

Heathside Preparatory School

Management Plan Relating to the Year 6 educational use of Jack Straws Castle, North End Way, Hampstead London, NW3 7ES

DRAFT

Introduction

1. This Management Plan provides clarification regarding the day to day use of the premises at the part ground floor and basement of the property known as Jack Straws Castle, Hampstead as educational accommodation for Heathside Preparatory School.

Classroom/Curriculum Usage

2. The premises will be laid out in accordance with the layout shown on the drawing number 18144_PL_01 (ground) and 18144_PL_02 (lower ground). Should any variation from this layout in terms of the activities undertaken within the academic accommodation occur, the drawing will be updated, and an amended Management Plan will be submitted to the Local Planning Authority.
3. Specifically, the following uses within the defined areas are proposed:

Area	Use
Proposed Year group/age	Year 6 pupils (+11 years of age)
Pupil and staff number	60-70 pupils, 6-8 full time staff
Classrooms (4.no)	Classroom teaching; Learning support; Staff meetings and training; One to one parent-teacher meetings; After school extracurricular activities
WC and Shower Facilities	For use only by staff and pupils;

4. The pupils and staff are being permanently relocated from two existing properties in Hampstead. A sample copy of the timetabling for the Jack Straws accommodation is attached at **Appendix 1**.
5. There will not be any increase in pupil numbers at Heathside Lower and Middle School (at 76, 82, 84A Heath Street, 16 New End and 1 Well Road/New End Square) as a result of the relocation of the current and future Year 6 pupils and staff. The existing accommodation currently used by the Year group will no longer be used by the School for teaching purposes. Any future proposed increase will require an appropriate justification in the form of an updated management plan and supplementary details to be submitted to the Council.

Use of Outside Space

6. The ground floor rear courtyard is not demised to the school and will be respected at all times. The existing doors that open onto the space will be permanently locked shut with the glazing obscured to remove any possible incidents of overlooking.

Hours of Use

7. The premises at Jack Straws Castle shall be open between 07:00 and 19:30 Monday to Friday, with teaching between 8.30am and 4.30pm daily. There will be some limited extra

curricula School use during the weekday evenings and on Saturday or Sunday between 10.00 and 16.00 on no more than 33 weekend days per year, and not at all on Bank Holidays.

Access Points

8. Access and emergency access points are shown on drawing number 18144_PL_01 (ground) and 18144_PL_02 (lower ground).
9. The secondary lower ground floor fire and service access to Heath Brow will be retained only for essential servicing and means of escape. No access is proposed via this point for, students or parents.
10. The majority of existing pupils walk to the school (either alone or accompanied by a guardian) so the primary pedestrian pick-up and drop off for children and staff arrival/departure will be via the main building entrance on North End Way.
11. The School run a successful pupil mini bus system for pupils. This will be subject to a formally agreed Green Travel Plan with drop off/pick up children at Heath Brow and/or the existing bus stop on North End Row.
12. The limited number of parents needing to visit the school and drop off/pick up using a car, will firstly be encouraged to use public transport/walk, or if driving directed to formally park in the City Car Park on Heath Brow and abide by the published parking regime. Temporary parking by parents on North End Way, Spaniards Road and Whitestone Walk is prohibited by traffic order but will also be monitored and strongly discouraged.
13. If required, a staff member will be positioned outside the building on North End Row/Heath Brow, to assist in pupil arrival and ensure no parking or drop off issues.

Servicing and Delivery Arrangements

14. All servicing and deliveries (stationery, cleaning and hygiene supplies) will continue to arrive via the existing side entrance at Heath Brow. As the property has its own kitchen/prep area, lunches will be prepared and eaten on site – food will be delivered direct, with food waste stored for subsequent collection (see below).

Daily Upkeep and Cleaning

15. The premises will be cleaned on a daily basis by staff/contractors and on the same basis as is undertaken at the existing school. The existing cleaners use public transport/walk to the various school buildings, with cleaning equipment stored on the premises.
16. Cleaning will take place at the end of each school day and will be normally be completed before 19:30 hours
17. Waste storage, recycling and waste collection will be stored on site until the weekly collection, when it will be presented on street for collection.

