

# Family Handbook 2024/25



Snowflake School

*'Improving the quality of family life'*



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[www.snowflakeschool.org.uk](http://www.snowflakeschool.org.uk)

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## *'Improving the quality of family life'*

Snowflake School is dedicated to providing a specialist education for pupils, aged 5 – 16 years, with a diagnosis of autism. Snowflake School addresses each pupil's special educational need through the scientific application of Applied Behaviour Analysis (ABA), Verbal Behaviour (VB) methodology and access to a highly differentiated and individualised curriculum.

### **SNOWFLAKE SCHOOL VISION**

- **Improve the quality of life for our pupils and their families**
- **To be a centre of ABA/VB excellence**
- **To provide high quality, individual and group teaching and learning experiences for all our pupils using evidence based practices**
- **To ensure all our pupils reach their full potential**
- **To provide a safe, secure, motivating and fun teaching and learning environment for all our pupils**
- **To share our practice with others (families, other schools etc.)**

### **WE ACHIEVE THIS BY**

- Motivating all pupils to learn through relevant, reinforcing and exciting activities in a safe and caring environment
- Building on our pupils' self-esteem, empowering all pupils to become valued citizens, respected for their contribution to society
- Ensuring equality of opportunity within an inclusive setting
- Working in close partnership with parents, carers and siblings to ensure consistency of practice within school and at home
- Partnership with other schools, professional agencies and the community
- Disseminating knowledge of ABA/VB through high quality practice and continued research  
(Snowflake School respects BCABA and BCBA and provides training for all staff)

### **ADMISSIONS**

Pupils are admitted to our school on agreement that we can meet their Educational Health Care Plan Needs and/or after detailed assessment of needs. Ordinarily assessments only take place once a Local Authority has consulted with Snowflake School as part of the EHCP consultation process.

In line with its Equal Opportunities Policy, Snowflake School admits pupils irrespective of gender, disability, race or belief. Visits to the school are encouraged and can be organised by contacting the Admissions Manager to arrange a suitable date and time.

Once a pupil is offered a place school staff will ensure that a transition programme is organised to ensure a smooth transition.

## **TRANSFER FROM OTHER SCHOOLS**

Sometimes a pupil may be transferring to Snowflake from another school. All pupils have the opportunity of participating in visits before admission. The transition will be structured in consultation with parents and carers tailored to the specific needs of the individual pupil. As part of the transition programme we may ask staff working with the pupil to assist in the transition to assist the pupil to settle; this would be discussed with the parents and staff as part of the transition plan. Our aim would be to fade this as soon as necessary to enable the pupil to build relationships with our staff as soon as possible.

Liaison will take place between the feeder school/programme and Snowflake to ensure that all relevant information has been received.

## **ADMISSION ARRANGEMENTS**

Prior to a place being offered at Snowflake School, it is essential that parents/carers and pupil visit the school and are shown around. This is carried out by a member of the Leadership Team. Families will be given relevant information and have an opportunity to ask questions.

When a pupil has been offered a place the parents/carers will be contacted by phone when they will be able to discuss admission arrangements, as well as completing the school's admission questionnaire.

The school's full Admissions Policy can be requested from the school office or found on our website.

## **PUPIL WELFARE**

Snowflake School ensures that we safeguard our pupils at all times. Outside our school we have 24 hours CCTV and people can only access the site when invited via controls in the office and entrance. All visitors are required to show ID and sign in and out via the computerised system.

All staff and volunteers are DBS checked and the school follows the national Safer Recruitment guidelines.

Our named Designated Senior Leader for Child Protection and Safeguarding is Headteacher. All Child protection concerns are passed onto her in the first instance.

The school has fully qualified First Aiders and all staff are trained in basic first aid. Parent/carers will be informed of any first aid needs/accidents via a phone call or through the Home/School diary.

Our site is Risk Assessed on a regular basis to ensure the health and safety of all. We also complete risk assessments for trips and activities which require them.

Our Child Protection Policy, Health and Safety Policy are available to read on our website.

## **PROVISION OF FOOD**

Snowflake School is not currently able to provide meals for lunch time.

Parents are asked to provide their son/daughter with a packed lunch each day. We do have a kitchen on each site, with facilities to heat food.

