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# THE RELATIONSHIPS CHARTER

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**Relationships are a strength at Minchinhampton Academy; we would like them to be even better. The charter aims to support all relationships within the school community, including adult/adult, child/child and adult/child.**

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**At the heart of relationships within our school there must be TRUST.** With this trust in place, the school knows that all parents want the best for their children and that they are the experts on their children. Likewise, parents know that the staff take their role very seriously, that they have expertise in educating children and want the best for every child in the school.

Minchinhampton Academy is a very busy school. The community is creative, proactive and outward looking and the school reflects this. There are more clubs, pastoral interventions, PTA events, governor meetings and there is more change than in the average school. Staff aim to work as efficiently as possible but **TIME is at a premium.** Class teachers do not have 'free periods' and many run clubs and attend meetings after school. Some staff are often in school as late as 7.00pm and will work upward of a 70 hour week during term time. The community and parents are highly supportive of the school and, despite very busy lives of their own, many devote precious time to supporting in many different ways. All of the adults involved in our community want to prioritise the needs of our children above all else, and there is never enough time.

As a school **we look to ensure all DECISIONS are made with the best interests of the pupils in mind - this above all else.** In a school environment, we must constantly consider what is good for the individual and simultaneously what is good for all. We look to celebrate individuality but we must also be fair to all individuals.

**Staff receive training in assertiveness and restorative practice (see pg. 9) to try to ensure they uphold their part of the charter. Year 6 pupils receive training in peer mediation. The Charter is displayed around school and on the website. Its impact is monitored by the head teacher and governing body in regular consultation with pupils, parents and staff, and feedback is evaluated on an ongoing basis.**

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# Restorative Practice

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## REFLECT – REPAIR - RECONNECT

Restorative practice is an approach that focuses on building, maintaining and restoring relationships and giving people agency in their own lives. Being guided by this creative, fair and humanistic approach helps to make our school even more devoted to fostering happy healthy people.

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*“it’s all about how to re-build relationships when things go wrong;  
about trying to understand other people’s feelings and our own”*

*(Year 6 Student)*

With its roots in the practices of indigenous peoples and through a belief in people and relationships, restorative practice brings attention to many vital aspects of our school culture: how we get along with each other; our differences as an asset; the importance of curiosity rather than judgement, and collaboration rather than competition; being responsible for what's yours and allowing others to be responsible for what's theirs; listening to understand; asking more than telling; and kindness. Staff and students are encouraged to use the restorative practice questions, displayed on these posters throughout the school.

The poster features the Minchinhampton Academy logo in the top left corner, which includes a cross and the text 'MINCHINHAMPTON ACADEMY' and 'FOUNDED IN 1868'. The main title 'RESTORATIVE PRACTICE' is in large blue letters on a yellow background, with the subtitle 'Reflect - Repair - Reconnect' below it. The seven questions are arranged vertically, each with a corresponding icon: an ear for the first three, a circular arrow for the fourth, two overlapping circles for the fifth, and three overlapping circles for the sixth and seventh.

-  **What happened?**
-  **What were you thinking / feeling at the time?**
-  **What do you think / feel about it now?**
-  **Who has been affected? How has this affected you?**
-  **What is needed to make things right?**
-  **What support do you need to do this?**

# Interactions

## 'HOW WE TALK TO EACH OTHER'

<b>PUPILS WE TRY TO:</b>	Be polite	Look to sort out the problem	Tell the truth	Be kind	Listen carefully and give others time to speak their mind	Understand others	Value our differences	Have sensible expectations	Accept that mistakes happen	Come half way	Agree on what to do next
<b>ADULTS WE TRY TO:</b>	Be respectful towards each other	Be intent on finding a resolution to an issue	Say what is honest, kind and necessary	Stay positive and build on strengths	Listen actively to each other and give each other time to speak	Put ourselves in the other person's shoes	Trust and value each other's perspectives on and roles in the children's lives	Have 'reasonable' expectations and make 'reasonable' requests	Acknowledge openly when we have made a mistake and forgive others their mistakes when they are willing to learn from them	Compromise when it is not possible to agree	Be clear about what has been said and what has been agreed as a next step
<b>ADULTS WE TRY NOT TO:</b>	To become personal or use an aggressive or rude tone, including online	Not talk about others in a derogatory way in public, including online	Be unkind in any way	Become negative and dwell on weaknesses	Think badly of others	Pre-judge a situation	Explicitly or implicitly demonstrate a lack of trust	Have expectations and make requests that disregard the time and resources available to the other person	Be judgemental towards one another when a mistake has been made	Be uncompromising	Be unclear about next steps



