



Holte School

Statement of Commitment to Parents

1. Our vision

1.1 Holte School aims to support pupils to achieve the highest standards and become the best person that they can be supported by a close partnership between the home and school. We aim to work together to offer opportunities for young people to become successful, happy members of our community.

1.2 We aim to provide the environment and support to help young people to achieve their ambitions and prepare them for life in the modern world. We are guided by the following set of principles for all pupils.

- Pupils stay safe and healthy, both emotionally and physically.
- Pupils enjoy their learning and achieve in aspects of their education.
- Pupils achieve economic well-being.
- Pupils develop their character and an awareness and importance of values.
- Pupils develop spiritually, morally, socially and culturally.
- Pupils make a positive contribution to local, national and global communities.

1.3 Effective partnership between home and school is a key to fulfilling these aspirations. Parents and carers are a most important influence in a child's life and Holte School pledges to listen to and communicate with parents and carers frequently and effectively in order to build the trust, understanding and partnership essential to support pupil achievement.

1.4 We are committed to creating a safe and inspiring place for all children to learn and develop, where children's rights are respected, their talents are nurtured and they are able to thrive as individuals and as a community. The UN Convention on the Rights of the Child (CRC) is at the heart of our ethos and our curriculum.

The four guiding principles of the UN Convention on the Rights of the child state that:

- All children are entitled to the same rights without discrimination of any kind.
- All actions concerning children will take into account the best interests of the individual child or group of children as the primary consideration.
- All children have the right to survival and development.
- Children have the right to express their views in all matters affecting them.

We are committed to the guiding principles of the Convention and is actively committed to promoting all articles of the convention in all areas of the school and its work.

2. Our commitment to parents and carers

2.1 We are committed to continuously improving the service we provide to students, parents and the wider community. We have quality assurance systems in place for gathering information and monitoring progress in relation to customer care.

2.2 We aim to be a resource for all members of the community that it serves and pledges to support all parents, carers and families in everything it does. All parents and carers of pupils who attend Holte School should expect the following:

- A welcoming, friendly and safe school environment.
- A broad and balanced curriculum that prepares our students for life in modern Britain.
- Acknowledging and responding to parental enquiries within the agreed time scale.
- Providing effective and informative induction for all new pupils and their parents and carers.
- Regular and high quality information and reports on pupil progress and achievement
- Offering parent training through accredited family learning courses, adult education, and positive parenting programmes and by responding to parental need.
- Providing a high quality enrichment programme of learning and fun activities for parents and parents and pupils together.
- Informing parents of forthcoming activities, opportunities and events at school
- Inviting parents to share in the celebration of pupil and school success.
- Providing advice, guidance and signposting to parental requests for personal, social and emotional support.
- Advice for parents on how best to support their child's education with information provided via the post, MyEd App and online about important issues.
- A polite, courteous and prompt response. It is always helpful if parents reciprocate. Holte School does not tolerate any form of rude or aggressive language towards its members of staff.
- Quick, decisive action with any unruly students to protect the interests of the majority.
- Quick, decisive action to protect your child from bullying.
- Comprehensive careers advice and links with industry.
- Offering support and guidance to help parents make informed decisions regarding choices and transition to other educational establishments and employment.
- Ensuring that all relevant school policies are effective, available and easy to understand.
- An ICT network that has systems and rules in place to safeguard your child as far as possible from inappropriate materials.

- Gathering regular feedback in order to inform further developments and improvements.

3. Supporting parents, carers and our community

3.1 We are committed to providing guidance and support to all parents, carers and our community. We pledge to respond to parental requests within a timely manner. Parents and carers may refer concerns to the school in the following ways:

Concern	Contact
A query relating to a child's academic performance or progress.	Year Manager Year 7 – Mr Higby p.higby@holte.bham.sch.uk Year 8 – Mrs Allen-Smith c.allensmith@holte.bham.sch.uk Year 9 – Mr Roberts a.roberts@holte.bham.sch.uk Year 10 – Mr Tarafdar r.tarafdar@holte.bham.sch.uk Year 11 – Mr Madourie d.madourie@holte.bham.sch.uk
A query regarding a child's personal development, including behaviour and attendance.	Year Coordinator Year 7 – Miss Evans t.evans@holte.bham.sch.uk Year 8 – Mr Jacobs c.jacobs@holte.bham.sch.uk Year 9 – Mrs Pinkney l.pinkney@holte.bham.sch.uk Year 10 – Mrs Odedra p.odedra@holte.bham.sch.uk Year 11 – Mrs Gordon l.gordon@holte.bham.sch.uk
All child protection and safeguarding issues	Mr Sohal (Headteacher) Mr A Oliver (Designated Safeguarding Lead) a.oliver@holte.bham.sch.uk Miss J Peterkin (Deputy DSL) j.peterkin@holte.bham.sch.uk Mr L Farmer (Assistant Headteacher) l.farmer@holte.bham.sch.uk

Confidential issues, including complaints	Mr Sohal (Headteacher) Ms C Hardy (Chair of Governors)
Issues relating to the Sixth Form	Miss R Tracey r.tracey@holte.bham.sch.uk Mr J Gakhal (6 th Form Year Manager) j.gakhal@holte.bham.sch.uk Ms K Bhatti (6 th Form Year Coordinator) k.bhatti@holte.bham.sch.uk
Issues relating to the curriculum	Mrs K Neal (Deputy Headteacher) k.neal@holte.bham.sch.uk
Issues relating to careers advice and guidance	Miss Y Sadique (Assistant Headteacher) y.sadique@holte.bham.sch.uk
Issues relating to Special Educational Needs, including medical needs.	Ms A Hunt (SENCo) send@holte.bham.sch.uk
Issues relating to specific subject areas	Head of Department/Faculty English – Mr G Edwards g.edwards@holte.bham.sch.uk Science – Mr R Khan r.khan@holte.bham.sch.uk Maths – Mr A Nur a.nur@holte.bham.sch.uk Humanities – Mrs L Taylor l.taylor@holte.bham.sch.uk History – Ms S Bashir s.bashir@holte.bham.sch.uk RE – Mr K Mahmood k.mahmood@holte.bham.sch.uk Arts – Mrs K Jarman k.jarman@holte.bham.sch.uk PE – Ms N Hamilton n.hamilton@holte.bham.sch.uk

	Technology – Ms V Thomas v.thomas@holte.bham.sch.uk Social Sciences – Ms S Jafar s.jafar@holte.bham.sch.uk MFL – Ms R Tapia r.tapia@holte.bham.sch.uk
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3.2 We will endeavour to respond to parental requests within the following time scales. Should you wish to have a meeting, always book an appointment as staff cannot be made available at short notice.

- Response to a request to see a senior member of staff on arrival at school with or without appointment – as soon as possible when a senior member of staff is free.
- Response to a telephone or email contact by a parent or carer – within 24 hours.
- Response to a letter from a parent/carers requesting information or action – within five working days.

3.3 We recognise the importance of keeping you informed about your child's experience at Holte School and how they are progressing. We, therefore, have timely information sent out to all parents on an annual, termly and half termly basis. This includes:

- Academic reports sent annually
- Parental consultation evenings held twice a year
- Pupil progress and ethos data sent throughout the year
- Community Newsletter
- Letters from staff at the school
- Annual review of policies, including consultation
- MyEd App Download it here: <https://www.myedschoolapp.com>
- Parents' Forum
- Regular telephone calls and text messages
- The school website – www.holte.bham.sch.uk
- Parents can access ePraise, GSCSEPod and Doodle
- Twitter account - @Holte_School
- YouTube account – Holte School Web

Parents and carers may also wish to contact the school via email for a general enquiry as an alternative to telephone or letter – enquiry@holte.bham.sch.uk

3.4 We will endeavour to make any reasonable adjustments that may be necessary to enable a parent or carer with a disability to participate fully in a meeting or to receive and understand a communication.

3.5 If a parent requires translation this may be provided on request. We are able to provide translation in Arabic, Bengali, Urdu, French, Italian, German and Pashto.

3.6 We believe that our staff have the right to work in an environment where they are not subjected to abusive, threatening, aggressive or violent behaviour. This includes: use of inappropriate language, abusive comments, shouting, physical threats or actions. Parents and visitors should note that any form of physical aggression towards staff will be reported to West Midlands Police.