Snack time is an important part of the school day and parents/carers are asked to send in appropriate healthy snacks (such as fruit or other favourites).

The most useful way to increase cooperation is by using the learner's motivation. If food is a motivator for your son/daughter, we would ask you to send the item/s into school.

We respect that every pupil is an individual and may have specific dietary requirements. Staff will talk with you in depth about your son/daughter's individual needs and especially if there are certain foods, they are allergic to, and we will work hard to ensure that their dietary needs are met.

## **PHOTOGRAPHS**

Video footage is a useful means in which to record assessment and progress made as well as a useful tool for future training. We video all pupils as part of their on-going assessment, this footage is only used within school and available to the pupil's parents/carers. If you are happy for your son/daughter assessment videos to be shared with others i.e. in an out of school training session, we would ask that you sign a consent form and return it to school.

We also use photos to help support our curriculum and take photos of the pupils to use in our newsletters to help pupils and families gain a better understanding of the school day. As a registered charity, the school relies on donations to expand the school and its resources and sends regular newsletters and information to its supporters to update them with the progress the pupils and school has made. Pictures of the school and pupils are the easiest way to show everyone what is happening at the school. However, if a parent/carer does not wish for us to use photos of their son/daughter in our brochures, website, newsletters etc. we would respect their wishes and not do so.

## **PARENT PERMISSION FORMS**

Permission forms are provided at the end of this document.

**If your son/daughter is starting at Snowflake School please return these to the Assistant Head Teacher/Site Admin as soon as possible.**

## **HEALTH AND ADMINISTRATION OF MEDICINES**

If your son/daughter is ill, please telephone the school as early as possible. It is also essential that the Head Teacher be notified of any infections, illness or disease.

Please, provide the school with all medical information regarding your son/daughter e.g., asthma or allergies and what procedure has to be taken. We have a format for this information to be collected and shared with all staff.

If your son/daughter is required to take medicine at school, please ensure that it is in the original container from the chemist and that it is clearly named with the following:

- The pupil's name
- Name of medicine
- The dose
- When to be given
- Any other instructions
- Phone number of parents or adult contact

Parents/carers should complete a medicine form (available from the office) listing these points.

## **COMMUNICATION**

### **HOME/SCHOOL DIARY**

Communication is of the utmost importance between home and school and is implemented in the following ways:

- Earwig platform is used to share daily news between families and staff. This will be completed at the end of each day to provide you with some information on what the pupil has been doing at school. Please feel free to add any comments about your evening activities or any information that you think may be relevant to us. If you have any questions and wish to speak to a member of staff, please contact the school to make an appointment. Termly Newsletters (three times a year).
- A Termly School Report specific to each pupil identifying progress and targets.
- An Annual Review report and meeting

**It is vital that parents/carers make sure that the school has up to date addresses and phone numbers at all times.** 

### **REPORTING TO FAMILIES**

During the first six weeks we carry out assessments to enable us to get a true picture of your son/daughter's needs. This will enable us to draw up an individualised program of work that meets their specific needs. At the end of the assessment period, you will be invited into school so that we can discuss our findings and explain your son/daughter's individual educational plan (IEP) and provide information as to how we will teach the identified targets.

Part of the assessment will include getting to know your son/daughter and finding out what motivates him/her as motivation is the key to successful learning. Initially it would be helpful to us if you could identify or send in (if possible) some items and activities that your son/daughter enjoys. This could include any or all of the following as applicable to them e.g. preferred books or toys and a variety of reinforcers. We hope that this will help them settle into school life as quickly as possible.

### **THE ROLE OF FAMILIES**

Snowflake School recognises that families play a vital role in the promotion of acceptable behaviour in school and the importance of positive home /school liaison, encouraging opportunities to discuss pupils' individual needs with carers. The school expects parents and carers to:

- Inform the school of behavioural problems they may be experiencing at home.
- Inform the school of any health issues or medication that may affect a student's behaviour. This includes any changes in or withdrawal of medication.
- Inform the school of any change of routine which may affect a student's performance or behaviour.
- Inform the school if they seek external advice or support for behavioural difficulties.
- Inform the school of any absence, including holidays

**Parents and carers can visit the school only by prior arrangement with the Admissions Manager.**

## OVERVIEW OF SNOWFLAKE SCHOOL

Our school day starts at **9.00**.

