



HANDBOOK FOR  
NEW FAMILIES  
**2022-23**



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# Message from The Headteacher

## Dear Families,

I am delighted you have chosen The Grove for your child. We welcome you to our thriving specialist autism school, the first all-through autism school in Haringey. Our vision to “Inspire Excellence, Champion Potential and Empower Learning” is simple and founded on a desire to make a difference to the lives of young people and their families.

This handbook will give you some basic information about The Grove: how things are organised, what your child will learn and arrangements in place to ensure their well-being and progress.



There is more information available on our website which you can find at [www.thegroveschool.co.uk](http://www.thegroveschool.co.uk)

You will find contact details for key people within this handbook. Please get in touch if you have any questions.

Your child will get the most out of their time here at The Grove if we work together in partnership. You will receive a copy of the Home-School agreement at your admissions interview. This document outlines the commitment we have to working together.

I look forward to meeting you many times during your child's time with us. I am confident that, with support from the school and yourselves, your child will flourish and develop those key skills to be able to move towards adulthood when they leave our school.

Yours sincerely,



**Ms Lucia Santi**  
Headteacher



# Keeping in Touch



You can contact the school office on **020 3876 6555**.



If you have any questions about your child's day to day progress, you can contact the class teacher via the Home-School book.

The Grove News keeps parents up to date with News at school, this is emailed weekly and we ask that you check this.

The Grove Class Newsletter is sent out half termly and keeps you updated on what has been happening at school.



The My Child at School 'MCAS' App is used to keep you updated on school information and messages. Please sign up to this via the link provided by the school office.



You can email the school office at **[office@thegroveschool.co.uk](mailto:office@thegroveschool.co.uk)** with any questions or enquiries and your email will be passed to the correct member of staff.

For any family support enquiries, you can contact Ms Nadine Huseyin on [nadine.huseyin@thegroveschool.co.uk](mailto:nadine.huseyin@thegroveschool.co.uk)

You can find information about the school on our website at [www.thegroveschool.co.uk](http://www.thegroveschool.co.uk)



Visit the school: we welcome all parents and carers to our school and staff will be available to meet by appointment.

The senior leadership team holds a half-termly drop-in coffee morning where you can meet the team and discuss with them any suggestions or concerns you have.

# School Day and Term Dates

8.50am \_\_\_\_\_ Pupils arrive

12.30 - 1.30pm \_ Lunchtime

9.00am \_\_\_\_\_ Lessons begin

2.45 - 3.00pm \_\_\_\_\_ Break

10.30 - 10.45am \_\_\_\_\_ Break

3.15pm \_ End of school day

## Term Dates- 2022–2023

	First day of term	Last day of term
<b>Autumn Term</b>	Thursday 1st September 2022	Friday 21st October 2022
<b>Half term</b>	Monday 24th October 2022	Friday 28th October 2022
<b>Autumn Term 2</b>	Monday 31st October 2022	Friday 16th December 2022
<b>Holiday</b>	Monday 19th December 2022	Monday 2nd January 2023
<b>Spring Term</b>	Tuesday 3rd January 2023	Friday 10th February 2023
<b>Half Term</b>	Monday 13th February 2023	Friday 17th February 2023
<b>Spring Term 2</b>	Monday 20th February 2023	Friday 31st March 2023



	First day of term	Last day of term
<b>Holiday</b>	Monday 3rd April 2023	Friday 14th April 2023
<b>Summer Term</b>	Monday 17th April 2023	Friday 26th May 2023
<b>Half Term</b>	Monday 29th May 2023	Friday 2nd June 2023
<b>Summer Term 2</b>	Monday 5th June 2023	Friday 21st July 2023

Inset Days	Bank Holidays
Thursday 1st September 2022	Monday 2nd January 2023
Friday 2nd September 2022 (New pupils Transition Day)	Friday 7th April 2023
Monday 31st October 2022	Monday 10th April 2023
Tuesday 3rd January 2023	Monday 1st May 2023
Monday 20th February 2023	Monday 29th May
Monday 17th April 2023	Monday 28th August 2023
Monday 5th June 2023	
Friday 31st March 2023	

# Vision & SEARCH for Success Ethos

We are committed to pursue our vision to Inspire Excellence, Champion Potential & Empower Learning through;

