

Churchbury Lane
Enfield Middlesex
EN1 3HQ
Headteacher: T Douglas BA (Hons) MA NPQH



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19 March 2025

MEMBERS

Position	Name	Date of Appointment	End of Term of Office
LA Governor	Mr Chris Hyland (Vice-Chair)	24 March 2021	23 March 2025
Parent Governors (4)	Ms Kirstie Barrett	8 December 2022	7 December 2026
	Mr David Behling	4 December 2023	3 December 2027
	Mrs Andrea Willans	1 November 2024	31 October 2028
	Ms Layla Hall	1 November 2024`	31 October 2028
Staff Governor	Ms Melanie Nathan	30 June 2021	29 June 2025
Co-opted Governors (8)	Ms Anna Constantinou	08 September 2023	07 September 2027
	Mrs Tracey Jenkins (Chair)	2 January 2021	1 January 2025
	Ms Mandy Hurst	5 December 2022	4 December 2026
	Ms Karen Khwaja	8 December 2022	7 December 2026
	Dr Georgia Lucas	4 December 2024	3 December 2028
	Vacancy x 3		
Headteacher	Ms Tanya Douglas	1 April 2021	-

Also Attending:

Natalie Slade (DHT)
Krysia Sosin (DHT)
Helen Manwaring (SBM)
Mandy Newell (Clerk)

Italics Denotes absence

MINUTES – PART 1

1. APOLOGIES FOR ABSENCE

NOTED that all Governors were in attendance.

2. DECLARATION OF INTEREST, PECUNIARY OR OTHERWISE IN RESPECT OF ITEMS ON THE AGENDA

Governors were given the opportunity to declare any prejudicial interest they might have in respect of items on the agenda. No declarations were made.

3. MEMBERSHIP AND CONSTITUTION

(a) Local Authority Governor

NOTED that the term of office for Chris Hyland would come to an end on 21 March 2025 and that the LA had agreed to his re-appointment

RESOLVED that Chris Hyland be re-appointed as LA Governor with effect from 22 March 2025

(b) Co-opted Governor

NOTED the vacancies. The Chair said there had been some interest in this role and she and the Headteacher planned to meet with potential candidates. An update would be given at the next meeting.

(c) DBS Checks

NOTED that the Governing Body must apply for a DBS certificate within 21 days of a Governor's appointment or election.

4. MINUTES/MATTERS ARISING FROM THE MINUTES

The minutes of the meeting held on 4 December 2024 were agreed as a correct record.

RESOLVED that the minutes be signed on GovernorHub by the Chair.

ACTION CHAIR

There were no matters arising to consider.

5. REPORT OF THE HEADTEACHER

RECEIVED the report of the Headteacher, Ms Tanya Douglas, the Challenge Partner Quality Assurance Review and the IDSR, copies of which are included in the Minute Book and available to view on GovernorHub.

REPORTED that the report had been produced in a new format this term and contained extra information now. The Headteacher asked Governors to let her know if they felt anything was missing. The following areas were highlighted;

- (a) Report introduction - The first half of the Spring term had presented a number of positives and new challenges for staff to navigate as a school. With the positives in mind, the Headteacher said she was proud to report the outcome of the Challenge Partners Review that took place from 3rd to 5th March 2025. She explained that Challenge Partners were a charity that worked to improve schools and student outcomes through collaboration, support and review. Over the three days they were in School they were reviewed by four Senior Leaders from other schools and an Ofsted Inspector. The review included many of the elements that would be expected from an Ofsted inspection and the reviewers concluded at the end of three rigorous days that the provision was 'effective'. This was excellent news for the School and further external validation that the School was a good school. The review team confirmed the Art Area of Excellence and said that the School should explore student enrichment as an Area of Excellence next year. They also identified student behaviour and attitudes as good; they stated that students were ready to learn and praised the Students that they spoke to in meetings. The Headteacher said how proud she was of the Staff and Students who contributed to such a great three days and wanted to especially thank her Senior Team who worked so diligently to make the review a success;
- (b) another positive was that the School was getting closer to the start date of the building programme. It was hoped that the contracts would signed very soon and the contractors would be on site during the Easter holidays setting up. The Headteacher said she recognised that the next 12 to 18 months would have its challenges, but considered that what the new building would bring for the young people and community would be worth any inconvenience caused. She added that she was keen to keep the School's families and local community fully on board throughout the process and would ensure the School's social media and community newsletter kept them up to date;
- (c) the Headteacher stated that despite the many positives , she had felt a weight this term that she probably hadn't felt since 2021 when everyone was still working towards a good Ofsted judgement. She explained that much of the weight had been around the profile of the School and the impact of it not being full. This academic year the School had been hit by the Student mobility issues in Enfield and had admitted 50 in year admissions since September. Whilst Chace was an inclusive school and it was recognised that every child needed a good school place, Students that joined mid-term often came with a complex set of circumstances, often around their attendance and behaviour. Despite working with the Local

