Home-School Communication Procedures

Parliament Hill School

High Achieving and Happy

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1. Introduction and aims

Our feminist mission is to enable every student to forge a strong identity, empowered to make their mark in the world.

We are proud to be a centre of excellence and innovation for girls' education.

We nurture aspirations and support each student to discover their dreams and ambitions. We empower girls to take risks and to develop the confidence, leadership attributes, and cooperative relationships that enable them to flourish academically, socially and personally.

Students are educated to be inclusive global citizens, enabled to speak out, and make a positive difference to the world now and in the future.

We believe that achievement and happiness are inextricably linked and we are committed to enabling both.

Communication

We advocate respectful communication at all times. This underpins all our values and enables our school to be a high achieving and happy learning space. Respectful communication between staff and students, and between the home and school is paramount to a successful and considerate environment for everyone.

We believe that clear, open communication between the school and parents/carers has a positive impact on students' learning because it:

- Gives parents/carers the information they need to support their child's education.
- Helps the school improve, through feedback and consultation with parents/carers.
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs.

The aim of this procedure is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers.
- Setting clear standards and expectations for responding to communication from parents/carers.
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible.

In the following sections, we will use 'parents' to refer to both parents and carers.

2. Roles and responsibilities

2.1 Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate.
- Monitoring the implementation of this procedure.
- Regularly reviewing this procedure.

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this procedure and the school's ICT and internet acceptable use policy.
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves).

Staff will aim to respond to communication during core school hours (8.30am-4pm), or their working hours (if they work part-time) during term time. In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

2.3 Parents

Parents are responsible for:

- Checking all communications from the school.
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance.
- Responding to communications from the school (such as requests for meetings) in a timely manner.
- Ensuring that communication with the school is respectful at all times.

Any communication that is considered disrespectful, abusive or threatening will be referred on to the Headteacher. We reserve the right to ask visitors to leave the school site and to end meetings or telephone conversations if communication is deemed to be in breach of the expectations set out in these procedures.

Parents should not expect staff to respond to their communication outside of core school hours (8.30am-4pm) or during weekends, or school holidays.

3. How we communicate with parents

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.

Parents will be notified of the rewards and/or behaviour points logged by staff members by way of the Daily Digest email they receive each day.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child:

3.1 Email

We use email to keep parents informed about the following things:

- Upcoming school events.
- Scheduled school closures (for example, for staff training days).
- School surveys or consultations.
- Class activities or staff requests.
- Our fortnightly newsletter issued every Friday of Week B.
- Parli People/PTA also email their newsletter to parents who ask to be put onto their mailing list. You can request to be added to their list by emailing info@parli-people.org.

3.2 Text messages

We will text parents about:

- Student absences.
- Short-notice changes to the school day.
- Emergency school closures (for instance, due to bad weather).

3.3 School website

Our school website includes a full school calendar for the academic year ahead.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including assemblies or visitors, or requests for students to bring in items or materials).

Any such event will be included in the school calendar.

3.4 Phone calls

Parents can expect positive phone calls, emails and letters from members of staff. Parents are called regarding negative behaviour or receive Daily Digest information from the school via email.

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits.
- Consent forms.
- Further information.

3.6 School planners

Students are issued with planners and parents can use these to communicate with tutors. Parents receive a weekly automated update on Home Learning tasks.

3.7 Reports

Parents receive reports from the school about their child's learning, including:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance.
- Progress reports.
- A report on the results of public examinations.

- Information about vocational qualifications gained (or credits gained towards these).

We also arrange regular meetings where parents can speak to staff about their child's achievement and progress (see the section below).

3.8 Meetings

We hold year group parents' evenings and information evenings. During these meetings, parents can talk with staff about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school, or parents, may also make contact to arrange meetings between Parents' Evenings if there are concerns about a child's achievement, progress, or wellbeing. This would be applicable where a conversation may require more time than the allocated Parents' Evening slot.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be supported with further meetings to address these additional needs.

3.9 School website

Key information about the school is posted on our website, including:

- School times and term dates.
- Important events and announcements.
- Curriculum information.
- Important policies and procedures.
- Important contact information.
- Information about before and after-school provision.

Parents might wish to check the website before contacting the school as it is a rich source of information. We also have a pop-up page on the website where forthcoming main events and announcements are posted.

4. How parents can communicate with the school

Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within 2 working days and to make all reasonable efforts to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days. Please note that the approach may vary in accordance with the specific circumstance.

The Teams message function is for students only (as holders of the Teams account) and it is requested that parents do not contact staff via this mechanism.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

4.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office and the relevant member of staff will contact them within 2 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 2 working days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies.
- Safeguarding or welfare issues.

For more general enquiries, please call the school office on 020 7485 7077.

Parents can use these calls to ask questions or raise concerns as appropriate.

For attendance matters, please contact the school before 8.30am in the morning each day that you know your daughter is not in school. You can also leave a message if your daughter has an appointment and will need to leave early or will be arriving late.

Tel: Please dial the school switchboard on 020 7485 7077 and press option 1.
Email: attendance@parliamenthill.camden.sch.uk

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1), or call the school to book an appointment.

We make all reasonable efforts to contact parents within 48 hours to advise of an appointment time in accordance with staff availability.

While staff are available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning.
- Updates related to pastoral support, their child's home environment, or their wellbeing.

4.4 Working with Advocates

Parents may bring a friend of advocate to a meeting for support. We have adopted Camden's Code of Conduct when working with parental advocates.

