



Parental Support Policy

INTRODUCTION

Northleigh House School has found it exceedingly evident that at times our students' parents/carers need varying types of support due to the emotional needs and upsetting experiences of their child.

It is the parents/carers who have to be emotionally strong, in order to support their child and to act as their voice.

Northleigh operates the following support for parents/carers, during term time:

- Inclusion as part of the Northleigh community.
- The availability to text the Headteacher during the following hours 07.45 am and 07.00 pm, if their child is anxious and needs clarification on a matter potentially stopping her/him from attending school.
- The opportunity to make an appointment to come into school to speak with the Headteacher/School Director.
- The opportunity to discuss and possibly open a Common Assessment Framework (CAF) for additional support.
- The opportunity to telephone Northleigh during the school day, in order to speak with the Headteacher/School Director.

Northleigh is an educational establishment and whilst the school recognises that there may be emotional issues, which need to be brought to our attention, there may be times, when we are unable to deal with matters immediately.

- We would therefore request that parents/carers contact school by email and/or telephone. This should be directed to either the Headteacher or the School Director and not to individual staff members, so valuable teaching time is not taken up within the school day (Email correspondence is preferred as this enables staff to address issues in between teaching responsibilities and any other previously arranged meetings).

- Northleigh will endeavour to provide an acknowledgement to emails within 24 hours and a response within 72 hours.
- Northleigh would encourage parents/carers, who want to have an in-depth conversation to arrange an appointment with the Headteacher/ School Director. This will ensure that a specific time is allocated, so that all parties will have sufficient time for discussions to take place.
- With regard to incidents that involve other students, parents/carers need to understand that we may not always be able to disclose information in relation to another student, due to issues of confidentiality. However, this does not mean that no investigation will take place.
- Northleigh is a small community and we are conscious that students form friendship in school that navigate outside of school hours. The school is not responsible if, for example, on social media outside school hours, students have a disagreement. We understand that this may have an effect on friendships in school/attendance and will try to assist in a positive resolution. However, parents/carers need to understand that this is not Northleigh's responsibility and that they may need to involve outside agencies to assist them.

1. Authorised by: _____ Headteacher

Date: September 2016

2. Authorised by: _____ Chair of Trustees

Date: September 2016

Review Date: **September 2018**