Authority on the need to support the School in this area and for them to ensure they had a fair strategy for placing in year admissions across Enfield schools, the volume of in year admissions to Chace had created huge workload issues and instability for some year groups. This also linked to the growing SEND profile and the growing numbers of directions to take students with an EHCP (Educational Health Care Plan). This, coupled with school places in KS3, meant that the profile of the school was changing significantly and it was imperative that resources were considered along with support to address this growing demand;

- (d) Governors were informed that last week the Headteacher received the Year 7 offers for September 2025. They were reminded that everyone had worked tirelessly on the school brand and school reputation and they had been in a very good place as a School for the last few years. Furthermore, in September an Open Evening for prospective students and parents was held that was bursting at the seams. With this context in mind, the Headteacher said she had been very disappointed to receive the initial offer of just 131 students. This number would be financially detrimental for the School . It would also mean that there would only be 5 Year 7 form groups, in turn, having an impact on staffing. As the Local Authority had assigned 11 students in Year 7 with EHCPs, this would mean Year 7 EHCPs would be 8% (5% above the national average). The student allocations and EHCP numbers would not be sustainable for the School should they not be improved upon for the next year (based on the curriculum model, size of building and staff profile);
- (e) the Year 7 transition team would be doing everything they could to get this number up, but some decisions would need to be made about the PAN for this year group as the spaces made the School vulnerable to in year admissions. Governors were informed that the Headteacher would also be meeting with the Director of Education and Head of SEN Services for Enfield in the coming days as the School would not be able to thrive and deliver an education of excellence if this picture continued. The Headteacher expressed how grateful she was for Governor’s openness as consideration was given how to plan and have continued focus on revision and preparation for exam excellence and ensuring Year 9 received the appropriate information, advice and guidance to support their options process. They were also making first contact with the new Year 7 cohort for 2025 as part of the onboarding process and belonging and continuing to work with the DFe as the time for the building team to be on site grew closer;
- (f) **a Governor asked about the drop in Year 7 numbers at the School versus other local schools.** The Headteacher stated that whilst some were oversubscribed, others were in the middle band but most schools seemed to have spaces. She had held conversations with other Headteachers who had been open about their situations and everyone was trying to establish why numbers were down in the Borough. It had been noted that there was a lower birth rate for this year’s cohort and families had moved away due to high costs of living etc. This was a London wide issue. **A Governor gave examples of the situation in some primary schools in Enfield who were also facing low admission numbers** and Governors recognised

that these low numbers were now starting to feed into secondaries. Some primaries had reduced their PANs and some secondary schools were consulting on this too. The Headteacher said that they had capped their Year 10 numbers to stop in year admissions. A review of the PAN for Year 7 would be considered but there was a time limit in respect of changing this;

- (g) Governors were guided through the Ofsted data which was Good in all areas. They also reviewed the contextual data which was above national in many areas;
- (h) Leadership and Management - Governors commented on the clarity of this section of the report around the single central register, safeguarding data (pupil update and general update), whistle blowing, the risk register, health and safety, SEND, Pupil Premium, website compliance, Governance, GCPR and data update, relationships with parents and learners and the parent/learner survey. The Headteacher highlighted the GDPR breach which had been reported to her and in line with protocol then reported to the relevant staff member at the LA. A complaint received had led to a review of the policy and the Headteacher was pleased to report that Stakeholder engagement was continuing to be very positive at Chace. 178 parents responded to the Parent Questionnaire (Dec 24). The results were very positive and ratings were improved in all aspects compared to previous questionnaires. 55 Students responded to the Students' questionnaire across years 7-13. Again average ratings had increased in every aspect since the last questionnaire. A second community newsletter had been sent out for the Spring term and the School was receiving positive feedback from neighbours on this improved communication;
- (i) SIP - Governors reviewed the areas in the report around the School Improvement Plan. The Headteacher explained how this would be Rag rated and that this was now being worked on;
- (j) New build update - In preparation for the commencement of works, the contractor had to make an application to the Local Authority for a vehicle crossover (drop-down kerb) to the rear of the school at Baker Street. This would become the site entrance for deliveries and heavy plant. Unfortunately, the application was not approved in time for the crossover works to start over the February half term and the works had now been planned for the start of April. Tree works to remove identified trees along the perimeter of the site did take place over the February half term. As part of the conditions of planning, there would be a number of trees and other shrubs planted on the site as replacement for the removal of the existing trees. The school had been provided with a landscape management plan for the maintenance and upkeep of the new planting which would not be effective until 2 years after handover. Planning conditions of the build ensured that there was compliance with Schedule 14 of the Environment Act 2021 in relation to Biodiversity Net Gain. This meant that following the completion of the building project, wildlife habitats were improved and the planting would contribute to nature's recovery of any disturbances of habitats that may have occurred during the building works. The School had been advised that the project would only fund

