

8th September 2022

Dear parent/carer

First of all, a huge welcome back to all our students and staff - we hope you all had a great summer break, filled with lots of activities and laughter! A big welcome as well to our new year 5s. They spent a day in school on their own this week and were fantastic. We are really looking forward to seeing you and starting the year with a real sense of positivity and purpose.

I wanted to provide some updates and information that will be useful to you all.

Staffing

We have had various staff changes over the last year but to keep you all in the loop:

- Mr Reynolds returns to his role as deputy principal with responsibility for pastoral
- Mrs Mullock returns to her role as assistant principal with the responsibility for teaching and learning
- Mrs Bowers resumes her role as KS3 pastoral lead
- Ms Shulver left us in the summer term and we are currently trying to secure another computer science specialist to fill this role. In the meantime, these lessons will be covered by our current staff
- Miss Barnes moved on to pastures new at another school and Mrs Bowers will resume her role in the PE department
- Miss Brodie is now on maternity leave and will continue to be covered by Ms Burslem until she returns
- We have two new members of teaching staff – Miss Farr, who will be teaching maths, and Ms Abson, who will be teaching various lessons, but mainly based in the English department. They will both be year 5 form tutors
- We have two new pastoral officer roles who will be the first point of contact for parents, will support the pastoral team in school in ensuring standards are maintained and students are able to access more widely additional provisions on offer. Miss Whitehurst and Miss Taylor have been appointed to these roles and we know they will provide a vital service for our students. They can be contacted relating to pastoral issues on:
pastoral@woodhouseacademy.staffs.sch.uk

Parental Code of Conduct

In the summer term, I sent home a letter, to our current parents, outlining the expectations for parents when contacting the school, who they would be able to speak to and the process of communication. I also included this in the new year 5 and 7 information booklet. I am enclosing this again (please see

below) for those who may have missed it, not yet received and as a reminder. Please can we ask that all parents read this carefully and follow the process, which ensures that the most appropriate members of staff are contacted in school in order to follow up.

Uniform

As a school, we appreciate how costly uniform can be and so aim to support families in any way possible. We will continue to use our partner companies – Clive Marks in Newcastle and Smart Uniform in Tunstall. In addition, we have a selection of second-hand school stock that will be offered as part of our 'Uniform Swap Shop'. This will happen at the end of every half term in the foyer area and will let parents know. Also, please can we ask that parents contact school if they are struggling with the provision of uniform and we can arrange for parents to come in at a convenient time to check the stock we have and if anything is suitable.

Covid Update

We are now asking any member of staff, or student, to treat this as any other illness: should you feel ill and not be fit for school, please call in to report the absence and stay off school for as long as is needed. The government guidance of isolation periods will no longer be in force in the school, unless we are told differently of course, where we would notify you of any changes.

Many thanks for your support and welcome back to all.

Regards

Mrs D Farr
Principal
Woodhouse Academy



Mrs D Farr - Principal
Woodhouse Lane, Biddulph, Stoke-on-Trent, ST8 7DR
Telephone: 01782 973600
office@woodhouseacademy.staffs.sch.uk
www.woodhouseacademy.staffs.sch.uk

Dear Parent/Carer

At Woodhouse Academy, we have a fantastic community of parents who are incredibly supportive when liaising, contacting or communicating with the school. We consider ourselves very lucky in this respect.

However, and particularly over the last twelve months, there have been an increasing number of incidents where staff have been subjected to inappropriate and intimidating behaviour by a small number of our parents, from demanding to see teachers without any notice, conducting aggressive phone calls, sending hurtful emails or posting remarks on social media. This has caused a lot of stress for certain members of staff and is not acceptable in any form.

Everybody works incredibly hard in school to provide the best education for your child and this kind of unfitting approach is something that interferes with that commitment and dedication. We will always want to work alongside parents to get the best for their child but will not tolerate unkind or harassing approaches to any member of the school team. As is expected of the students in school, behaviour is at the forefront of learning and being a civilised citizen; this message is for all of us.

I am enclosing our policy on the Parental Code of Conduct, which we expect all stakeholders to adhere to.