Code_of_Conduct_for_working_with_families_and_advocates.pdf (parliamenthill.camden.sch.uk)

5. Respectful Communication

We aim for Parliament Hill School to be a welcoming and safe place for everyone. Everyone has the right to be in school without fear of abuse because of their disability, gender identity, race, sexual orientation, religion or any other characteristic. **We take a zero-tolerance approach to all forms of abuse and we work hard to ensure students and staff are safe, feel safe and have the confidence to report any incident knowing that it will be taken seriously and investigated.** In line with our values, we aim for all our communication - by phone, email, or in-person - to be clear, open, honest, ethical, and professional and to treat all parents with respect. In the interest of staff wellbeing, we ask that parents adopt the same approach when communicating with school staff both in-person and in electronic interactions.

Please note that we reserve the right to retain information relating to instances of disrespectful or aggressive communication and refer on as appropriate.

Full information on our school Complaints Policy and procedure is available on the website.

6. Inclusion

It is important to us that everyone in our community can communicate and access the school easily.

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages.
- Interpreters for meetings or phone calls.

We can make additional arrangements if necessary. Please contact the school office to discuss these.

Families who need support accessing the site should contact school via the enquiries email address before attending events. E.g. car park, wheelchair access.

Appendix 1: school contact list

Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email or call the school office on enquiries@parliamenthill.camden.sch.uk or 020 7485 7077 (Office hours are 8am-4pm).
- Put the subject and the name of the relevant member of staff in the subject line (for emails).
- We will forward your request on to the relevant member of staff.
- Please note that it is advisable to check our website first; much of the information you need is posted there.

We aim to acknowledge all contact within 2 working days and to make all reasonable efforts to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days. Please note that the approach may vary in accordance with the specific circumstance.

I HAVE A QUESTION ABOUT…	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's tutor
My child's wellbeing/pastoral support	enquiries@parliamenthill.camden.sch.uk
A safeguarding concern about a PHS student	The Safeguarding Team safeguarding@parliamenthill.camden.sch.uk
Payments	www.parentpay.com
School trips, or clubs	enquiries@parliamenthill.camden.sch.uk

I HAVE A QUESTION ABOUT…	WHO YOU NEED TO TALK TO
Lost and found	enquiries@parliamenthill.camden.sch.uk
Attendance and absence requests	If you need to report your child's absence, call: **0207-485-7077** If you want to request approval for term-time absence, contact attendance@parliamenthill.camden.sch.uk
Bullying and behaviour	Your child's ATL enquiries@parliamenthill.camden.sch.uk
Subject queries	Team Leader enquiries@parliamenthill.camden.sch.uk
School events/the school calendar	enquiries@parliamenthill.camden.sch.uk
Special Educational Needs (SEN)	SENDCO enquiries@parliamenthill.camden.sch.uk
Hiring the school premises	School Plus enquiries@schoolplus.co.uk
PTA	info@parli-people.org
Governing board	clerk@parliamenthill.camden.sch.uk
Catering/meals	enquiries@parliamenthill.camden.sch.uk

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.

Model complaints procedure (parliamenthill.camden.sch.uk)

Appendix 2: Home School Agreement

Appendix C: Home School Agreement. The Student's Agreement

The School's Agreement:	**The Parent's or Carer's Agreement**	
The school will:	***I/we will:***	***I will:***
• ensure that she is well taught and that she achieves her best; • provide a balanced and challenging curriculum and a full range of extra-curricular activities to ensure she has opportunities to develop all of her abilities; • treat your daughter fairly; • care for her well and ensure her happiness and safety; • listen to her when she has a problem and offer appropriate guidance and support; • set relevant homework in accordance with the homework timetable; • help her to develop a sense of responsibility and to be considerate to others; • keep you well informed about general school matters and, in particular, about her progress; • be welcoming at all times and offer you opportunities to become involved in the life of the school; • respond to queries/concerns within 2 working days; • recognise and reward good behaviour and achievements; • prepare her for life beyond school and the world of work; • help her to become an independent, critical thinker.	• praise my/our daughter for the effort she puts into her learning; • encourage my/our daughter to learn from her mistakes; • build my/our daughter's self-confidence, helping her to set targets and break them into small steps; • provide a quiet space and time for her learning; • make sure the school knows when she needs support and take every opportunity to discuss her learning; • see that my/our daughter comes to school regularly, on time and with all the equipment she needs; • send a letter or phone whenever she is absent; • check and sign her personal organiser each week, and use it to contact the school; • make sure my/our daughter eats well, has plenty of sleep and exercise; • encourage her to join the after-school clubs which interest her; • support the school's code of conduct; equality policies and behaviour policy; • make sure the school has up-to-date contact details • not take holidays during term time; • try to follow the spirit of the Par li Parenting Model	• come to school every day and arrive on time; • follow the school's code of conduct, equality policies and behaviour policy; • work hard and do all my classwork and homework on time and as well as I can; • help to look after the school and keep it free from litter and graffiti; • give my parent/carer any letters from school and my personal organiser to see each week; • make sure my mobile phone/portable technology is switched off and out of sight in and around school. • bring the things I need every day and look after them properly; • be respectful and co-operative towards all staff and visitors; • be kind and considerate to other students; • talk to a teacher or other member of staff if I have a problem; • make sure that my communications through technology are responsible and positive both in and out of school; • look for opportunities to make a positive contribution to the school community.
Screusey ..... **Signature:**	**Signature of Parent (s)**	..... **Signature of Student:** ..... **Date:**