- Our persistence to provide an outstanding teaching and learning environment for all, where achievement is recognised and valued
- Our determination to inspire a love for learning and a culture of collaboration and communication where barriers are challenged
- Our recognition of every individual's potential and ensuring a personalised education to nurture this
- Our commitment to secure independence at all levels for each and every learner in preparation for life beyond school
- Our promise to value and respect individuality and promote well-being through acceptance and belonging
- Our responsibility to place our learners and their families at the centre of our decision making
- Our dedication to partnership working internally, externally and nationally so we can deliver a truly integrated approach
- Our ambition to become a hub of excellence within Haringey, delivering training and research in the field of autism

The SEARCH core values we hold are a strong culture of our school:

**SUPPORT:** We all show support for each other

**EMPATHY:** We show understanding of others

**ACCEPTANCE:** We celebrate difference and respect others

**RESILIENCE:** We keep on trying, even when things get tough

**COMPASSION:** We show kindness to others

**HONESTY:** We are truthful and responsible

We run **six SEARCH days** during the academic year. On these days, we drop the daily timetable to focus on whole-school activities that develop personal and collaborative achievements and skills within our 6 SEARCH attributes.



# Home School Agreement

We continually aspire to encourage the SEARCH for Success culture amongst our pupils, staff and wider community so that each and every person can fulfil their potential and develop the skills to make a positive contribution to society.

At The Grove, we believe that these aims are more likely to be achieved if there is a strong partnership between home and school, based on mutual trust, consideration and understanding.

This partnership must be built upon:

- **Trust**
- **Communication**
- **Openness and honesty**
- **Support and understanding**
- **Working together towards shared goals**

This is achieved by a strong, transparent partnership based on shared values, beliefs and goals and is supported by our commitment to our home-school partnership.

By signing the Home - School Partnership Agreement each party commits to the shared responsibility to work together alongside wider professionals and the community ensuring the very best outcomes for each child.

You will receive a copy of the Home-School agreement during your admissions meeting. A member of staff can talk you through it and answer any questions you have.



# Learning and the Curriculum

## Primary

The primary curriculum is thematic, which means children have opportunities to develop their learning and knowledge through themes. These run through the department to allow for consistent learning throughout. Themes change each term and are written to provide learning for a wide range of abilities.

- Science
- Humanities
- Computing & Design Technology
- Creative Arts
- Performing Arts
- Forest School

## Secondary West

The secondary west curriculum is divided into different pathways with a thematic approach covering all areas of the National Curriculum. Themes change each term and are written to provide learning for a wide range of abilities. Classes are teacher based with subject teachers for PE and Performing Arts.

## Secondary East

The secondary east curriculum provides for pupils who may access learning alongside mainstream peers. This curriculum is delivered as a subject-based approach with KS4 examination pathways. Some pupils have opportunities to learn alongside mainstream peers at our Trust's secondary school, Heartlands.

- English
- Maths
- Science
- Humanities
- Technology
- Creative Arts
- Performing Arts
- PE

## Post 16

The post 16 curriculum offers a planned range of learning experiences that focus on building skills towards adulthood. Pupils access community learning, work experience and college with the focus on 5 key areas.

- Employment
- Friends, Community, Relationships
- Academic Learning
- Independent Living
- Good Health

## Whole School Curriculums

Every pupil, at whatever age or attainment has access to comprehensive curriculums which focus on core learning and development.

- English and Communication
- Maths
- PE
- RE
- PHSE and RSE
- Life Skills



For more information on our curriculum,  
please visit our school website:  
[thegroveschool.co.uk/learning/ks1/](https://thegroveschool.co.uk/learning/ks1/)





# Additional Learning

We use the SCERTS framework to plan and support the development of your child. This framework is an evidence-based framework developed to use with people who experience difficulties with Social Communication and Emotional Regulation.

We focus on developing these early skills to enable your child to be confident and receptive to learning. By supporting these two fundamental skills, your child will have greater opportunity to regulate themselves independently and develop skills such as joint attention, symbol use, self regulation and mutual regulation.

## Inclusion

We are extremely fortunate to be able to offer a range of inclusive opportunities within school and outside. Pupils who may have an aptitude for a particular area of learning have opportunities to work alongside peers within school. This can be within small nurture or accelerated groups, or by joining a different class for certain lessons.

