

Our Mission to the School Community

At North Ealing School, we intend to deliver the best possible service to the pupils and parents. We wish to serve our local community and establish a positive, safe, clean, sustainable, challenging and inclusive environment where everyone involved with the school can flourish. It's a time of great change as we move, year on year to a three form entry school. More than ever, we need to hold onto the principles which underpin our practice – we encourage independence in the young people we support; we put the highest priority on communicating and including our parents; we aim to maximise the school's resources; we plan carefully for the future so we are able to maintain the ethos and standards presently associated with the school; we regularly review our progress; finally, amongst the staff, we foster a sense of ownership and working as team.

All employees are entitled to a continuous programme of training and development so they can provide the best standards for pupils. We see ourselves as a learning school. This means a continuous and demanding agenda of improvements so as to meet rising expectations. We are a self-evaluating school so that we know what changes that we need in order to improve. The school offers opportunities to extend the school day both before and after school.

In order to drive these improvements, we have performance targets covering many aspects of our performance. They are set by the Senior Management Team and included in our School Improvement Plan. The governing body agrees the targets.

We have morning show rounds for parents of the new Reception children in the Autumn Term. At a mutually convenient time, we are always willing to do a tour of the school for other parents. We have a variety of meetings in the summer term for the parents of Reception and Nursery children. Our intention is to make all parents feel welcome.

The feedback of parents, pupils, staff and governors is vital to our development. Several of our governors are also parents as are members of staff. The PTA is highly successful. We aim to be open and friendly and take account of criticism. We also hand out questionnaires to parents, pupils, governors and staff regularly.

In the first instance, we ask you to see your child's class teacher if there is a problem in school. If the matter is more serious or you believe the issue has not been dealt with, then please contact the Head teacher. There is a formal complaints procedure available from the office. If the matter needs to be taken further, you are asked to inform the governors.

We invite the parents to visit their class teacher at least once each term. Early in the autumn term we have a Meet the Teacher evening as well. We wish to keep parents informed as to their child's progress. An annual report on progress is written in the summer term. Teachers and support staff will always make time before or after school by appointment to discuss any issues which may have arisen. We believe communication and partnership are at the heart of what we offer at North Ealing.

A weekly newsletter is published as a hard copy and on the website, in order to keep all parents informed as to the school's progress. We publish a list of key dates on our website within the first two weeks of each term.

If you would like to know more, please contact the office which is open between 8.30am and 4.30pm each school day, telephone us on 0208 997 2653, email us at admin@northealing.ealing.sch.uk, fax us on 0208 810 7609 or call in and make an appointment. You may also come and talk to us before or after school each day. A

member of the Senior Management Team is always on duty at this time. No problem is too small. We pledge to respond to any issue which is raised, within twenty-four hours.

We would like to stress that all transactions between parents and the school are kept in the strictest confidence. If you have any further suggestions, please let us know.