



OAKTREE
EDUCATION SERVICES
— O E S —

Parental Engagement Policy



Document History

Version	Comments/Amendments	Name	Date
1	First Issue	Chris Kelly	22/04/2025

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1. Policy Statement

At Oaktree Education Services, we recognise that engaging parents and carers is fundamental to improving the learning, wellbeing and life chances of our students. Our learners, many of whom experience SEMH needs, specific learning difficulties and trauma-related conditions, thrive best when education is delivered in partnership with home and community. This policy sets out our commitment to developing positive, meaningful and respectful relationships with parents and carers, supporting the holistic development of every student in a safe, trauma-informed environment.

2. Aims

We aim to:

- Build strong, trusting relationships between staff, students and families
- Promote positive mental health and wellbeing for both students and their families
- Share information transparently, while maintaining appropriate confidentiality
- Actively involve parents and carers in their child's educational journey and personal development
- Support parental engagement through accessible, inclusive and flexible communication methods
- Embed trauma-informed approaches into all family engagement practices

3. Guiding Principles

Our parental engagement practice is built on the following principles:

- **Respect:** We treat parents and carers as partners and experts on their own child
- **Inclusivity:** We actively remove barriers to participation, including language, cultural and logistical barriers
- **Communication:** We maintain regular, two-way communication through a range of accessible methods

- Positive focus: We celebrate student successes and focus on strengths when communicating with families
- Trauma-informed care: We understand the impact of trauma on relationships and learning, and we approach all family interactions with sensitivity and empathy

4. Implementation Strategies

4.1 Communication

- Use a variety of communication methods including newsletters, text messaging, phone calls, emails
- Offer regular face-to-face opportunities such as open days, review meetings, family coffee mornings and workshops
- Communicate successes and positive developments, not only challenges
- Ensure that information is jargon-free, accessible and where necessary, translated into the family's first language

4.2 Partnership Working

- Involve parents and carers in the planning of personalised learning plans, EHCP reviews and key decision-making meetings
- Provide regular updates on academic, social and emotional progress
- Invite parents to attend enrichment events, exhibitions and achievement celebrations
- Offer support signposting, including access to external agencies for family wellbeing support

4.3 Trauma-Informed Practice

- Train staff to communicate with families using trauma-informed approaches, recognising signs of trauma and responding with care
- Offer flexible, non-judgemental opportunities for parents to engage, respecting their experiences and capacity
- Maintain a calm, welcoming environment in all interactions with families

- Promote consistency, predictability and clear boundaries in all communications

4.4 Accessibility and Flexibility

- Provide both daytime and evening engagement opportunities to suit different family needs
- Offer virtual meeting options to increase accessibility
- Regularly survey parents about preferred communication methods and adapt accordingly
- Create dedicated, private spaces for family meetings that feel safe and supportive

5. Responsibilities

- Senior Leaders: Oversee the development and implementation of the engagement strategy and monitor its impact
- Pastoral and Safeguarding Teams: Lead on building and maintaining relationships with families, offering signposting and support
- Teaching Staff: Maintain regular, positive communication with parents and involve them in the learning process
- Wider Support Staff: Support engagement initiatives by providing a welcoming environment and accessible information

6. Monitoring and Evaluation

We will:

- Conduct annual surveys with parents to review satisfaction and collect feedback
- Track parental attendance at events and meetings
- Review the effectiveness of communication methods each year
- Report engagement outcomes to the Board of Governors and use findings to refine the engagement strategy
- Capture and share examples of good practice across the organisation

7. Related Policies and Documentation

- Safeguarding Policy
- SEND Policy
- Mental Health and Wellbeing Policy
- Careers Education Policy
- Complaints Procedure

8. Policy Review

- This policy will be reviewed **annually** (or sooner, if required by legislative changes or significant developments in best practice).
- The review process will involve **teaching staff, support staff, senior leaders, and governors**, alongside student representatives (where appropriate).

Approval and Signature

- **Principle of Head of College:**
Chris Kelly, 22/04/2025
- **Chair of Governors/Trust Board:**
Name, Signature, Date