



JIGSAW FAMILY SUPPORT

Parental Engagement Policy

1. Purpose

The purpose of this policy is to outline how Jigsaw Family Support works collaboratively and transparently with parents and carers to:

- Improve outcomes for children and young people
- Ensure clear and consistent communication
- Build trust and positive relationships
- Support families to engage with services
- Strengthen safeguarding and early identification of concerns

Parents and carers are key partners in supporting a child's development, safety, and wellbeing.

2. Scope

This policy applies to:

- All staff, volunteers, and contractors
- All services provided by Jigsaw Family Support
- Outreach sessions, home visits, alternative provision, and community-based work
- Communication with parents, carers, and families

3. Principles of Parental Engagement

Jigsaw Family Support is committed to the following principles:

3.1 Respect & Inclusion

- Treat families with dignity, empathy, and fairness
- Acknowledge and respect diversity in culture, background, and parenting styles

3.2 Collaboration

- Work together as equal partners
- Share information to support effective working

3.3 Transparency

- Provide clear expectations of roles and responsibilities
- Communicate honestly and consistently

3.4 Child-Centred Approach

- Prioritise the child's safety, needs, and wellbeing in all decisions
- Ensure the child's voice is heard in partnership with the family

4. What Parents and Carers Can Expect From Us

Parents and carers have the right to:

- Be treated with respect and confidentiality
- Receive clear information about the service
- Be informed about concerns affecting their child
- Receive regular updates on progress and engagement
- Be involved in planning and review meetings
- Raise concerns or complaints



- Have their views listened to and considered
- Be supported to engage even in challenging circumstances

5. What We Expect From Parents and Carers

Parents and carers are expected to:

- Engage with communication openly and honestly
- Provide accurate information about their child
- Attend meetings and appointments where possible
- Support agreed strategies or behaviour plans
- Inform staff promptly of changes affecting the child
- Work collaboratively to support their child's progress

6. Communication with Parents and Carers

6.1 Methods of Communication

Staff may communicate via:

- Phone calls
- Emails (via secure accounts)
- Text messages (work devices only)
- Written updates
- Meetings in person or online
- Home visits (risk assessed)

6.2 Professional Standards

Staff must:

- Use professional, respectful language
- Not share personal phone numbers or social media accounts
- Keep records of all significant communication
- Follow confidentiality and data protection policies

7. Supporting Parents to Engage

We recognise that some parents may face barriers such as:

- Mental health difficulties
- Language or communication challenges
- Previous negative experiences with services
- Work commitments
- Transport issues

To support engagement, we will:

- Offer flexible meeting times
- Provide information in accessible formats
- Use interpreters when required
- Build relationships through consistency
- Offer support sessions where appropriate



8. Working with Families During Home Visits

During home visits, staff must follow the **Home Visit Procedure** and:

- Respect family routines and boundaries
- Maintain professionalism at all times
- Prioritise safety and comfort for all involved
- Discuss concerns sensitively
- Avoid judgemental or confrontational approaches

9. When Parental Engagement Is Challenging

If parents are not engaging or communication is difficult:

- Staff will attempt multiple appropriate contact methods
- A plan will be put in place to encourage engagement
- Concerns will be escalated to the Manager

Where lack of engagement increases risk to the child, the DSL will:

- Liaise with school/referrer
- Make a safeguarding referral if required

Non-engagement **should never delay safeguarding action.**

10. Parental Consent & Information Sharing

Before services begin, parents/carers will be asked for:

- Consent for involvement
- Permission to share information with key professionals
- Agreement to the terms of engagement

Where safeguarding concerns arise, information may be shared legally **without consent.**

11. Parent Feedback

Jigsaw Family Support values parental feedback and will:

- Gather feedback regularly
- Use feedback to improve services
- Address concerns promptly
- Report common themes through Quality Assurance processes

12. Dealing with Conflict or Complaints

Parents and carers may raise concerns at any time. Staff must:

- Listen calmly and respectfully
- Avoid defensiveness
- Escalate where required
- Follow the Complaints & Escalation Policy

Abusive or threatening behaviour will not be tolerated.

13. Safeguarding Considerations

Staff must be alert to:

- Parental behaviours impacting child wellbeing



- Domestic abuse
- Substance misuse
- Neglect indicators
- High levels of conflict
- Parental mental health concerns

Parental engagement does **not** replace safeguarding responsibilities.
Concerns must be reported immediately to the DSL.

14. Monitoring & Review

Managers will:

- Monitor parental engagement levels
- Analyse feedback
- Identify families needing additional support
- Evaluate the impact of engagement activities

Data forms part of Quality Assurance processes.

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