In addition, we offer inclusive experiences with our partner school, Heartlands High School. Pupils may join assemblies, sports activities, breaktimes, lunchtimes or school events. Where a pupil demonstrates aptitude for a certain subject, they may join their mainstream peers for that lesson.

## After-school Clubs

We offer a programme of after-school clubs across the school year. These run after school until 4.30pm (some clubs run by external providers may run longer and you will be notified of this). Clubs are priced depending on the club and activity provided.

Any child attending an after-school club must be collected by an adult unless other arrangements have been agreed between home and school prior to the day.

We run lunchtime clubs and whole school enrichment to enable equality of access for every Pupil. Clubs offer a range of activities such as music, dance, computing, art, Lego, girls' club, yoga and sports. All pupils are encouraged to sign up to clubs as it is a great way to engage in leisure time alongside friends.

## Enrichment

We take full advantage of our rich community to enhance the learning in the classroom.

pupils visit the local community and shops on a regular basis as part of life skills and travel training. Local services such as the library and leisure centres are used to enhance our curriculum offer. Older pupils access the community as part of their world of work modules as part of our comprehensive careers programme.

Educational visits enhance the curriculum in the classroom; teachers draw on the wonderful resources that London offers to bring learning in the classroom alive for your child. There is always very careful planning and thought put into these visits and we ensure every activity is risk assessed to ensure your child's safety at all times.

# Parent and Carer Consultations & Progress Reports

Every pupil at The Grove has an Educational Health Care Plan which is reviewed annually.

Annual reviews are an important part of your child's progress. This is a time when families and professionals get together to review and plan for progress.

All parents and carers are expected to attend this meeting.

As part of the personalised approach, every Pupil has an Individual Plan outlines:

- EHCP Outcomes
- SCERTS Targets
- Academic Targets
- Life Skills Targets
- Transition Towards Adulthood (From Year 9)

pupils also have a Personal Support Plan (PSP) which identifies:

- Pen Portrait
- Personal Support Plan
- Risk Assessment (If required)

Parents and carers are invited to three consultations over the academic year. These happen on a termly basis and focus on your child's PSP. This is a time to review and plan targets and agree on next steps. We encourage all parents and carers to attend these meetings.



Prior to the Annual Review, you will receive an annual report about your child's progress. This will outline how well your child is doing and the progress they are making towards their EHCP targets.

We have an open door policy at school so that any progress meetings outside of the scheduled four per year can be arranged at a mutually suitable time.

# Uniform and Equipment

Pupils are expected to wear the school uniform. We encourage them to wear their uniform with pride as it promotes a sense of community and belonging at the school. Uniform can be ordered online through our supplier Goodies at [www.goodies.co.uk](http://www.goodies.co.uk)

## Primary Uniform

- White school polo shirts - to be purchased online at Goodies
- School sweatshirt - to be purchased online at Goodies
- School fleece - to be purchased online at Goodies
- Black trousers, jogging bottoms, black skirts - purchased independently
- Black shoes
- School rucksack is available if you wish to purchase online at Goodies

## Secondary Uniform

- White shirt or white blouse - purchased independently
- School jumper - to be purchased online at Goodies
- School blazer - to be purchased online at Goodies
- Black trousers, black skirts - purchased independently
- Black Shoes
- School rucksack is available if you wish to purchase online at Goodies

## PE Kit

- Light blue polo shirt (These can be purchased with the school logo through the school or purchased independently)
- Navy blue jogging bottoms or leggings.
- Navy sweatshirt (These can be purchased with the school logo through the school or purchased independently)

## Swimming Kit

- Swimming shorts OR swimsuit
- Towel
- Goggles (If required)
- Toiletries for showering

## School Equipment

Some pupils like to have their own school equipment, particularly at secondary school. Here is some equipment your child might like to bring:

- Black pens
- Pencil
- Rubber
- Pencil sharpener
- Ruler
- Reading book



## Snacks

As part of daily life skills practice, we make and prepare simple snacks each day. We do ask for a voluntary contribution of £5 each half-term towards this.

Alternatively some parents and carers prefer to send a daily snack in for their child which they will eat with their friends at the same time.

