



Northamptonshire County Council

Please ask for: Cath Kitchen
Tel: 01604 662250
Our ref:
Your ref:
Date:

Dear Parent/Carer

I would like to welcome you and your child to the Northamptonshire educational alternative provision, Hospital and Outreach Education.

Hospital and Outreach Education is a place of learning, and all of the children and young people supported must have an intention to return to school or to an alternative learning provider. Your help in this process is key, and we will be involving you and your child in all the decisions we make concerning your child's education.

I hope you find the information in this handbook both useful and helpful, as it is designed to ensure that we can work together to get the best outcomes for your child. There is additional information about our policies and activities on our website, www.nhoe.org.uk if you would like to read more.

As well as teaching sessions for your child, we also run parent groups called 'Parent Time'. The Family Liaison Worker will be able to give you dates and more information about the meetings.

If you have any comments you would like to make, please feel free to contact me on the numbers below.

I wish your child every success during their time with us.

Yours faithfully

Cath Kitchen
Headteacher
Hospital and Outreach Education

HOME – PUPIL REFERRAL UNIT AGREEMENT

This gives you details of what you can expect from us, and what we will be expecting from you and your child during your educational support period with HOE

As a Pupil Referral Unit, the staff and visitors will do their best to:

- Provide a safe, well ordered and caring environment for your child;
- Provide high quality teaching and a variety of enrichment activities;
- Be proactive in providing equal opportunities;
- Seek to create, by our actions and policies, a climate in which all members of the HOE community treat one another with respect and courtesy;
- Encourage your child to work to the best of their ability;
- Provide a balanced and challenging curriculum which meets your child's needs;
- Listen to and respond quickly to any concerns that you or your child may have;
- Contact you promptly should a problem arise;
- Keep you informed about events within HOE;
- Provide you with regular reports and meetings on your child's progress;
- Encourage your child to attend regularly and punctually;
- Record and reward good effort and progress;
- Value and respect your child as an individual;
- Have a clearly stated, published Positive Behaviour for Learning Policy.

Signed:

(Headteacher on behalf of all staff)

Date:

As a Management Committee of the Pupil Referral Unit, we will do our best to:

- Operate on the basis of collective responsibility, in the interests of all pupils within HOE;
- Work constructively with HOE leadership and staff in seeking to monitor and maintain standards and to promote improvement;
- Seek financial efficiency and value for money;
- Draw up and publish a full set of policies;
- Consult with, and report to, parents and carers;
- Ensure compliance with statutory regulations, including health and safety;
- Monitor and review all aspects of the work of HOE.

Signed:

(Chair of Management Committee)

Date:

As parents/carers, we will do our best to:

- Send our child to PRU learning centres as agreed, or ensure that they are ready for teaching if taught at an alternative venue;
- Arrange for a responsible adult to be present and available in the home, (if relevant);
- Ensure that our child is appropriately dressed;
- Ensure that our child has all the necessary equipment that they need;
- Take an interest in our child's education by encouraging them to complete their home learning;
- Keep HOE informed about any problems that might affect our child's learning;
- Inform HOE of any medication that our child is taking that may need administration during the day, and any changes to that medication;
- Attend 6 weekly review meetings;
- Take our child to all arranged medical appointments, preferably out of teaching hours;
- Support HOE and its policies as much as possible;
- Read all communication from HOE and respond promptly as appropriate;
- Encourage our child to have a positive attitude to learning, attending and engaging with education;
- Encourage our child to do their best.

<p style="text-align: center;">AGREEMENT FOR TEACHING SESSIONS AT THE OUTREACH BASE</p>
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When your child attends the outreach base, there are certain boundaries we ask you to read and agree to in order to ensure that your child is able to make the best use of the educational provision being offered through HOE. These are listed below:

- I agree to my child using the facilities of the education base and taking part in appropriate educational activities under the supervision of HOE staff;
- I consent to educational staff contacting my child's school or other professionals as may be necessary in connection with the education provision;
- I agree to my child attending educational sessions at an alternative learning venue as appropriate (e.g. a library, museum, a HOE base etc);
- I agree to my child participating in educational visits related to work studied;
- I give my permission for my child to travel in staff cars (appropriate documentation is available if required);
- I give my consent for my child to have his/her photograph taken to be used by them as evidence of their work;
- I agree to take responsibility for my child's behaviour while participating in HOE educational provision;
- I agree that I will support HOE staff in applying the boundaries of acceptable behaviours within the base;
- I agree that I will ensure that my child is appropriately dressed to participate in educational activities.