Breaks for snack are usually in the mornings between 10.15 – 10.45 (15 mins snack and 15 mins play).

Lunch: **12.05 – 13.05** (30mins for lunch and 30 mins for play/social time)

The end of the school day is **15.00**.

Please inform the school office if your son/daughter is going to be late or you are planning to pick them up earlier. **Please call on 07716 800 657 or 02073 703 232**

**NOTE: All pupils should bring in a piece of fruit or a healthy snack for play time snack.**

We ask all parents/escorts to stay with their son/daughter **outside the school** until they are collected by their tutor at 9am. At that time they will be taken to the classroom and helped to hang up their coat and bag. If you could also wait **outside the school at 3pm**, this will avoid congestion and enable us to teach your son/daughter to follow the home time routine (collect his/her belongings, put on his/her coats) more successfully.

### **Uniform**

Pupils are expected to wear the school uniform (Polo Shirt and Sweatshirt) with dark colour trousers/jogging bottoms or skirt.

### School Uniforms

#### Primary Site (Earls Court) (Light Blue)



#### Secondary Site (Crown Street) – Royal Blue



**The uniform can be purchased from**

Craig Lancaster

Trent Casual

[Craig@trentcasuals.co.uk](mailto:Craig@trentcasuals.co.uk)

### **Naming all items**

Please make sure all your son/daughter belongings are clearly marked. Although we are a small school it is still sometimes difficult to know what clothes belong to each pupil (especially items of uniform).

Please ensure that your son/daughter has spare clothes in school in case of accidents.

### **STAFF**

- All staff have appropriate qualifications and training for the roles, including masters, psychology degree, BCBA, QTS, PGCE, RBT. Our therapists all have HPCP registration.

### **OFF-SITE VISITS**

School visits are based on individual needs.

Majority of visits are routine, but there will be some occasional special visits also.

The school will provide a form and request for permission before each special trip.

### **KEY POLICIES**

#### **SAFEGUARDING CHILDREN**

The school has a duty of care to ensure the welfare and safety of its pupils. In cases where staff have cause for concern that a pupil may be subject to ill-treatment, neglect or other forms of abuse, they are required to follow the school's Pupil Protection Procedures.

#### **UNDERSTANDING BULLYING**

Although the school accepts that there may be rare occasions when bullying can occur, a whole school policy has been adopted which demonstrates the school's commitment to taking any reports of bullying seriously and dealing with them effectively in order to ensure that Snowflake remains a caring, welcoming and safe environment for all members of its community, encouraging mutual respect for each other's race, gender, age, belief and background.

#### **SPECIAL EDUCATIONAL NEEDS POLICY**

The school has a comprehensive Special Needs' Policy following Government guidelines. A copy is available in school which outlines the school's aim, type of provision, facilities, allocation of resources, curriculum access, links with support services and in-service training arrangements for staff. Reference is also made to the role of parents/carers and links with other schools and organisations which work on behalf of pupils with special educational need

#### **POSITIVE BEHAVIOUR**

Snowflake School uses an individually centred approach to learning with the aim of increasing communication and independence through scientific analysis to enable all within its care to flourish.

This handbook is designed to be read in conjunction with Snowflake Policies. All our policies are available on our school website.

Through the use of Applied Behaviour Analysis (ABA) Snowflake School actively encourages socially significant acceptable behaviours and reduces and replaces socially significant unacceptable behaviours. This is largely done through positive reinforcement. While this policy encompasses all at the school, every student has their own individual behaviour plan and risk



assessment to enable their time at the school to be as positive and successful as possible. We share these with parents/carers. All our policies are available on our website

## **HEALTH AND SAFETY**

- The school recognises its responsibility for the safety and well-being of all under its care. To achieve this, the school environment will be constantly assessed and any risks reported and recorded. Where any persons are involved in an activity that could result in personal injury or high levels of stress the school will evaluate the situation and minimise the risk.
- Snowflake School will endeavour to ensure that all in their care (staff, pupils etc.) are not exposed to unreasonable risks, and recognises that responses to physical danger and psychological stress will differ in individuals, and the support available will reflect these needs.
- The school will ensure that pupils' achievements are positively recognised.
- The school will inform parents of any concerns they may have about a pupil's behaviour with a view to working with them to promote positive change.
- The school will support staff in the maintenance of good classroom management.
- The school will adopt a programme of positive behaviour management in which pupils are given a clear expectation of appropriate behaviour. This will be supported by attention to the effects of the physical environment and teaching strategies.
- The school will record incidents of physical restraint. (Refer to the Positive Handling Policy.)
- The school will offer training in attitudes and approaches to behaviour management.

