Step and Learn Conductive Education

Registered Charity No: 1148686 / Company Limited by Guarantee: 07564050

Parent / Carer Partnership Policy

Updated January 2026

Approved By	Chair of Trustees
Signed	
Dated	15th January 2026

Introduction

This policy should be read in conjunction with other related and relevant policies of Step and Learn.

It meets the need to set out how Step and Learn and families will work together to achieve the aims and objectives.

We understand that the children attending our setting have unique and often complex needs and acknowledge that parents / carers know their child best.

Step and Learn is committed to enhancing every child's abilities and independence through Conductive Education, and our qualified staff are best placed to direct these services.

We therefore aim to involve parents / carers in every aspect of their child's journey with Step and Learn and offer guidance and support to families both with regard to Conductive Education and other areas of their child's life.

In particular:

- Parents / Carers are to be provided with information about Step and Learn and our policies and procedures.
- Parent / Carers are encouraged to share information with Step and Learn relevant to their child, ie medical history.
- Children attending any session must do so with a parent or carer, who should be physically fit enough to provide hands on support.
- Conductors will always model exercises and activities and offer an explanation of the functional aims of any given activity.
- Regular opportunities will be provided for reviewing each child's progress and updating their targets.
- Parents / Carers to be provided with opportunities to contribute their own skills and knowledge both within sessions and in furtherance of Step and Learn's governance and fundraising.

The Chair of Trustees will have overall responsibility for monitoring performance in relation to this policy.

This policy will be continuously reviewed and updated as necessary.

We encourage the use of our complaints procedure where any party feels they have been unfairly treated.

Attendance

When a place is offered, Step and Learn expects it will be taken up with consistent attendance. Step and Learn reserves the right to withdraw placements in the following circumstances:

- Persistent lateness to sessions
- Persistent no shows to sessions

Step and Learn recognises that the children and families we support can be more prone to illness, leading to lateness and not being able to attend sessions. We appreciate the unique challenges our families face and accept that occasionally children may be late or miss whole sessions. We ask that families endeavour to let us know in advance if they anticipate not being able to attend or if they may be running late.

Persistent lateness or no shows with no prior communication from families will unfortunately not be tolerated. Due to this being a persistent issue with some families, a 1 strike policy has been introduced.

For every academic year, a child will receive 1 strike if a session is not attended with no prior communication. We do request to be notified of any planned absence in advance, and at the latest, the morning of your session.

After 1 strike, families will be charged a no-show fee of £40 which must be paid before the child is able to return to sessions.

Additional fees of £40 per incidence will be charged for the remainder of the academic year for any further no shows. If families reach a point where 3 fees have been charged in any one academic year, we will unfortunately have to withdraw their child's place.

If families would like their child to return, they must re apply, be re assessed and then join the waiting list, the same as all new applicants.

We are continually receiving requests from new families wanting our services for their child so do have a wait list. It is also known that conductive education works best with regular attendance and our policy has been designed to reflect this.

Illness

Step and Learn takes seriously the health and wellbeing of all children and their families, as well as our staff and volunteers.

We cater to children who may have health conditions making them more vulnerable / susceptible to illness and so we ask parents / carers to observe the following:

- If your child or any family member who attends with your child, is ill with any infectious disease they must not come to sessions.
- Infectious diseases include but are not limited to: sickness, diarrhoea, conjunctivitis, impetigo, chicken pox Covid-19.
- Children (or family members) will only be allowed back to sessions once they are clear of symptoms and with prior agreement with the lead conductor.
- Being "clear of symptoms" will be determined by reference to current NHS guidelines, for example – 48 hours without incident for sickness and diarrhoea; until the last spot has scabbed over for chicken pox.
- If during a session, it is noted that a child or their family member appears unwell, they will be asked to leave so as not to risk infecting other children, families and our staff.

Step and Learn have strict cleaning and disinfecting protocols in place and hand sanitiser is available to both staff and families.

The nature of sessions necessitates close contact between staff and children so whilst every effort is made to reduce the risk of spreading infection, it is vitally important that families adhere to our sickness policy to further reduce the risk.