Thanking you in advance of your support.

Regards,

Mrs D Farr
Principal
Woodhouse Academy

1. Purpose and scope

At Woodhouse Academy, we believe it is important to:

- Work in partnership with parents to support their child in school
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times
- Have high expectations for all that reflect our school values at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff, pupils, parents, visitors and governors.

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern
- Have realistic expectations when requesting appointments to see staff (please see 'communicating with school' process below)

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports' team matches)
- Swearing, or using offensive language
- Arriving at reception demanding to see a member of staff without a prior appointment (please see 'communicating with school' section below)

- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Using intimidating language or behaviour, whether in person, on the phone or by mail
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to the attention of a member of staff
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Terminate a phone call or meeting if the parent is displaying any kind of aggressive or intimidating behaviour
- Invite the parent in to school to meet with a senior member of staff or the headteacher
- Send our Vexatious and Harassment policy as needed (this is displayed on our website under 'about' and 'policies')
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from our, or the local authority's, legal team regarding further action
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.

WOODHOUSE ACADEMY

PARENTAL CODE OF CONDUCT

Reviewed: Summer 2022

To be reviewed: Autumn 2024

(The Key Policy)

Communication with School Process

<p>Parent makes a phone call into school</p>	<ul style="list-style-type: none"> • This will go through to the main office in the first instance • If you wish to email into the pastoral officers, regarding your child, please send in to pastoral@woodhouseacademy.staffs.sch.uk • Unless the parent knows, and has already been in contact with, the member of staff concerned, in most cases this will go to our pastoral officer first who will take details and decide whether to look into this themselves or send on to the relevant person • The usual process of communication is the receptionist/pastoral officer, form tutor, head of key stage or subject lead, senior leader, headteacher • Appropriate members of staff will be informed of any details and actions taken as necessary
<p>Parent arrives at reception to see someone</p>	<ul style="list-style-type: none"> • This will, again, be addressed, in the first instance by reception who will ask for further information and if an appointment has been made • Parents will not be able to demand to see a teacher or member of staff on that day and will be advised to make an appointment at a mutually convenient time • Unless the parent knows, and has already been in contact with, the member of staff concerned, this will go to our pastoral officer, who will take details and decide whether to look into this themselves or send on to the relevant person • Parents will then be contacted within 1-3 days to discuss, dependent upon urgency and need. Again, this may be initially with the pastoral officer, based on the circumstances • If this is a safeguarding concern or an emergency, a relevant member of the DS team will be sought
<p>A request is made to speak to either the head of key stage or a senior leader</p>	<ul style="list-style-type: none"> • The key stage leads are contacted when the avenues of both pastoral officer and form tutor have been used first, unless there is more of an urgent concern where the key stage lead may follow this up • If the concern has been dealt with at key stage lead or subject lead level, and requires further investigation or support, then it will be passed on to a member of the senior leadership team who oversees that area (e.g. behaviour, teaching and learning, pastoral and nurture etc.)
<p>A request is made to see the headteacher</p>	<ul style="list-style-type: none"> • Parents will not make appointments with the headteacher unless this is of a more serious nature, needs escalating to that level, or the other levels of support have been exhausted first and additional advice is needed. Our office staff are very experienced in dealing with parental issues raised so will be able to determine where the call or concern needs to be directed. Rarely will pastoral or behavioural issues be dealt with by the headteacher
<p>Other Important Key Information</p>	<ul style="list-style-type: none"> • The office is not manned before 8.30 or after 4. There is of course an answer machine for messages to be left.

- | | |
|--|---|
| | <ul style="list-style-type: none">• Please ensure the correct equipment is sent in each day as the receptionists, due to safeguarding, spend at least the first hour checking registers and following up absence so do not have time to go round the school with lunches, PE kit etc.• Dependant upon the nature of the call/concern, parents may not be called back on the same day due to teaching and meeting commitments. We always aim to speak to a parent within 24-48 hours of receiving the request, whether that be a holding email or a call. |
|--|---|

Thank you for your continued support.

Mrs D Farr
Principal
Woodhouse Academy