17 internal CCTV cameras and 11 external cameras. It would therefore be necessary for the School to fund any additional cameras to ensure the continuum of safety for all. It was important to note that the necessary additional data points would be provided free of charge by the contractor. Consideration for this had been made in the surplus retention plan submitted to the LA which the SBM was pleased to report had been agreed today. The conditions of planning were all met and approved on February 25th 2025 and works should begin in April;

- (k) Finance Update - the budget position as at the end of the penultimate month of the financial year showed an estimated end of year revenue surplus of £1,692,975.07 which equated to 19.77% of the total budget share and was therefore above the 5% threshold that the School was allowed to retain. As reported above the LA had agreed to the School retaining this surplus.;
- (l) IT update - there had been a continuation of successful volunteers and workplace students from the Barnet & Southgate College programme for 6th Form IT students and a successful integration of the new ticketing system Smartlog. The School had rolled out a new Chromebook trolley with 15 Chromebooks for the SEN department;
- (m) Staffing - 1 teacher had left and 2 support staff had left. There were 3 vacancies for teaching staff and 0 vacancies for support staff. The vacancies were for a teacher of maths a teacher of science and a teacher of business. There were 11 new appointments in the Spring term. These were for a Student Services and Data Administrator, a Finance Officer, 7 Exam Invigilators, a Teacher of History and a Teacher of Science. No staff had changing roles this term. Three staff had resigned – the PA to the Heads of Learning, the Finance Officer and a teacher of RE. Overall the Headteacher said she felt that staffing was stable but it was recognised things could change at this time of year. She added that she was particularly delighted with the appointments of the Teacher of Science and History and the strength that these would add to these departments;
- (n) Teaching and Learning – Krysia Sosin was delighted to report that everything was going very well. There were currently five ECTs and one year 1 ECT at Chace. They worked with mentors on the Ambition ECT programme. All had formal lesson observations and regular drop-ins, which were used to assess their progress across the year. They were all currently making good progress in their teaching. This term there were 7 trainee teachers at Chace on their first placements. The School continued to value its role in supporting new teachers in their careers. The two Teach First teachers would be completing a week's alternative placement at Compton School. In Technology/Art the salaried SCITT teacher had returned after a half term at Ashmole School. Two teachers in their 3rd year of teaching had joined the Compton School Outstanding teacher programme. The Middle Leadership Development Programme continued to support the subject and pastoral leaders. Four staff new to middle leadership at Chace had completed a course led by the Headteacher and Krysia Sosin and this had received very positive feedback. Eight further middle leaders had now begun the 'Established Middle Leader course'

facilitated by Krysia Sosin and Louise Legg. The School also continued to support staff with the National Professional Three staff were about to join new NPQ courses in the Spring term;

