
Access to the School Site / Attending Events

School will offer all parents and visitors a warm welcome on to school premises with the clear expectation that you respect all school rules and boundaries. They are in place for the protection of all pupils and adults on site.

If you are entering to access the office, please ensure that you go directly to the main reception and do not attempt to access the site by other doors. Please be courteous to school staff, if you are unhappy or distressed about anything, school will ensure that you are seen to immediately but request that you do not swear or are rude or aggressive to any staff member. If you are in the waiting area/reception and see your child or other children you know, please don't try and gain access to the building e.g. entering the school hall or following them to another area in school. Our school continues to ask our pupils and staff to be mindful of anyone accessing our site and to challenge all adults without visitor lanyards appropriately. This is not to make you feel unwelcome, this is to make sure all children feel safe at all times and understand the boundaries of our procedures to keep them safe.

If you are accessing a meeting, please ensure that you sign in, this is so that we know you are on our site in the event of an emergency such as a fire. Please always remain with a member of staff and do not attempt to access other areas of the building. This allows us to remain accountable for your well-being at all times.

If you wish to use the toilet on your visit, then please notify a member of staff to ensure you gain access to an adult toilet. Please also ensure that you do not attempt to support your own child in accessing a toilet whilst you are on site unless your child requires it and then you should inform a member of staff. This is so that you do not access a toilet where another child may be. This is to keep both you and our children safe.



School respectfully requests that you do not bring animals on to the school site. This includes tying them in any way to the outside gates. This is because some children are scared of animals and also because animals can be unpredictable in different

circumstances. If you leave your animal outside, they may become distressed at your departure in which case making them a greater risk to children and other adults.



School chooses a number of ways to communicate with you, and this is because information needs to be shared with you as quickly and efficiently as possible. These include letters/Class Dojo/email/social media and newsletters. If any of your details change, please inform us straight away to ensure that we can continue to keep in contact with you. This means ensuring that school holds at least two contacts per child. School welcome and value your views regarding anything that is happening at school, and this is why there is a continued open line of communication. However, if you feel there are additional ways school could share information with you, please let school know. If you have any issues, you can always contact the main reception and request either a meeting with the most appropriate member of staff or the Headteacher if it is something more serious, at any time.

There are times when school procedures may have to change, this may be because something has happened at school and we believe there is a better, safer or a necessary change required. Often school cannot seek your views on this because the change needs to happen immediately in the best interests of the children. Where school can share this information with you and explain why this change has needed to happen, this will happen as soon as possible. School will still listen to your thoughts or views, but it does not mean that this will change the decision. Please understand that any decisions school makes to change anything is always with the best interests of the school community at heart.



At Eppleton Academy Primary School we have a clear policy on online safety, social media and the use of technology in school (see Online Safety Policy) which sets out clear boundaries to our children about how to stay safe online both inside and outside of school. We expect parents to follow the same principles when creating boundaries for their children outside of school. For example, children are aware that they should not hold social media accounts until they are 13 years old and therefore when incidents occur between children under this age who hold these accounts it is difficult to instil boundaries and principles of safe use, if children are able to access this social media outside of school. Parents do have the choice to set their own boundaries based on their own child's competency online however, if then incidents occur it is the role and responsibility of the parent to take necessary action. School cannot take responsibility or resolve issues that happen online, outside of school when school expectations have not been followed. In these circumstances parents should seek support and advice from the police and notify school of any action taken.

As highlighted above issues may occur between your child and others but please do not use social networking sites as a medium to address the issues with either another child or parent. Comments that are written online can be misconstrued, hurtful and distressing and once written can be used as evidence in police investigations. To prevent a situation like this occurring please seek external support from the police and inform school of any incidents.

In line with this please do not use social networking sites to be critical of either the school or staff within the setting. If comments are made against the school or its reputation this becomes a legal matter, both legal services and the site used will be contacted to remove the communication as soon as possible. If comments are made against individuals working within the school which causes that individual hurt, alarm or distress then under the Malicious Communications 1998, the Communications Act 2003 and the Online Safety Act 2023, this becomes a criminal matter, and the police will be contacted immediately by the school.

Images and Photographs

Images and photographs create good memories for both adults and children. In school we have a clear protocol of how we take images and store them of children.

Therefore, we request that if parents/carers are taking an image using any mobile devices to please ensure that you take only photographs of your child unless you have the consent of the other parents. There are many parents who do not wish images to be taken of their child and there are legal reasons why some children cannot be photographed so please be respectful of this and our school policy. For that same reason those images should not be posted online. Images that are shared online become the property of the internet and the social networking site; open privacy settings will share your images with strangers and may in the future cause distress to your child because they were posted online. Please take this responsibility seriously. If school are made aware that images are posted online without consent, legal and potentially criminal action could be sought.



At Eppleton Academy Primary School we seek to work together with parents to support them and their children with any issues that may occur outside of school. Parents can seek to arrange a meeting with appropriate school staff to share confidential information or seek support. It is not appropriate to have these conversations with staff at arrival and drop off, nor is it appropriate for parents to request staff to reinforce home rules with their child. The school's responsibility is to the safety and well-being of the child. Any requests to support parents with issues outside of school will be supported but children and parents will be spoken to separately. School staff cannot reinforce home rules or expectations with children because children need to view school staff as safe people and separate from their home life. School staff can offer support and strategies to parents in managing any issues outside of school, but they cannot be responsible for the parenting

of any child. Any overlapping of these roles may cause children not to share information or seek support from adults in school as they may feel this results in additional sanctions for them. It is important that children view school and the staff within it as safe people who they can seek support from and feel secure in sharing information with.

Parental Attendance on School Trips

Where parents are requested to attend to support school trips and excursions, we ask that parents follow our school expectations and use appropriate behaviour and language with children. Parents will be given a short briefing prior to the school trip in regard to their responsibility for children during the excursion. This will include any health and safety information and the risk assessment for the trip. We also request that parents inform us of any incidents whilst on the school trip regarding any children or adults.



Parental Complaints

There may be times when as a parent you are unhappy or dissatisfied with the school and we would wish to resolve that immediately through the appropriate channels. The school's Complaints Policy clarifies the correct procedures to make a complaint. We ask that parents follow this procedure and alert school immediately of any problems, concerns or complaints so that they can be resolved quickly. If parents continue to be dissatisfied, then they should continue to follow the complaints procedure. We request that parents do not use social media to raise complaints with school or express their views online nor share information with other parents that may exacerbate the situation.

If parents do not follow this process and continue to target individual school staff or the school in a way that causes hurt, alarm or distress or causes reputational risk to individual staff or the school then appropriate action will be taken. This will involve the school seeking both legal advice and criminal advice from the police. This may result in parents being banned from the school premises or contacting the school directly.

Summary

In conclusion as stated throughout the policy we continue to work in partnership with all parents and carers and ask that parents continue to support us in keeping children safe in our school. If there are any policies you wish to access, they are available on the school website or through the school office, furthermore if any clarification is needed then please contact the school office.

This Policy should be read in conjunction with:

School Complaints Policy

Health and Safety Policy

Online Safety Policy

Review Date	Ratified By	Ratification Date by Governing Body
September 25	Full governing body	End of September 2025



At our school, please continue to communicate directly with school staff. Please access all the school communications as regularly as possible and please contact school to share any information that is necessary.

School have outlined the expectations in safeguarding, is there anything you would like to see in addition to this? Please tell school your thoughts and give feedback when changes are made.



As always, our school welcomes your feedback. Is there anything the school needs to do better to communicate with you or share information?