Parent and Teacher Travel Plans

18. The School has prepared a draft Green Travel Plan that covers parent and teacher travel plans for Jack Straws Castle that will be agreed with the Council and reviewed on an annual basis. A copy of the current plan is submitted as a planning document alongside the main planning documents on the Planning Portal.

19. As of December 2018, 74% of pupils and 100% of staff travelled to and from the School by non-car modes of transport. The School aims to maintain and improve upon this position.

Code of Conduct and Complaints Procedure

20. A copy of the School's Code of Conduct is attached at **Appendix 2**. All complaints regarding the day to day operation of the School should be addressed in the first instance to:

Melissa Remus
Headmistress
Heathside Preparatory School
84A Heath Street
Hampstead
NW3 1DN

21. The School will respond to all complaints in writing within a period of 14 days from the date of the receipt of any complaint. A copy of the School's complaints procedure is attached at **Appendix 3**.

Security

22. The accommodation at Jack Straws Castle will be subject to the School's existing security arrangements, including a monitored alarm system.
23. All main access doors will be key-pad controlled.
24. All windows will be fitted with security locks conforming to British Standards.
25. Visitors to this part of the School will enter via the existing main entrance on North End Way and will be required to sign in. A member of staff will accompany all visitors within the building.

Review

26. This Management Plan will be reviewed, updated and resubmitted to the Local Planning Authority whenever any material changes are proposed or required by the School.
27. Should any changes to the management of the School take place that depart from this Plan, in the interim, then the School commits to notify the Local Planning Authority within 14 days and prior to the change taking place.

Appendix 1 - A sample copy of the Yr6 timetable

6HH

Heathside Preparatory School, 16 New End, London

Class teacher : Harty Heather
F8HH

	Monday	Tuesday	Wednesday	Thursday	Friday
1st 9:00 - 9:40	Maths <small>Harty Heather</small>	Maths <small>Harty Heather</small>	Maths <small>Harty Heather</small>	Maths <small>Harty Heather</small>	Maths <small>Harty Heather</small>
2nd 9:40 - 10:20					
Break 10:20 - 10:40	Break	Break	Break	Break	Break
3rd 10:40 - 11:20	English <small>Harty Heather</small>	English <small>Harty Heather</small>	English <small>Harty Heather</small>	English <small>Harty Heather</small>	English <small>Harty Heather</small>
4th 11:20 - 12:00					
Lun1 12:00 - 12:40	Lunch	Lunch	Lunch	Lunch	Lunch
Lun2 12:40 - 13:20	Heath	Heath	Heath	Heath	Sport
Lun3 13:20 - 14:00					
5th 14:00 - 14:40	Logic / Reasoning <small>Gracie Lee</small>	Art <small>Francesca Pearce</small>	Sport <small>Fullone Osear</small>	Creative Writing <small>Harty Heather</small>	
6th 14:40 - 15:20	« 1 hour » <small>IG HH</small>	« 1 hour » <small>RP HH</small>		« 1 hour » <small>Harty Heather</small>	
7th 15:20 - 16:00	PSHE <small>Harty Heather</small>	Science <small>Harty Heather</small>		History <small>Felix Richard</small>	

Timetable generated:19/01/2019

© Timetables



Appendix 2 - School's Code of Conduct

DRAFT



Heathside School

Home / School Agreement **& Pupil Code of Conduct**

The school will do its reasonable best to:

- Provide a balanced curriculum and meet the individual needs of your child.
- Care for your child's safety and happiness in the school community.
- Achieve high standards of work and behaviour by establishing good relationships and a sense of responsibility.
- Encourage pupils to take care of their surroundings and others around them encourage pupils to do their best at all times.
- Keep you informed about your child's progress and general school matters.
- Inform you about what the teachers aim to teach the children each term.

As a parent/guardian I/we will do our reasonable best to:

- See that the child attends regularly, on time and properly equipped.
- Support the school policies and guidelines for behaviour.
- Support my/our child in homework and other opportunities for home learning as set out in the homework policy.
- Attend parents' evenings and discussions about my/our child's progress.
- Make the school aware of any concerns or problems that might affect my/our child's work or behaviour.
- Be courteous and polite to teachers, children and other parents.

Together we will do our reasonable best to:

- Support your child's learning to help them to achieve their best.
- Encourage them to be thoughtful citizens.
- Tackle any special needs.
- Deal with any complaints through the approved procedure.