- (o) CPD – the CPD offer was a professional programme. For some there was the following offer, a New Middle Leader Induction programme - 3 sessions in school day or after school on leadership and management/values, data literacy, improving teaching. 3 pre-recorded sessions from Pixl Middle leadership programme ‘New to Middle Leadership’ (completed in own time). Each member of staff would be mentored by a member of SLT for 6 weeks. Colleagues would be given ML readings and brief reflection activities. Everyone had access to LDT/Twilight CPD - sessions which would be mapped based on KCUR/calendar to cover key areas from the SIP. Colleagues would be given ML readings and brief reflection activities, ‘Established Middle Leader’ 3 pre-recorded sessions from Pixl Middle leadership programme (completed in own time). the role of Associate SLT would be advertised this term to continue to build development opportunities and capacity in the Senior team;
- (p) Behaviour and Attitudes – Governors noted the data from 5 September 24 – 12 December 24 and from 7 January 25 to 12 March 25. They focused on attendance which was currently 92%. Natalie Slade explained that they would want this to be higher at 94% She explained that the Parent Support Advisor had been unwell. She was a critical part of the work undertaken with vulnerable families and was responsible for sending out letters in respect of absence. Her absence meant other staff had been picking up these areas as best they could. The amount of in year Students arriving at the School had significantly increased the number of persistent absences. Work was undertaken with the families and the Educational Welfare Officer (EWO) was involved where necessary. **In response to Governor’s queries**, Natalie Slade informed them that she had met with the Head of Admissions at the LA about obtaining more support from the EWO and this was a key focus. She had also attended a DfE conference today about attendance. She assured Governors they would be working hard to reverse the dip that had been seen recently. However, there could be a need to finance this area more and the Headteacher explained that they were looking at using an attendance platform that cost £1.50 per Student. This platform tracked and monitored attendance. It was able to show siblings data and had a home visits tab. It highlighted persistent absence too. The School would be receiving a demonstration of this system soon and the Headteacher considered that whilst it was expensive it was likely to be worth it and she was keen to roll it out asap. Governors agreed it could be useful investment;
- (q) Behaviour update/Pastoral information since the last GB meeting.

During the Spring Term 2025:

- 1 school complaint – dealt with and the matter was closed.
- 12 Children Looked After;
- 3 Child Protection (Safeguarding) referrals to MASH;
- 0 allegations against staff reported to Lead Officer for Child Protection;
- 11 reported racial Incidents;

- 2 serious Bullying Incidents; 4 homophobic incidents;
- 0 any significant safeguarding issue, whether to do with sexual behaviours, radicalisation or any other form of threat or risk to young people;
- 0 E Safety issues
- 0 Exclusions/14 suspensions.
- 0 Child on Child abuse

The Headteacher was pleased that during the Challenge Partners review they had determined that the School was calm and the Students were ready to learn. There had been no major incidents this year and suspensions and relocations were down, however these were beginning to creep up again. Any issues were being addressed and work was ongoing to try and pre-empt these. Natalie Slade was working with repeat offenders and staff wanted to suppress some learning behaviours. The appointment of Justin Gordon, the new Behaviour Manager, was proving very successful. He was making a real difference and this was allowing Natalie Slade to focus more on attendance. **The Chair of Governors commented how superb the work Justin was doing was and it was wonderful to see how much he cared for the children and wanted to help them.** Governors noted the detailed information provided around full day relocations. Since September, one Year 8 Student had been taken to the Fair Access Panel, and they were now a full time student at Kingsmead. The School had accepted one Year 10 Student from Highlands through the Fair Access Panel and this was still in the first eight week review period.

The School had relaunched the gold silver and bronze stars for this year for students achieving 50, 150 and 300 positive points respectively. 461 bronze stars, 100 silver stars and 10 gold stars so far had been awarded so far. Students who consistently showed excellence, responsibility or belonging in lessons had the opportunity to win a scratch card for a prize. These included the following, Jump the queue for a week, Jump the queue for a term, chocolates, water bottles, pens, highlighters, automatic 10 positive points, ear pods, £10 Amazon voucher, £50 Amazon voucher and a bicycle. 256 scratch cards had been given out with a range of all prizes being won so far. There was also an attendance raffle, all students in each year with 100% attendance went into a weekly raffle for a £10 Amazon voucher Form competition - At the end of each half term, the form class in each year group with the best attendance received a hot breakfast in their form room. Rewards Assemblies were in place and at the end of the Autumn term these had been held for all year groups in which Students received recognition and prizes for excelling in specific subjects;

- (r) the Headteacher informed Governors that they did have some hard to reach children and some of these required reduced timetables. Some had SEND needs which could lead to behavioural issues and Justin Gordon was taking the lead on this. It was planned to move the relocation room upstairs to the old finance office. This team had reduced and no longer needed as much room. This office would be used for nurture purposes, in effect it would be an internal alternative provision. It was planned to launch this sometime after Easter;