## **COMPLAINTS PROCEDURE**

- At Snowflake School for pupils with autism, we undertake to provide a friendly and safe environment in which pupils will be supported to achieve their potential, both academically and socially.
- We believe that a close partnership between the school, parents and pupils is essential to ensure excellent pupil progress and well-being. In support of this, parents are invited to enter into a Home-School Agreement. This agreement sets out the school's aims and values, as well as the responsibilities of the school and parents, and our expectations for the pupils.
- We recognise that, on occasions, concerns or difficulties may arise. In this event parents are encouraged to contact the school to have these difficulties or concerns resolved at the earliest possible stage.
- Parents are reminded that the school will do its utmost to guarantee the confidentiality of any complainant and the substance of their complaints. The school will respect the views of a person who indicates that he/she would have difficulty discussing a matter with a particular member of staff. Similarly, if a member of staff directly involved feels compromised then the matter may be referred to another member of staff to deal with.
- Concerns should be raised with the school as soon as possible to allow for a proper investigation. Generally, if concerns are more than 6 months old, the school or the Trustees may consider this too late to take any action.

## **SNOWFLAKE SCHOOL TRUSTEES**

Mrs Faryaneh Akhavan (Chair of Trustees)  
020 7371 2555  
07795 181 580  
[faryaneh@snowflakeschool.org.uk](mailto:faryaneh@snowflakeschool.org.uk)

Mr Shahrokh Bagherzadeh  
Mr Ardavan Farmanfarmaian  
Mrs Mahnaz Kamel  
Mr Simon Cheetham  
Mr Amin Manzouri

**Charity Number: 1110687**

**DfE: 207/6408**

Dear Snowflake families,

In order to show your son /daughter is progressing at school, we keep their progress videos and would appreciate your support in this respect.

At times, we may also wish to use your son /daughter video for training purposes.

If you are willing for your son /daughter's video to be used for **internal** training purposes, please sign the slip below and return to the school as soon as possible.

We appreciate your support to the school.

Yours sincerely,

Kerry Sternstein  
Head Teacher

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I give permission for you to record my son /daughter's progress on video.

I give permission for my son /daughter to be videoed for the purpose of training within school.

Signed \_\_\_\_\_ Date \_\_\_\_\_

We provide a range of activities to support our curriculum. Please tell us if there are any special arrangements, we would need to make for them to participate in the following:

- \* Swimming/pool Yes/No
- \* Educational visits and outings Yes/No
- \* To have photos/video taken for school use Yes/No
- \* To have photos taken occasionally for website/social media use Yes/No

I understand all the above are an important part of the school curriculum and am happy for my son /daughter to participate in all of the above.

Signed: ..... Date .....

# Snowflake School Health Care / Medical Plan

Pupil name

Group/class/form

Date of birth

Child's address

Medical diagnosis (other than Autism)

Date of diagnosis

Review date (if applicable)

## **Family Contact Information**

Name

Phone no. (work)

(home)

(mobile)

Name

Relationship to child

Phone no. (work)

(home)

(mobile)

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**Clinic/Hospital Contact**

Name

Phone no.


**G.P.**

Name

Phone no.


Describe medical needs and give details of child's symptoms, triggers, signs, treatments, facilities, equipment or devices, environmental issues related to the medical condition etc

e.g. inhaler needed, especially after intense exercise or when student seems having difficulty breathing after physical activity such as going up the stairs, running in the playground etc
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Name of medication, dose, method of administration, when to be taken, side effects, contra-indications, administered by/self-administered with/without supervision.

Name of medication	Dose	Method of administration	When to be taken	Self-administration or staff administration	Supervision needed	Side effects	Contra-indications