



North Hill House School



Home-School Liaison Local Procedure September 2025

Local Procedure Title	Home-School Liaison
Service	North Hill House School
ACS Policy number and title	ACS 36 Home-School/College Liaison
Local Procedure template ref.	ACS LP 36
Local Procedure date	25/09/2025
Local Procedure review date	25/09/2026
Local Procedure Author(s)	Michael Pearce
Local Procedure Ratification	Checked and approved by: Rebecca McArthur

1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' 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 policy 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. Local Responsibilities

Headteacher

The Headteacher is responsible for ensuring that there is a clear and agreed approach to communicating between home and school for each individual child/young person, which will include:

- Ensuring that communications with parents are effective, timely and appropriate.
- Monitoring the implementation of this procedure.
- Regularly reviewing this procedure.
- Identification of named persons to maintain liaison and communication (e.g. parent/carer/keyworker/link-worker/personal tutor).
- The method and frequency of routine communication.

- The method for emergency communication.
- A plan for how all such liaison will be recorded.

Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy 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 8.15 – 4.00 or their working hours (if they work part-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.

Parents

Parents are responsible for:

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

Any communication that is considered disrespectful, abusive or threatening will not be tolerated.

Parents should **not** expect staff to respond to their communication outside of core school hours or during school holidays.

3. How we communicate with parents and carers

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

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

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.
- Annual review documents and reports.

Text messages

We will individually message parents about:

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

School calendar

- Our website includes a full school calendar for the year.

Phone calls

- Informing you of an incident or query specific to your young person.
- Where a more in depth discussion is needed.
- To check on non attendance at school.

Letters

We don't usually send letters home, we would usually email you a copy of any letter. These might be:

- Letters about trips and visits
- Consent forms
- Our half termly newsletter

Reports

These will be sent home at regular intervals via email.

Parents will 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).

Meetings

- We hold subject parents' evenings each year and tutor parents' evenings. During these meetings, parents can talk with teachers 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 may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.
- There will also be an Annual Review meeting to discuss progress made towards EHCP outcomes.

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.
- Parents should check the website before contacting the school.

Newsletter

- Information of activities from each class
- School events
- Therapy updates
- Sports
- Enrichment
- Outdoor Learning update
- Enterprise activities
- Celebrations

4. Frequency of routine communication

Frequency	What	By Who?
Daily	Email or phone call about any incidents or concerns about a young person's day	Class teacher or LSA
Weekly	Tutor summary emails	Tutor
Half Termly (6 times per year)	School Newsletter	All staff
	Parents Forum	SLT
Termly (3 times per year)	School Reports	All staff
	Evidence for learning report on EHCP outcome progress	All staff
	Parent/Carers events	All staff
Annually	Annual Review	
As and when needed	Team around the family meetings	Relevant Staff

5. How parents and carers 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.

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 **1 working day**, and to respond in full (or arrange a meeting or phone call if appropriate) **within 3 working days**.
- If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

Phone calls

- If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office or the staff member directly and the relevant member of staff will contact them within 3 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 3 days of your request
- Staff will inform parents if a number of other colleagues are present during phone calls.
- 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 01373 466222.

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 aim to schedule all meetings within 5 working days of the request.
- While teachers are contactable 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.

Local Procedure Review History:

Date Reviewed	Reviewer	Summary of revisions
4 th November 2024	Michael Pearce	New RD – Rebecca McArthur
10 th January 2025	Michael Pearce	Change to response times to emails
1 st September 2025	Michael Pearce	Date changes

Children’s Services: Local Procedure Template

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Appendix 1

School office email: **NorthHillHouseSchool@AsprisCS.co.uk**

School office number: **01373 466222**

I have a question about...	Who you need to talk to
My child's learning/class activities/lessons	Your child's tutor/subject teacher
Participation and Engagement	Your child's tutor/subject teacher
A compliment	School office or member of staff
Outcomes and projected outcomes	Your child's tutor/subject teacher
Curriculum content	Website first, then Assistant Headteachers: Leigh Murray – KS4/5/6 th Form Lisa Conley – Curriculum Lead Adam Smith – Primary Lead
Concerns, incidents and safeguarding issues which may impact young people	Your child's tutor or a member of the Safeguarding team/DSL Carly Brown and/or Headteacher – Michael Pearce. Please see website for Safeguarding email address
Risks	Your child's tutor
My child's wellbeing/pastoral support	Your child's tutor
Payments	School office
School trips	School office
Uniform/lost and found	School office
Attendance and absence requests	If you need to report your child's absence, call: 01373 466222, Option 2 If you want to request approval for term-time absence, contact the school office
Bullying and behaviour	Your child's tutor or DSL Carly Brown or Assistant Headteacher Chris Fleming
School events/the school calendar	School office
Special educational needs (SEN)	Your child's tutor or Assistant Headteacher/ SENCo Adam Smith
Headteacher	Michael Pearce
Chair of Governors	Nancy O'Regan
Catering/meals	School office