- (s) Governors noted that the next four pages of the report focussed on Personal Development. The Headteacher stated that the Challenge Partners had said this should be an area of excellence. The work around enrichment days was excellent and Amanda Roper and Alex Grieg were leading on mapping. The children were to be taught life skills before the enrichment days. They could then use these on the days and this could be evaluated. The Headteacher was pleased to say they were becoming more strategic around this now. She added how proud she was of the Head Students and the School Council. Governors were shown some snapshots of the enrichment days and were delighted that all Students were receiving wonderful enrichment opportunities. **A Governor commented on the new Head Students and said how delighted she was to see how far one of them had come in respect of turning things around for herself. She congratulated this Student and the staff who had helped her achieve what she had to date.** The Headteacher was also delighted about this. She said she would be holding a tea party to celebrate with the outgoing Head Students and the incoming ones;
- (t) Quality of Education – Governors noted the details around intent and implementation along with the KS4 and KS5 results, targets and forecasts. These had been discussed in depth by the Teaching and Learning Committee. The Headteacher considered that the new report format did not feature enough information on the Sixth Form and this would be addressed in future reports. Mel Nathan updated Governors and informed them that numbers were up on Year 11 transition to Post 16. They had doubled the number of externals and some Students who had left in Year 11 were now asking to return. As some of these were the most high achieving Students this was very pleasing. Sixth form Students had been working with Year 11 which had resulted in 83% of them applying to join. The work they were doing was raising the profile of the Sixth form further down the School which was excellent. UCAS personal statements were being produced and offers had been received with most accepting these. Data outcome was positive. The peer observations and drop ins being undertaken across the School were proving popular as these were now less judgemental and a positive way of sharing good ideas in a safe space. A teaching and learning breakfast was held half termly and this delivered high quality CPD;
- (u) SEND – Governors reviewed the current Year 11 Attainment 8 scores. The Attainment 8 score for the EHCP students exceeded the national average of 14.2 for 2023-4. The SENCO had identified Year 11 Students with limited support through a holistic provision mapping system which had been introduced, the intervention had been focusing on English and Maths and tuition had begun to address these needs. The second round of KS3 Termly Intervention Groups was underway, focusing on Literacy, Numeracy, Emotional Regulation, Handwriting, and Phonics, with support from assistant teachers. Teaching assistants received training from an Educational psychologist on SLC and emotional regulation, enhancing their ability to support Students with additional needs. In addition this term training on Adaptive Teaching and Scaffolding had been provided. All staff received training on students of concern and EHCPs. The Alternative Resource Provision (ARP) review had been completed, with a report due before Easter highlighting strengths and

areas for development. Two Year 7 internal students had been successfully designated as ARP students following a formal request and the annual reviews for Years 8-13 were complete, with Year 7 reviews scheduled next;

- (v) **A Governor asked if they could be invited to attend learning walks in the future** and was informed that Governors would be very welcome.

RESOLVED that dates of learning walks be circulated to Governors.

ACTION: KS

NOTED that the Chair thanked the Headteacher and everyone involved in the Report for their continued hard work and the detailed information that had been provided.

- (w) **IDSR (Inspection Data Summary Report)**

NOTED the contents.

6. **NEW OFSTED FRAMEWORK UPDATE**

RECEIVED a presentation on the new Ofsted framework from the Headteacher.

REPORTED that

- (a) from Autumn 2025 there would be five outcomes in the future and the effectiveness grade would be changing and be more nuanced. The lead HMI had said it was planned to make the report more visual and they would be introducing a report card. The plan was to make the report more user friendly for parents. The DfE said they had undertaken a “big listen” last year but the results had caused huge controversy in the education sector. The idea had been to take the pressure off Headteachers and Senior Leaders but this did not appear to be the case;
- (b) there were now nine evaluation areas with a focus on inclusion and to help reduce pressure on staff and providing a balanced picture across more areas and not just a single one. However the Headteacher considered that the new plans seemed more stressful than the old measures had been;
- (c) Governors were shown a mock up of a what the Headteacher considered a report card would look like for the School. The areas of consideration were cause for concern, attention needed, secure, strong or exemplary;
- (d) research on the new plans had been completed and next steps would include LA training in the Summer and a need to review the SEF and ensure it reflected all the new areas. Leaders would need robust training. The School expected its next Ofsted inspection in 2026/27. **A Governor asked if the Dfe would source a lot of information prior to attending a School** and the Headteacher said they would. She explained there would still be a 90 minute phone call but this would now only

happen on a Monday. The inspection process would still be a two day one but the new plans meant there would be a great deal to inspect. **A Governor commented on the way in which CQC inspections were undertaken and said that they obtained a great deal of information prior to an inspection and made judgements before the meeting on some areas. This meant they were able to focus on specific area during the visit.**

7. CURRICULUM COMMITTEE

RECEIVED the minutes of the meeting held on 29 January 2025, a copy of which is included in the Minute Book and available to view on GovernorHub.