We promote Healthy Schools and healthy eating. We would ask you to NOT send in any snacks that are

- Sweets
- Chocolate
- Fizzy drinks
- Crisps

## Mobile Phones and Gadgets

Pupils can bring mobile phones to school but we ask they be handed into the office at the beginning of the school day. They will be kept safe and given back at the end of the day. We do not allow use of mobile phones during the day unless there is a good reason, such as a child who needs to call home. In this instance we will give the phone to your child and replace it in the office once finished with.

We recognise the journey into school is often long and stressful, so if your child uses a mobile device, tablet, games or any other gadget during this time, we will ensure it is kept safe during the day and handed back in time for their journey home.





# Safeguarding

The safety and wellbeing of all our pupils is of paramount importance.

If we have any concerns about your child, we will discuss them with you in the first instance. We hope, through a transparent partnership, that any concerns can be resolved immediately.

If a circumstance arises where we believe that talking to you about your child would threaten their immediate safety, we would contact the local authority safeguarding team in the local authority where you live.

We are fully aligned with the Haringey London safeguarding procedures.

Any concerns around safeguarding and child protection will be referred to:

- Ms Nadine Huseyin our Designated Lead for Safeguarding,
- Mrs Helen Georgiades Deputy Head and deputy DSL
- Lucia Santi Headteacher and deputy DSL
- Bronja Elton DSL for Post 16
- Ashley Loydd HLTA for Safeguarding and deputy DSL



Ms Huseyin



Mrs Georgiades



Ms Santi



Ms Elton



Ms Loydd

We understand the nature and vulnerability our pupils have as a result of their autism. We work closely with parents, carers and staff to ensure that any communication and systems to support understanding is planned for and used effectively and appropriately depending on the individual's need.

## Pupil Voice

We run a half-termly school council to which each class will elect a representative. Pupils have the opportunity to input into school life and make decisions. We are part of the SEN Haringey Secondary School Council and the newly formed SEN Haringey Primary School Council, which focus on giving pupils the opportunity to affect change and influence local issues.

# Support for Wellbeing

If your child has previously had a personalised support plan (or positive behaviour support plan), this will be revised and updated to their Personal Plan. Emphasis is always on preventative, positive support for your child so we can enable them to feel calm, happy and as far as possible, anxiety free.

The school has access to a range of therapists who offer group or individual sessions to support well-being in school. We run a referral process which can be from staff members or families; any referral will be discussed with you before any intervention takes place with your child.

We take pride in striving towards being a mentally healthy school and work alongside organisations to place pupil and staff wellbeing at the heart of what we do.

We place great importance on well-being at The Grove. We adopt the NHS **“Five Steps to Mental Wellbeing”** as a guide.

Connect

Keep  
learning

Be  
active

Take  
notice

Give  
back

Connect with the people around you: family, friends, colleagues at work, school or in your local community. Spend time developing these relationships.

Don't be afraid to try something new. Take on a different responsibility, set a challenge you will enjoy. Learning new skills can give you a sense of achievement and will make you more confident, as well as being fun to do.

Go for a walk or run, cycle, play a game, garden or dance. Exercising makes you feel good. Find a physical activity that you enjoy and make it part of your life.

Stop, pause, or take a moment to look around you. What can you see, feel, smell or even taste? Look for beautiful, new, unusual or extraordinary things in your everyday life and think about how that makes you feel. It can positively change the way you feel about things and how you approach challenges and difficulties.

Do something nice for a friend, thank someone, smile, help someone or join a community group. Acts of kindness can make you feel good about yourself and your community and it will help you to build new social networks and friends.

We believe that wellbeing is crucial for effective learning.

Emphasis is placed on teaching pupils how to regulate their emotional responses.

We apply a variety of strategies and always teach in the context of positive wellbeing support. We ensure the environment is safe and supports our pupils' individual needs.

We use reward merit systems to keep children motivated and help them take responsibility and ownership for their learning. In all cases, we ensure rewards are individual and meaningful and are matched to pupil's interests, so providing motivation for achievement.

Emphasis is on praising positive behaviours, attitudes and efforts. This helps pupils become more aware of the value of making a positive contribution to their school and wider community. Pupils' achievements are recognised through praise, merits and a weekly achievement assembly, where they are presented with certificates and awards.

