

Family Liaison Officer (FLO) Information for Parents

Dear Parents and Carers,

For those of you new to the school, welcome and welcome back to everyone else. I hope everyone is settling well in their new classes and routines. My name is Louise Dechaine, and I am the Family Liaison here at Borough Green. At the end of last year, I sent out a survey about how I could best support the families and school this year. I would like to thank those of you who completed the FLO survey and take this opportunity to share the results and our plans with you.

Around half of you were uncertain about when, why and how to contact the school FLO so I would, firstly, like to address that.

How to contact me

The welcome letter sent out by Mr Cooper gave you some information about who to contact if you need any information or support. Usually, the class teacher will be the first person to contact with any concerns that you may have as they know your children the best and have a huge amount of knowledge and experience. Where extra support is needed, they may then refer you to either Mr Wheatley or myself. However, if you would prefer, I can be contacted directly, by booking an appointment through the office or emailing me at ldechaine@bgpschool.kent.sch.uk. I am able to offer face to face, telephone or online appointments and will try to be as flexible as possible to suit you. I will be working in school on Mondays- Wednesdays.

Drop In Sessions

I am also pleased to say that Mr Wheatley (our SENCO) and I will be available for drop-in sessions from 3pm on Tuesday afternoon in the hall if you have any quick questions or messages for us.

How I can help

The focus of my role is helping children achieve their potential by ensuring that they have the right support both at school and at home. There are a number of ways in which I can do this, and my aim is always to work with you to find what works for your child and family as well as our school. There are times when just offering a listening ear is enough and times where I could signpost you to other services that you may find helpful. Children and families face a wide range of difficulties during their time with us at school and we aim to be a source of support for your family. From food banks to counselling, from offering interventions to supporting with filling in forms, I can help you find the support you need for whatever problem may arise.

On the survey, there were two clear areas of support that were indicated as useful for you. These were supporting your child's learning at home and supporting their mental health. Support with children's behaviour and SEND at home were also highlighted as helpful areas of support.

Supporting children's learning at home

As always, teachers are the first people to contact if you would like to know more about how you can support your child's learning at home. They will share any information relevant to your child regarding specific schemes that they will be using. We will also continue to have regular parents' evening during which you can discuss how to support your child. If you have any specific questions or concerns that cannot wait until then, please speak to or arrange a meeting with your child's teacher.

Previously we have held information evenings and workshops relating to reading, phonics and maths and, if there is sufficient demand, we will explore running these again this year. We are also pleased to have our newsletter up and running which will keep you more informed about what your children are learning and life in school. We hope that this will also support you to make positive links between home and school.

Supporting mental health, behaviour and SEND at home

Over the course of the year, we will be exploring a number of ways that we can continue to support children's mental health both at school and at home. Every classroom now has a Zones of Regulation area and children will be encouraged to share how they are feeling throughout the day. We have improved and are continuing to develop different areas of the school that can be used to offer extra support to those that need it, with a focus on creating calming safe spaces for children to thrive in.

I will also continue to source and share a range of resources that are available to you, as parents and carers, to help you support both you and your child's mental health and well-being. This will range from sharing websites, book recommendations and parent information sessions to developing links with local support services and groups. If you have any experience of any local support services that you would like to recommend, then please do get in touch and let me know. During the year, I will send out emails and will display different resources during drop-in sessions for you to explore. Again, with any specific concerns, please do not hesitate to contact your child's teacher or myself directly.

Meet the team Coffee Morning

Several of you expressed interest in attending a coffee morning style meeting and so we thought we would sign up to the McMillian coffee morning to trial this. There will, most importantly, be cake! However, it will also give you the opportunity to meet myself and our lovely SENCO Mr Wheatley informally. We will also have a range of resources for you to have a look at which will give you a bit of an idea about the kind of extra support that we can offer your child. We will be sending out more details shortly and hope to see as many of you there as possible.

Kind regards,

Louise Dechaine

Family Liaison Officer