Please delete optional statements that you do not wish to abide by:

- I agree to my child's photograph being used in displays;
- I agree to my child's photography being used on the HOE website;
- I am willing to be contacted by Ofsted in case of an inspection.

ATTENDANCE

In order for your child to reach their educational potential and re-engage with their learning, attendance at agreed sessions is essential. Attendance targets will be set at each review meeting, according to each pupil's negotiated timetable and the impact of their medical/mental health conditions. The expectation is that this target will be met during the period up to the next review. Attendance will be calculated and reported on at each review.

If your son/daughter is unable to attend the base, it is important that you telephone the Attendance Officer, Sarah Jane, as soon as you know either by calling **01604 662250** or **07894 885687**: you can also text this number. If we do not receive a call from you, Sarah Jane will telephone you to find out why your child has not attended. This is part of our safeguarding procedures.

Please will you also notify any outreach teachers who may be teaching your son/daughter that day that your child is too unwell to access their lesson, giving at least one hour's notice if possible.

If you are reporting a continued absence or if your child has 10 school days of absence due to a medical reason, you may be asked to provide a doctor's note in addition to the medical advice provided at the outset of the support. Absence for other reasons must be discussed with the Core Teacher or Leader of Learning as appropriate.

It is important that you keep us informed of your child's whereabouts during the school day if they are not attending so we know that they are safe.

We request that you do not take your child on holiday during term time as continuity of support and teaching is important. You could incur a £60 fine.

If your child has three consecutive unauthorised absences then the Attendance Officer at your child's home school will be informed and a review meeting convened to discuss if HOE is the most appropriate provision to meet your child's educational needs.

Please be aware that:

If a pupil absents himself/herself from the base premises without the permission of a member of staff then these procedures will be followed:

- We would not follow, pursue or attempt to restrain the pupil unless there was danger to themselves or another person;
- A member of staff will immediately contact you as the parent/carer. It is therefore essential that we are able to contact you by telephone at all times while your son/daughter is attending the base;
- If we are unable to make contact with you immediately then it will be necessary to alert the police for your child's safety.

Regular attendance is necessary in order to maximise the learning and re engagement opportunities for pupils. If there is no satisfactory reason given for absence, it may be necessary for Hospital and Outreach Education to withdraw support until the situation can be discussed at the next review.

SAFEGUARDING YOUR CHILD

The safety of your child is of paramount importance. All of our staff receive regular and updated safeguarding training. If we have a concern about the safety of your child, we will follow HOE procedures for safeguarding (see Safeguarding Policy available at www.nhoe.org.uk/policies) and we will telephone you to inform you. We will work closely with you to support you in keeping your child safe.

If you have any concerns about your child's safety, which may impact on their education, please inform us, in confidence, so that we can provide support and take any appropriate actions required.

There is more information on safeguarding for our parents on our website www.nhoe.org.uk/parents-page.html . This includes advice on how to keep your child safe from sexual exploitation and becoming radicalised.

Parents information can also be found on the NSPCC website. 'Share Aware' is a guide to help your child stay safe on social networks <https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/share-aware/> and a guide to the different social networks that children use can be found here <https://www.net-aware.org.uk>

ACCEPTABLE USE POLICY AGREEMENT FOR THE USE OF THE INTERNET AND OTHER ELECTRONIC MEDIA

New technologies have become integral to the lives of children and young people in today's society, both within and outside their educational setting. The internet and other digital information and communications technologies are powerful tools, which open up new opportunities for everyone. These technologies can stimulate discussion, promote creativity and stimulate awareness of context to promote effective learning. Young people should have an entitlement to safe internet access at all times.

This Acceptable Use Policy is intended to ensure:

- that young people will be responsible users and stay safe while using the internet and other communications technologies for educational, personal and recreational use;
- that HOE ICT systems and users are protected from accidental or deliberate misuse that could put the security of the systems and users at risk;
- that parents and carers are aware of the importance of online safety and are involved in the education and guidance of young people with regard to their online behaviour.