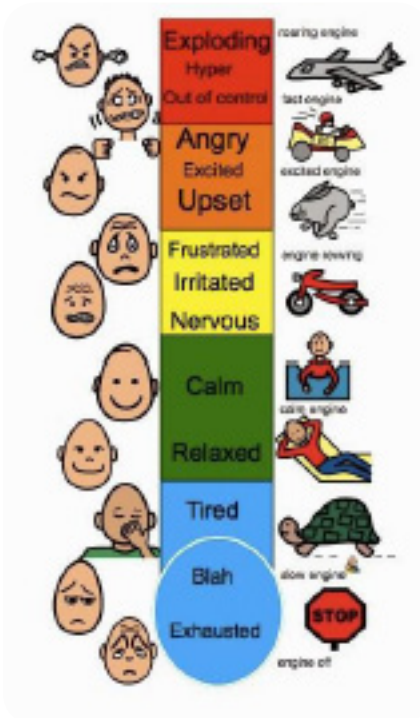
Our approach and philosophy is reflected in the school's Behaviour Policy which is consistently applied by all staff.

You can read our policy on our school website at [thegroveschool.co.uk/school-information/policies](https://thegroveschool.co.uk/school-information/policies)

We use a class emotions scale to help pupils recognise how they are feeling throughout the day, so they can identify zones of regulation and recognise what they need to do to help themselves feel better.

We always aim to teach our pupils how to manage their emotions through self regulation and mutual regulation, so they are able to build their skills to manage independently. We see this as key to their life skills and future success.

Our school is recognised as a Positive behaviour Support school which always seeks to address the function of behaviours and wellbeing. PBS is an approach which we adopt as part of our whole school approach to wellbeing.



# Family Support and Multi-Disciplinary Teams

We offer comprehensive support for families to help with partnership working between home and school. We won the NASEN 2021 award for outstanding co-production work with families and also the NAPCE Pastoral School of the Year 2020. Family support can be tailored to meet your needs and the needs of your child, and may include:

- 1:1 sessions
- Support via phone calls
- Home Visits
- Visits to School
- Support with Services such as Tax Credits or Housing
- Signposting to Local Services
- Advice and Support from Professionals
- Tailored Intervention Programmes
- Coffee Mornings
- Parent Network Meetings
- Training Events for Families



Ms Nadine Huseyin leads our Family Support Service and can be contacted via the school number **020 3876 6555**

OR



Via email at [nadine.huseyin@thegroveschool.co.uk](mailto:nadine.huseyin@thegroveschool.co.uk)



Your child will have access to a multi-disciplinary team who work with staff to ensure appropriate programmes are in place.

Our Speech and Language Therapists help to support your child's communication and language development.

Our Occupational Therapist helps to support your child's development of functional skills and everyday activities associated with self-help and independence. She also develops sensory programmes which help with any sensory processing difficulties your child might have and programmes which help with fine motor skills, gross motor skills and gross motor planning.

We also offer Art Therapy and Music Therapy to those pupils who are referred as requiring additional support for their wellbeing. We work with extensive outside agencies also such as CAMHS and social care teams to support our most vulnerable pupils.

# Anti-Bullying Statement

The Grove adopts the Kidscape definition of bullying as **“Persistent, offensive, abusive, intimidating, malicious or insulting behaviour, abuse of power or unfair sanctions which makes the recipient feel upset, threatened, humiliated or vulnerable, which undermines their self-confidence or which may cause them to suffer stress”**. [www.kidscape.org.uk](http://www.kidscape.org.uk)

We are proud to hold the Gold Standard Award from the Anti-Bullying Alliance which recognises the work we do to prevent and support bullying in schools.