REPORTED by the Chair of Curriculum that they had received a detailed presentation from Carly Lynch on interventions and these had been mentioned in the Headteacher's report. The committee had reviewed Year 11 data and discussed targeted interventions for Students who were on grade borderlines. They had considered the possibility of streaming to give the best opportunities to the Students but the Governors had said they would not want strong streaming but could see the value of some grouping in order to help Students flourish. The meeting had been very information led and the data presented had shown the good start that had been had in the Autumn term which has reflected in information provided tonight. They had also discussed the value of Technical Awards for some Students and some of these were now included in the options booklet.

RESOLVED to ratify following policies.

- Looked After Children Policy;
- SEND Policy

8. RESOURCES COMMITTEE

RECEIVED the minutes of the meeting held on 5 February 2025, a copy of which is included in the Minute Book and available to view on GovernorHub

REPORTED by the Chair of Resources that they had welcomed the new SBM to the School and the Committee and they had been very impressed with the detail she had got to grips with so quickly. Much of what had been discussed was contained in the Headteacher's report. The Chair of Governors asked for access to Smartlog. The Headteacher assured her this was being worked on and that she wanted to arrange training for Governors.

RESOLVED to

- agree the quarterly return;
- agree the Pupil Premium Statement;
- ratify the following policies
 - Capability Policy;
 - Appraisal Policy;

9. POLICIES

RECEIVED the following policy, a copy of which is included in the Minute Book and available to view on GovernorHub

- Flexible Working Policy

NOTED the policy reflected national changes.

RESOLVED to **ratify** the above policy.

10. **GOVERNOR LEARNING AND DEVELOPMENT OPPORTUNITIES**

NOTED that all training sessions were listed in the Governor Training Brochure 2024-25, available on Governor Hub.

Training could be booked through the link below and then the School based booker, Helen Manwaring, would get an email to approve the booking and then send out the necessary emails with further information.

<https://traded.enfield.gov.uk/professionallearning>.

SPRING 2025		
Date	Time/Location	Course
20 Jan 25	18.30 - Teams	Improving the Outcomes of SEND pupils -(training for governors)
29 Jan 25	18.30 - Highlands	Induction for New Governors
3 Feb 25	18.30 - Teams	School Finance Part 2 (for governors)
4 Feb 25	18.30 – Teams	Pupil Premium for Governors
19 Feb 25	18.30 - Highlands	Inclusion and Equality
24 Feb 25	18.30 - Teams	Chairing Effectively Part 2 (for governors)
17 Mar 25	18.30 - Teams	Website Compliance (for governors)

19 Mar 25	18.30 - Highlands	Strategic Governance
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11. DATES OF FUTURE MEETINGS

NOTED the following meeting dates.

7 May 2025 Curriculum Committee 6pm

14 May 2025 Resources Committee 6pm

21 May 2025 Governors Planning Group/Behaviour Steering Group 6pm

11 June 2025 Discipline Committee 6pm

25 June 2025 Full Governing Body 6pm.

12. CLERKING

RESOLVED to remain with GSS for the Clerking Services.

13. CHACE STRATEGIC DIRECTION UPDATE

NOTED that this was discussed after the meeting and staff and the Clerk did not attend.

14. ANY OTHER BUSINESS

Complaints Policy Review

REPORTED by the Headteacher that she always hoped that parents would know they could speak to her about any complaint they might have but some chose to go straight to the Chair of Governors, the DfE or Ofsted which caused issues for herself and caused extra work. Recently a parent had threatened to go the Dfe and it appeared that they had. The Dfe had batted the complaint back to the LA who had then contacted the School. The issue had been resolved but as a result of it the Dfe had checked the School website and reviewed the complaints policy. They had contacted the School to say it needed to be updated. Gina Panayi had assured the Headteacher that it was up to date. This was an LA Policy last updated in February 2021. This date had been confirmed with the Enfield Hub today and the School had the most recent copy. The policy had been reviewed by the Resources Committee on 15 May 2024.and ratified at the Governing Body on 3 July The next review date was the summer term 2025 and the Headteacher expressed her frustration at the situation as the policy was not out of date at all. She said she was happy that policies were always kept up to date. **A Governor asked if the Headteacher had fed**

back to the Dfe. The Headteacher said she had sent a holding email and now she had spoken to Governors she would send an official email to them. Governors were invited to refer to the Headteacher's spreadsheet, New Policies Review Timetable 2024-25 under the resources tab and the heading Summer Term Reviews for scheduled review dates under the notes.