Parent/Guardian's signature

Pupil Code of Conduct

As a child, I will do my best to:

- Show commitment to learning.
- Be considerate and courteous to others.
- Contribute with enthusiasm and to the best of my ability.
- Care for the environment.
- Be kind and truthful.
- Be polite.
- Understand that it is alright to make mistakes.
- Be respectful and aware of other people's feelings.
- Listen to teachers and to others.
- Do my best at all times.

Child's signature

Appendix 3 - School's complaints procedure

DRAFT



Heathside School

Feedback and Complaints Policy

Introduction

The Heathside School Complaints Policy applies to parents of all current pupils including those in the EYFS.

Heathside is dedicated to providing the best possible education and support for all its pupils. This means having a clear, fair, and efficient procedure for dealing with any complaints to or against the school, so that any issues that arise can be dealt with as swiftly and effectively as possible. This policy applies to registered pupils and parents of registered pupils at the school. Complaints raised by staff are covered under the Employee Grievance Policy and Whistleblowing Policy.

All school staff are made aware of complaints procedures and expected to review this document regularly in order that they are familiar with our process of dealing with complaints and can be of the most assistance when an issue is brought to their attention.

Heathside School makes its complaints procedure available to all parents of pupils and of prospective pupils on the school's website and in the school office during the school day, and Heathside School will ensure that parents of pupils and of prospective pupils who request it are made aware that this document is published or available and the form in which it is published or available.

In accordance with paragraph 33 to Part 7, of Schedule 1 to the Education (Independent School Standards) Regulations 2014, Heathside School will make available to all parents of pupils and of prospective pupils and provide, on request, to the Chief Inspector, the Secretary of State or an independent inspectorate, details of the complaints procedure and the number of complaints registered under the formal procedure during the preceding school year.

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole, about a specific department or about an individual member of staff and any matter about which a parent is unhappy and seeks action by the school is within the scope of this procedure. A complaint is likely to arise if a parent believes that the school has done something wrong, or failed to do so something that it should have done or acted unfairly.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The school is here for your child and you can be assured that your child will not be penalised for a complaint that you, or your child, raises in good faith.

This document explains the feedback/ complaints procedure. This procedure is not intended to be the only means by which parent and pupil feedback is listened to and addressed, but it is an essential tool. If it becomes necessary to alter the time limits and deadlines set out within this procedure, you will be advised

accordingly, given an explanation and provided with revised timescales.

This document does not apply to complaints about:

- Pupil admissions
- Pupil exclusions
- EHC Plans
- Appeals relating to internal assessment decisions for external qualifications
- Disciplinary issues relating to members of staff

Each of these follows its own process of complaints and appeals, which are outlined in their relevant policies.

All complaints will be handled seriously and sensitively. They will be acknowledged **within five working days** if received during term time and as soon as practicable during holiday periods. It is in everyone's interest to resolve a complaint as speedily as possible: the school will complete the all stages of the procedure within 28 days.

Following resolution of a complaint, the school will keep a written record of all complaints and whether they are resolved at the preliminary stage or proceed to a panel hearing.

At the school's discretion, additional records may be kept which may contain the following information:

- Date when the issue was raised
- Name of parent
- Name of pupil
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member (s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)

Correspondence, statements and records relating to individual complaints will be kept confidential except to the extent required by paragraph 33(k) of Part 7, to Schedule 1 to the Education (Independent Schools Standards) (England) Regulations 2010, by the Secretary of State or where disclosure is required by the ISI under Section 162A of the Education Act 2002 (as amended), or under other legal authority. Written complaints relating to the requirements under the Statutory Framework for the EYFS: Heathside School will provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. The record of any such complaints will be kept for at least three years

Note that if a complaint regards Child Protection or Safeguarding. The issue will

be immediately referred to the school's Designated Safeguarding Lead for urgent review and may refer the matter on to Multi Agency Safeguarding teams as necessary.

For more information on our school's provision for protecting our pupils, please refer to our child protection and safeguarding policy.

Anonymous complaints will be considered on a case-by-case basis and may or may not be examined under this document. You may raise an anonymous complaint or ask for redaction of your personal details using the Feedback form on the parent portal.

Stage 1 Informal resolution

It is hoped that most complaints and concerns will be resolved quickly and informally.