We recognise that our pupils do have a diagnosis of autism which can impair understanding of consequences, emotional responses of others and appropriate actions. However, we do not tolerate bullying and we work hard to help our pupils understand what bullying is and the impact it has on others. All incidents of bullying will be taken seriously and tackled in the appropriate way for the children concerned. You can read more about our work on bullying on our website [thegroveschool.co.uk/anti-bullying/](http://thegroveschool.co.uk/anti-bullying/)

## We see bullying as:

- Emotional:** Being unfriendly, excluding, tormenting (e.g. hiding books, threatening gestures)
- Physical:** Pushing, kicking, hitting, punching or any use of violence
- Racist:** Racial taunts, graffiti, gestures
- Sexual:** Unwanted physical contact or sexually abusive comments

**Homophobic:** Because of, or focussing on the issue of, sexuality

**Verbal:** Name-calling, sarcasm, spreading rumours, teasing & spreading rumours

**Cyber:** All areas of misuse, such as:

- Email, internet & social media misuse.
- Mobile threats by text messaging & calls, social networking.
- Misuse of associated technology, such as camera & video facilities.
- Abusive comments, rumours, gossip and threats made using digital communications and/or technologies - this includes internet trolling.
- Sharing pictures, videos or personal information without the consent of the owner and with the intent to cause harm or humiliation.
- Hacking into someone's email, phone or online profiles to extract and share personal information, or to send hurtful content while posing as that person.
- Creating dedicated websites that intend to harm, make fun of someone or spread malicious rumours.
- Pressuring someone to do something they do not want to such as sending a **sexually explicit image**.

# Promoting Equality

The Grove is an inclusive school where we focus on the progress and wellbeing of every pupil and where all members of our community are valued equally. We work together to ensure that all pupils are healthy, stay safe, enjoy and achieve, make positive contributions and achieve economic wellbeing.

We are committed to working together to celebrate and promote inclusion because we recognise that inclusive education contributes to greater equality of opportunity for all members of society.

We believe our curriculum and teaching promotes and celebrates the diversity of our school community, and we regularly review our policies and practice to ensure this remains the case.

Our school is within a community where many people experience disadvantage, discrimination and prejudice. We provide a positive learning environment, where all members are valued regardless of age, gender, race, disability, religion or belief, sexual orientation, pregnancy or maternity. We aim to be a vibrant centre of learning and we embrace and celebrate differences to promote learning and success.

The Public Sector Equality Duty (PSED) provides a framework to support our commitment to valuing diversity as well as addressing the statutory areas of:

- Elimination of unlawful discrimination, harassment and victimisation
- Advancing equality of opportunity between different groups
- Fostering good relations between different groups

The PSED also ensures that we continue to tackle issues of disadvantage and underachievement of different groups, since breaking down barriers to learning, and increasing life choices for all pupils is a key part of our vision and aims.



# Attendance

Pupils' learning and progress depends on them attending school every day and being on time. We take attendance very seriously and we always aim for 100% attendance; we work in partnership with you to ensure your child is ready and able to manage school on a daily basis.

You can help to ensure your child attends school regularly by following these simple guidelines:

Arrange medical and dental appointments outside of school hours

Take holidays during the school holiday times (the holiday dates are in this booklet and can also be found on the school website)

Only take time off for serious illness, sickness or medical reasons

Organising things at home to leave plenty of time to get ready to leave for school (whether that is by public transport or by school bus)

Checking your child's bag is packed the night before

Going through with your child any changes for the next day you have been notified about

If your child is unable to attend school, please let us know by 8.30am on the day of absence. You may do this by telephoning the school office, and leaving a message. A note explaining the absence should be provided on the first day after the absence.

If we do not hear from you, we will contact you to find out the reason for your child's absence and when they are likely to return.

If absences are not explained or the reason for them is not one we can accept, they will be marked as unauthorised.

If we have any concerns about your child's attendance, we will support you by:

- Inviting you to attend a meeting at school
- Contacting you through our Family Support Service
- Working with you to resolve and support any difficulties you or your child may have

Can we remind you that we do not authorise absences for family holidays during term time. A copy of our attendance policy is available on request.

# Medical Appointments and Illness

**Hospital and Clinical Appointments:** If these need to be made during school time, we do ask that you provide us with a letter or appointment card.

Non-urgent appointments should be made outside of school time.

We do have access to a school nurse.

Pupils can keep medication at school in line with our school policy [thegroveschool.co.uk/families/policies/](http://thegroveschool.co.uk/families/policies/) Please make contact with the school if your child needs to take medication, by contacting the main school office or via your child's class teacher.

**Illness during the school day:** We will call home to ask you to collect your child if he/she becomes ill during the day.

Please be aware that for sickness and diarrhoea, we ask pupils to remain at home for 48 hours after the last occasion. This ensures we confine the spread to a minimum.