HOE will try to ensure that pupils have good access to ICT to enhance their learning and will, in return, expect the pupils to agree to be responsible users. A copy of the Pupil Acceptable Use Policy is contained within the Pupil Handbook which we would advise you to read that so you are aware of HOE expectations of your child.

By signing the form at the end of this booklet, you are showing your support of HOE in this important aspect of the our work and give permission for your child to have access to the internet and to ICT systems in HOE settings.

HOE will ask your child to sign an Acceptable Use Agreement and they will receive online safety education to help them understand the importance of safe use of ICT – both in and out of education.

HOE will take every reasonable precaution, including monitoring and filtering IT systems, to ensure that your child is safe when they use the internet and ICT systems. However, HOE cannot ultimately be held responsible for the nature and content of materials accessed on the internet and whilst using mobile technologies.

HOE will monitor your child's activity on the ICT systems. HOE staff will contact you if they have concerns about any possible breaches of the Acceptable Use Policy.

We ask that you encourage your child to adopt safe use of the internet and digital technologies at HOE and at home and please inform us if you have any concerns over your child's online safety.

Use of Digital/Video Images

The use of digital/video images plays an important part in learning activities. Students/Pupils and members of staff may use digital cameras to record evidence of activities in lessons and out of school. These images may then be used in presentations in subsequent lessons.

Images may also be used to celebrate success by publishing them in newsletters, on the HOE website and occasionally in the public media.

HOE will comply with the Data Protection Act and request your permission before taking images of your child. We will also ensure that when images are published, your child cannot be identified by the use of their name.

By signing the agreement at the end of this handbook you are allowing HOE to take and use images of your children.

<h2>USE OF MOBILE PHONES AND OTHER ELECTRONIC EQUIPMENT</h2>

Mobile phones and other hand held devices e.g. iPods, are not normally permitted to be used in the outreach bases. **Your child will be required to leave them in a plastic zipped wallet which is clearly labelled with their name. This is a non negotiable condition of a place at the base.** They will be securely stored during the time your child is attending the base and returned to them at the end of the school day. **This includes lunch times spent on site.**

If you need to contact your child during the day, please telephone the main office and a member of staff will get a message to them. If your child needs to contact you during the day, they need to ask to use the main base telephone.

This ruling has been put in place to protect the confidentiality of our pupils, staff and visitors to the bases and is part of our safeguarding procedures.

Mobile phones and other electronic devices may be used in some lessons for educational purposes, but this will be supervised by teaching staff.

In the interests of safeguarding all of our pupils, we ask that parents/carers do not use their mobile phone, or any other hand held devices whilst visiting the bases.

(Please see Visitors Safeguarding Information Leaflet)

BREAK AND LUNCH TIMES AT BASES

Whilst your child is attending the outreach bases, we do not provide lunch, unless your child is entitled to a free school meal. It is advisable to send in a packed lunch which can be stored in the refrigerator. Pupils can also use the microwave to heat up their food if they wish.

If you think your child might be entitled to free school meals, or if you are unsure, then please speak to the Family Liaison Worker in the first instance who will be able to advise you.

Young people will be offered toast, fruit, other snacks and tea/coffee/juice at break times. To pay for this we would ask for a voluntary contribution of £1 per week. This £1 contribution also goes towards end of term outings etc. Alternatively, you could let us have a cheque for the whole terms contribution (which usually averages out at £6 per term), whichever is most convenient.

If your child is in year 11, and would like to leave the site for lunch, they may do so, provided we have a signed permission form from you. Please note, that lunchtimes are 30 minutes only, and we require pupils to have eaten their lunch and be ready to restart their learning on time.

HOSPITAL AND OUTREACH EDUCATION STATUTORY POLICIES

The statutory policies which we are required to share with you are available on our website <http://www.nhoe.org.uk/policies.html> Please ask if you would like paper copies of these policies and please feel free to contact us about any of the content.

PARENT TIME MEETINGS

Having a child who cannot attend mainstream school can be a very isolating experience for parents and carers. We recognise this, and think that creating opportunities to meet with other parents and carers in the same situation as yourself is helpful. They may even have some suggestions that we haven't thought of, but they have found works for their child!

Parent Time meetings are held approximately every 6 weeks at the outreach bases. You, the parents, tell us what topics you would like to discuss, and any external speakers you would like to hear. The meetings are organised by the Family Liaison Worker and we can support you with transport if you are unable to travel independently.