If parents have a complaint, they should normally contact your child's form teacher (or, where applicable, form tutor). This can be in person, by letter, telephone or email. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the form teacher (or Form Tutor) cannot resolve the matter alone, it may be necessary for him or her to consult the Head Teacher.

Complaints made directly to the Head Teacher at this stage will usually be referred to the relevant form teacher (or Form Tutor), unless the Head Teacher deems it appropriate to deal with the matter personally.

The form teacher (or Form Tutor) will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within five working days or in the event that the Form Teacher (or Form Tutor) and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this policy.

We encourage parents to approach staff with any concerns they may have and aim to resolve all issues with open dialogue and mutual understanding. We encourage staff to address concerns raised to them in a timely fashion.

If, however, the complaint is against the Head, parents should make their complaint directly to the Executive Head, Melissa Remus.

If you prefer not to speak to your class teacher/ form tutor or your Deputy Head or if your complaint is about leadership or management of the school, you should raise your concern in writing. You can send informal feedback, including compliments, complaints or concerns using the [Feedback Form](#) on the parent

portal, or by emailing feedback@heathside.net – if you have any questions or need any help with getting any information or clarification please email questions@heathside.net

Informal conversation

Once a query or concern has been raised, you may be invited to an informal conversation with a member of staff to discuss your concerns.

You are welcome to bring a friend, partner or, in the case of a pupil who has raised a concern, a parent to this conversation. It may be appropriate for a pupil to attend if their parent has raised a concern, depending on the nature of the issue.

Staff have a responsibility to ensure that you understand any future points of action that have been agreed upon in this conversation and should make a record of what has been discussed, as well as any outcomes and a plan of action, if one has been agreed.

All staff will do their best to ensure that your concerns are dealt with appropriately and efficiently but if you cannot come to an agreement, or are dissatisfied with the outcome, you can give formal Feedback in writing via the Heathside Intranet.

There is no suggested time-scale for resolution at this stage given the importance of dialogue through informal discussion although it would be expected that most issues would be resolved within 15 school days.

Stage 2 Formal resolution

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Executive Head Teacher. The Executive Head Teacher will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Head Teacher will meet or speak to the parents concerned, normally within five working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage. If it is not possible to meet this time frame then an initial telephone conversation will be arranged and minutes taken of the conversation.

It may be necessary for the Executive Head Teacher to carry out further investigations.

The Executive Head Teacher will keep written records of all meetings and interviews held in relation to the complaint.

Once the Executive Head Teacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing within 5 working days. The Executive Head Teacher will give reasons for his or her decision.

If the complaint is against the Executive Head, the Governors will call for a full report from the Executive Head and for all the relevant documents. The Governors may also call for a briefing from members of staff, and will in most cases, speak to or meet with the parents to discuss the matter further. Once the Governors are satisfied that, so far as is practicable, all of the relevant facts have been established, the parents will be informed of the decision in writing within 5 working days. The Governors will give reasons for their decision.

If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3 Appeals panel

If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution as above), they must put their complaint in writing to the Governors.

The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of three persons not directly involved in the matters detailed in the complaint and one of whom shall be independent of the management of the running of the school:

- A Heathside Schools' Governor: chair@heathside.net
- A Head Teacher of one of the Schools other schools (Upper, Middle, Lower)
- An independent law firm

The Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place **within ten working days**.

If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties **not later than five working days prior to the hearing**.

No person can sit on the appeals panel if they have had any former knowledge or involvement in the case that is being dealt with at that time. The chair of the panel will be designated from within the panel. Panel members will be familiar with and have access to the feedback policy. The panel will give careful consideration to how the complainant can be made to feel most comfortable presenting to the

panel, especially in the case of a young child having to present or explain information.

The parents may attend the hearing and be accompanied to the hearing by one other person if they wish. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

If possible, the Panel will resolve the parents' complaint without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out.

After due consideration of all facts considered relevant, the Panel will make findings and may make recommendations.

Appeals procedure

The Appeals Panel will determine the procedure to be followed to ensure that it is best placed to deal with the issues arising from the feedback. The procedure for an appeal is usually as follows:

1. The complainant and Governors will enter the hearing together.
2. The chair will introduce the panel members and outline the process.
3. The complainant will explain the complaint.
4. The Governors and panel will question the complainant.
5. The Governors will explain the school's actions.
6. The complainant and panel will question the Governor.
7. The complainant will sum up their complaint.
8. The Governor will sum up the school's actions.
9. The chair will explain that both parties will hear from the panel within 10 working days.
10. Both parties will leave together while the panel decides.

