



Leverhuime
Church of England and Community Trust

Communication Policy for Parental Engagement

October 2023

Harper Green School

Harper Green Relationships & Communication: This is How We Do It Here

If the staff and families of Harper Green school work closely together in partnership, our students will have a better experience of education, and achieve better outcomes. This document sets out the expectations regarding two way communication between parents/families and school staff.

When families need to contact school...

- 1) Families should contact school whenever there is a serious safeguarding concern. We define 'safeguarding' as any situation which arises which could cause the immediate or future harm to another. School reception should be contacted by phone. It should be shared that it is a safeguarding incident, and details given to the member of staff receiving the phone call who will complete a Cause for Concern form. They will then contact a member of Harper Green's safeguarding team who will respond to the person making the phone call by phone. If you are worried about a child's wellbeing outside of these hours, please contact Bolton Children's Services Duty team on 01204 337777.
- 2) The fastest way to receive a response to any pastoral or academic issue is for a family to make contact with the school via email. Each year group will have a group inbox to triage and respond to parental queries. All emails should be formal and respectful, and will invite a response from a member of staff within 48 hours. Should you not have access to email, you can ring the school office. This response may outline a resolution, or may provide an acknowledgement of receipt and outline intended outcomes. Responses from staff will follow the format in Appendix 1.
- 3) Meetings can be requested by parents via email, or via a phone call with a member of office staff. Staff will only ever attend pre-arranged meetings.

When school needs to contact families...

- 1) School staff will primarily use the phone to contact families but utilise written or digital communication where verbal contact has not been possible. When relaying information regarding student behaviour that contradicts our agreed shared standards, the member of staff will share the known facts at that moment in time, along with the consequences for the behaviour experience. This will follow the format outlined in Appendix 1.
- 2) Where families are repeatedly encountering multiple messages/members of staff attempting to contact, Harper Green will identify a 'Single Point of Contact' (SPoC) to have primary contact with that family. Only in case of SPOC unavailability or emergency will another member of staff make contact with that family.
- 3) School staff will make weekly contact home regarding positive student behaviour. This contact may be in the form of a text, phone call, student planner comment, email, social media post or school newsletter.

Appendix 1: Example response from Staff Member following our ABC format.

Heading	Meaning	Example
Action	Overview of staff actions in response to the email received.	<p><i>“Following the information you have given us, we have performed the following actions:</i></p> <ol style="list-style-type: none"> <i>1. taken statements from students who witnessed the event;</i> <i>2. Reviewed available CCTV of the incident...”</i>
Beliefs	Our understanding of what has happened, based on our internal investigation.	<p><i>“...As a result of our actions, our beliefs are that your child has not responded in line with our values, as they have decided to purposefully ignore a member of staff’s instructions and therefore haven’t shown respect...”</i></p>
Consequence	Outcomes from the above areas.	<p><i>“...Because of this, your child will now attend the Alpha Centre on Monday and Tuesday of next week to be part of an intervention designed to support this behaviour from reoccurring in the future.”</i></p>

Appendix 2: List of Email Addresses and Contact Numbers for School Staff/Teams

At Harper Green School we run a delegated mailbox system for contacting key members of staff.

This enables parental queries to be directed to the correct person and these mailboxes are monitored by a number of staff members who will be able to respond to your queries in line with our Home School Communications policy

The list below has been created to help direct you to the correct year group:

Year 7 Team

Year7yearteam@harpergreen.net

Year 8 Team

Year8yearteam@harpergreen.net

Year 9 Team

Year9yearteam@harpergreen.net

Year 10 Team

Year10yearteam@harpergreen.net

Year 11 Team

Year11yearteam@harpergreen.net