Facemasks may be worn by families or staff at any given time, this remains a matter of personal choice for each individual and we ask that choices made be respected by our families.

In the event of a national health emergency such as the Covid-19 Pandemic, Step and Learn will follow all government advice as a minimum, additional precautions may also be taken to protect vulnerable children and their families.

Behaviour

Step and Learn is committed to promoting a setting that is safe, supportive and inclusive to all.

We recognise that some of the children who attend sessions may have behavioural difficulties as a direct result of development delays or their respective health conditions.

Step and Learn will support families in developing strategies to promote appropriate behaviour.

In particular we will:

- Model appropriate social interactions during every session. For example, greeting children by their name, saying please and thank you.
- Acknowledge all non verbal communication from children, such as gestures or facial expressions to ensure every child is included in activities and feels valued.
- Model appropriate use of the resources and respect for the property of Step and Learn and other families.
- Set up activities which encourage turn taking and sharing resources.
- Set up activities which allow for solo play / less interaction from the conductor when needed.
- Structure sessions in a way that promotes routine and familiarity for the children.
- Reward desirable behaviour with verbal praise and adult attention.
- Redirect undesirable behaviour when necessary.
- Have a zero-tolerance approach to bullying or harassment.

We ask parents and carers to take overall responsibility for their child's behaviour during sessions, and staff will be guided by the parent / carer if a child is showing signs of distress or agitation.

Children are welcome to pause activities or take a short break during sessions to re group as necessary.

Some children may exhibit behaviour which is cause for concern, in these instances the lead conductor will ask to meet with the family to discuss concerns and where other services may be of assistance. We reserve the right to make referrals to outside services if we feel it is necessary, in line with our safeguarding policy.

We do not tolerate any form of physical punishment, such as smacking or shaking, and parents or carer's demonstrating this behaviour will be reported in line with our safeguarding policy.

Childrens Records

Step and Learn need to collect and maintain records pertaining to each child that attends any of our provisions.

There are two types of records kept by Step and Learn:

1. Personal Records, including:
- A child's name, date of birth, usual residential address
- Contact details for a parent or carer
- Emergency contact details
- Medical history
- Any other relevant information, ie from the child's school or nursery setting.
2. Developmental Records, including:
- Step and Learn's tailored program for a child
- Photographs and observations made during sessions

All records will be kept in a locked cabinet which only the lead conductor has access to.

Records will be kept for every child and handed over to the parent when a child leaves Step and Learn.

Records may be held where the family has indicated they wish to transition their child from one provision to the next, for example from the Early Years / Pre-School Provision to the Intensive Block Provision.

All records are kept in line with the GDPR legislation.

A family may request to view their child's records at any point, by submitting a written request to: info@stepandlearn.org

Confidentiality

Step and Learn is committed to respecting the privacy of the families who use our service.

It is necessary for our conductors to have a thorough understanding of a child's medical history, in order to deliver the most appropriate program of Conductive Education.

Staff and volunteers are obliged to keep this information confidential and where the information is written, this will form part of your children's record (as above) and be stored securely.

Conductors will not share any personal information with other families.

It is common that some families choose to share information during group sessions, either with the conductors or with other families. We ask that information shared in this manner is done so sensitively and is also not repeated outside of sessions.

Social Media and Photography

Step and Learn relies on grant funding and donations from the general public in order to keep our services running.

Having a visible presence on social media is one way of promoting the charity and show casing the work that we do to potential donors.

You will notice during some sessions that photographs are taken of your child, these are for the primary purpose of documenting their progress.

They will never be taken on a staff members personal device, nor stored in a staff members personal cloud storage / device.

Occasionally we may wish to post the photographs on our social media or website – families are asked to sign a photo consent form at the start of each academic year to allow your child's photographs to be used in this way.

During sessions, some families choose to photograph or video their own child and Step and Learn has no problem with this, we are always pleased to see families showing off their child's achievements.

We would however ask that care is taken to only photograph / video your own child and to please ensure that no other child is visible in anything you share online, unless you have the express consent of that child's family.