The Panel will write to the parents informing them of its decision and the reasons for it, **within ten working days of the hearing**, although additional time may be required if it is necessary to carry out further investigations following the hearing. The decision of the panel will be final. A copy of the Panel's findings and recommendations (if any) will be sent by electronic mail or otherwise given to the parents, and, where relevant, the person complained about as well as the Governors and Executive Head Teacher. A copy of the Panel's findings and recommendations (if any) will also be available for inspection on the school premises by the Governors and the Executive Head.

The appeals panel may:

- Dismiss all or part of the complaint
- Uphold all or part of the complaint
- Decide on the appropriate action to be taken to resolve the complaint
- Evaluate all the evidence available and recommend changes to the

school's systems or procedures as a preventative step against similar problems arising in the future.

If you are unhappy with the outcome, you may wish to put your complaint to the Secretary of State. Complaints can be submitted online at <https://www.gov.uk/complain-about-school>.

Timeframe for Dealing with Complaints

All complaints will be handled seriously and sensitively. They will be acknowledged within 5 working days if received during term time and as soon as practicable during holiday periods. It is in everyone's interest to resolve a complaint as speedily as possible: the school will complete all stages of the procedure within 28 days

Recording Complaints

Following resolution of a complaint, the school will keep a written record of all formal complaints, whether they are resolved at the informal stage, the formal stage or proceed to a panel hearing and any action taken by the school as a result of the complaint (regardless of whether the complaint is upheld). At the school's discretion, additional records may be kept which may contain the following information:

- Date when the issue was raised
- Letters, notes and emails relating to the complaints
- Name of parent
- Name of pupil
- Description of the issue
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member (s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)

Correspondence, statements and records relating to individual complaints will be kept confidential, except where the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

We will review the complaints procedure every year.

Vexatious/persistent complaints

Whilst it is hoped that this document will reduce any dissatisfaction with the school, it is acknowledged that there may be rare occasions where a complainant continues to be dissatisfied with the school and the outcomes achieved under the complaints procedure.

Where a complainant attempts to re-open an issue which has already been dealt with under the complaints procedure, the chair of the Board will contact them to inform them that the matter has already been dealt with and that either that stage of the policy has been exhausted or that the complaints procedure has been exhausted and the matter is considered closed.

Where further correspondence is received on the same matter, this may be considered vexatious and the school will be under no obligation to respond to that correspondence.

If the complainant subsequently contacts the school again about the same issue, the school can choose not to respond. The normal circumstance in which we will not respond is if:

- The school has taken every reasonable step to address the complainant's needs, and the school's position has been clearly set out in writing together with the complainant's options
- The complainant is contacting the school repeatedly but making substantially the same points each time
- The school reasonably believes the aim of the contact is to cause disruption or inconvenience
- That the complainant acts or communicates in an inappropriate way towards school staff. Once the school has decided that it is appropriate to stop responding, the complainant will be informed in writing. The school will ensure when making this decision that complainants making any new complaint are heard, and that the school acts reasonably.

Organisations

Heathside School will provide ISI/Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint. The record of any such complaints will be **kept for at least three years.**

Parents may complain directly to Ofsted, this applies to all children, including those in the EYFS.

EYFS

Written complaints about the fulfilment of the EYFS requirements will be investigated and the complainant notified of the outcome of the investigation **within 28 days**. The record of complaints will be made available to Ofsted on request.

Ofsted

If you wish to make a complaint to Ofsted about the school, you can contact their general helpline on 0300 123 1231; or request advice by email on enquiries@ofsted.gov.uk

To make a formal complaint, you can complete a form online at <http://www.ofsted.gov.uk/onlinecomplaints/> or write to:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Staff complaints

Staff who have a concern about a colleague or a volunteer member of staff should refer to our whistleblowing policy.

The procedure for dealing with any other staff complaints or employment grievances is set out in the school's staff discipline, conduct and grievance policy.

Links to policies

- Whistle blowing policy
- Employee Grievance Policy

Appendix 4

DRAFT