**Emergencies:** It is really important you provide us with at least TWO telephone numbers for use in emergencies or accidents.

During your admissions appointment you will be given a pupil registration form to complete. You can add emergency contact details to this form. If you need to update your details or the details of any other contacts at any time, please call our school office or send in a letter with the details clearly shown.

**YOU MUST MAKE SURE THAT THE SCHOOL HAS AN UP-TO-DATE EMERGENCY CONTACT NUMBER FOR YOUR CHILD AT ALL TIMES.**



# Compliments, Comments, Suggestions & Complaints

We ensure that all users of the school are able to comment on the service we provide; to be able to express their views and have any issues or problems investigated and acted upon appropriately. The school seeks to work in partnership with its community at every level and we encourage every member to provide us with feedback.

The school is committed to dealing with any complaints in a fair and equitable manner. We have a clear complaints policy which is available on our website [thegroveschool.co.uk/families/policies/](http://thegroveschool.co.uk/families/policies/). We use information about comments and complaints to continuously improve the service we provide.

We encourage anyone with a concern to seek to resolve it informally in the first instance. All our staff are committed to this. However, if the concern is not resolved, it will be passed to a line manager or the Headteacher so it can be further considered. If a resolution is achieved, the matter will not be formally recorded as a complaint. If a formal complaint is appropriate, we do advise that you follow the procedure set out within our complaints policy.

Ofsted Parent View gives you the chance to tell Ofsted what you think about your child's education and experiences at The Grove. You will be required to log in to complete the survey and will be able to see what other parents are saying.

We also gather parent views via questionnaires and surveys each term. We really appreciate hearing what you have to say and use the feedback to plan our school improvement, so please do have your say.

We also welcome compliments and suggestions. It is always really positive to hear about what is going well for you and your child, and also how we can make the experience even better. We really enjoy celebrating our collaborative work with families and reflecting on the achievements and success of our pupils which result from this.

# School Office & Administration

The school office is here to support you and your child with any query or questions you may have.

Please see below a list of useful information you will need to know when your child starts with us.

## Free School Meals

If you think you qualify for Free School Meals for your child, you can apply online at: [www.haringey.gov.uk](http://www.haringey.gov.uk) or collect an application form from the school office, we are happy to provide you with support if needed.

## School Lunch changes

Changes between daily school lunches and packed lunch can be done at the end of each half term. Please let the school office know you would like your child to swap as soon as you can and we can adjust this on ParentPay.

## Parentpay

Parentpay is the platform used to pay for your child's school lunch. When your child starts school you will receive an activation letter to register for parentpay. Full instructions on how to register will be within your admissions pack.

If you need assistance, please contact the school office.

## Late Arrival/Appointments

If your child is late for school, please come to the school office to sign them in.

If your child has an appointment during the school day, please bring the appointment letter or card to the school office for authorisation.

## Collection by other family

If you are unable to collect your child from school due to an unforeseen emergency, where possible please contact the school office to inform us of the person collecting. We will also ask you to provide a password that will be asked for by the school office as an added safeguarding measure.

## Uniform collection

If you have chosen to have a uniform delivered to the school, you will be able to collect it on Monday or Friday mornings. Alternatively your child can collect it at the end of a school day.

## Medication at school

Medication is generally not administered at school. However, if your child has a known medication condition and is required to have medication held at school you will be required to complete a consent form. The medication will need to be placed in a clear plastic pouch/bag with your child's name, class, name of medication, dosage and expiry date clearly written on the front.

You can find out more information in our First Aid and Medical Policy on our school website.

## Finally

Once again, we would like to thank you for choosing The Grove. We look forward to working with you in partnership to support the progress and development of your child in their journey towards adulthood.

You can find the contact details of the school on the back page.

In the meantime you can keep up to date with what is happening at school by checking our school website or following us on Facebook and Twitter.

# School Address & Contact Numbers

The Grove

Downhills Park Road

London

N17 6AR

T: 020 3876 6555

E: [office@thegroveschool.co.uk](mailto:office@thegroveschool.co.uk)

 [facebook.com/thegroveschool](https://facebook.com/thegroveschool)

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The Grove is part of  
SEARCH Education Trust

[searcheducationtrust.com](https://searcheducationtrust.com)





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