Please always look to contact your class teacher first,  
regarding any concerns you may have

# Communication

## 'WHAT WE COMMUNICATE TO EACH OTHER AND WHEN'

<b>PUPILS</b>	To know when it is important to listen	To listen actively to instructions	To follow instructions	To have realistic expectations of school recognise you are one of many	To express your point of view & to listen actively to other points of view and ideas	To know there is someone you can speak to if you are worried about something
<b>ADULTS GIVER / Asker</b>	To be consistent regards how and where information is provided	To provide information that is clear, accurate and timely	When making a request, to provide the receiver with a realistic time frame in which to respond	To ensure style and content of communication is tailored to the audience and to take into account the context eg. time available to read or access the information	To give of our views and ideas freely but without expectation, in an ongoing dialogue around school improvement	To be familiar with the process for raising concerns or compliments, and that this starts with the individual teacher or parent
<b>ADULTS RECEIVER / Replier</b>	To know of the regular channels for communication and stay abreast of information provided	To take responsibility for accessing and storing information provided	To respond to a request in an organised and timely fashion; no more than 24 hours for most things & asap if urgent	To have realistic expectations regarding quantity of communication, taking into account the context of the communicator and time available	To consider all views and ideas with an open mind	To respond to any concern in a timely and constructive fashion

## COMMUNICATION GUIDANCE: What you can expect ...

### ... when you need to communicate with school

#### IN PERSON

Class teachers will be out on the playground at the beginning of the day from 8.40am and at the end of the day. If you need to let teachers know anything about your child regarding the day ahead, please try to catch them before 8.45am when the bell is rung and the lines start going in. Teachers find it helpful if you can provide a note.

At the end of the day, unless they have clubs or meetings, teachers can be more available to meet parents. Please always let them know straight away if you know it is a conversation best had in private.

If the school day has started, feel free to pass on information or concerns to the office / pastoral team and they can relay the information onto the class teacher.

#### PHONE CALLS

The school number is 01453 883273. Phone calls to the school office will go to answerphone from 9.30am until 2.30pm. The office will pick up immediately if it is clear from the message being left that it is a matter of urgency.

#### E-MAILS

Please direct all e-mail communication first and foremost to the school office via [admin@minchschoo.net](mailto:admin@minchschoo.net). The office will then forward e-mails to the appropriate member of staff. If you have a concern or an issue or something of a confidential nature to discuss, please look to send an e-mail to the school office. You may, of course, prefer to put anything confidential in an attachment and ask for the e-mail to be forwarded on to the relevant member of staff.

#### GETTING BACK TO THE PERSON

The school staff will aim to get back to parents within 24 hours of receiving a communication, or as soon as possible if the matter is urgent. We ask that parents try to apply the same principle when replying to a request or concern from school.

### ... when you have a meeting with a member of staff

#### MAKING APPOINTMENTS

If you would like, or have been asked, to make an appointment with a member of staff, please note it is very difficult to organise them during the school day. Before or immediately after school are the best times. We recognise that work commitments can make it difficult to attend at the above times, staff will do their very best to accommodate alternatives. In the first instance, please aim to make an appointment with your child's class teacher or the adult best placed to answer your need.

#### MEETINGS

At the outset of a meeting, both parties please agree what they aim to get out of the meeting and the time they have available. Meetings to be held in spaces appropriate to the possible content of the meeting eg. sometimes there is a need for greater confidentiality. Minutes will be held of meetings where necessary.

### ... from school communications

#### WEBSITE: PARENT CALENDAR, LETTERS & NEWS BLOG

[www.minchacademy.net](http://www.minchacademy.net) is a hub for all information, including upcoming events detailed on the Parent Calendar and letters home uploaded on the Letters page. News is posted by staff and pupils on a news blog.

#### SCHOOLCOMMS: E-MAILS & TEXTS

The school office will send you e-mails and texts via School Comms. See p.16 for details. You will receive texts about short term changes, any urgent matters or when your child wants to share some great learning with you, with a text worded by them.

#### NEWS: SOCIAL MEDIA & SCHOOL NEWSLETTER

**Facebook:** There is a School page, a PTA group & a [Minchinhampton](#) Parents' group.

**Twitter:** Some things of interest will be tweeted on an ongoing basis.

**School Newsletter:** The school newsletter is sent by e-mail every Friday afternoon, featuring a range of information, reminders, news stories and notices.