The Family Liaison Worker will telephone you to let you know when the meetings are and dates are published on the parent section of the website – <http://www.nhoe.org.uk/parents-page.html>. You can also find copies of the Parents Newsletters which are published every 12 weeks.

Tea, coffee and biscuits are provided!

CONCERNS AND COMPLAINTS ABOUT HOSPITAL AND OUTREACH EDUCATION

Hospital and Outreach Education (HOE) recognises that at times things can go wrong. This guidance will help you understand how to resolve concerns you may have about your child's education whilst they are dual registered with HOE.

HOE has procedures for dealing with concerns or complaints and we value any feedback about our services, including compliments and suggestions. If you are concerned about any aspect of your child's education, please contact your core teacher in the first instance.

HOE Management Committee has overall responsibility for HOE and for ensuring the well-being of pupils and that all pupils receive an appropriate and high standard of education.

The Head Teacher is responsible for making decisions on a daily basis about the HOE's internal management and organisation. So you should contact HOE if you are concerned about an issue such as:

- your child's academic progress;
- special education needs provision;
- your child's welfare;
- bullying;
- something that has happened whilst being educated by HOE.

How do I raise a concern with HOE?

First, we hope you will speak to the relevant member of staff as soon as you have a concern. This will be the core teacher, the subject teacher or the leader of learning for your area. This informal approach is nearly always the quickest and most effective way of resolving your concerns.

If you feel that your concern has not been resolved, then it is important to speak to or write to the Headteacher who will look into your concern.

If you are unhappy with the Head Teacher's response you should write with your complaint to the Chair of Management Committee at the Delapre Learning Centre, Alton Street, Northampton NN4 8EN. Mark your envelope 'FOR IMMEDIATE ATTENTION' – Private and Confidential.

This is how your complaint will be handled

Within 5 working days the Chair of the Management Committee will clarify the nature of your complaint by asking you to complete a complaint form (appendix 1) and will offer help in completing the form, if appropriate.

Within 5 working days of receiving the form the Chair will decide whether mediation should be offered to help you and the Headteacher explore possible resolution.

If mediation is agreed, the Chair of the Management committee will endeavour to set up the meeting **within 10 working days**. If that timescale is not possible you will be told the reason.

If mediation is not deemed appropriate or if it is not successful, the Chair of the Management Committee will set up a panel of committee members to meet **within 15 working days** of receipt of complaint form to consider your complaint. The School Business Manager will provide details of the hearing and will request any further information you may wish to provide.

The complaints panel will consist of three committee members who (as far as possible) will have no prior knowledge of the events being complained of. The panel will be supported by a clerk who will take notes during the hearing and will stay with the panel while they make their decision in case committee members need to be reminded about responses to a particular question. The panel will hear the complaint impartially and make their decision based on the facts and the evidence they have been provided with.

Five working days before the hearing the School Business Manager will send to you, the complainant, the Headteacher and the three panel members, copies of all papers submitted by both sides so that there is sufficient time to read the evidence before the hearing (which must be submitted to the School Business Manager seven days before the hearing).

At the hearing

1. You and the Headteacher will be invited into the room where the panel is being held at the same time;
2. After introductions, you, the complainant will be invited to explain your complaint;
3. The Headteacher may question you;
4. The panel will question you;
5. The Headteacher will be invited to explain the school's actions;
6. You, the complainant may question the Headteacher;
7. The panel will question the Headteacher;
8. The panel may ask questions at any point;
9. You, the complainant will then be invited to sum up your complaint;
10. The Headteacher will then be invited to sum up the school's actions and response to the complaint;
11. The chair will explain that you and the Headteacher will hear from the panel **within five working days**.
12. Both you and the Headteacher will leave together while the panel decides on the issues;
13. The clerk will remain with the panel.

Can I take my complaint further?

You can take your complaint to the local authority designated officer for medical needs but they will abide by the decision of the panel. If you are not satisfied with the way your complaint has been handled you can write to:

Department for Education School Complaints Unit 2nd Floor, Piccadilly Gate Store Street Manchester M1 2WD

A full copy of the Complaints Policy can be found on our website www.nhoe.org.uk/policies and paper copies are available from the office.

OTHER USEFUL WEBSITES AND INFORMATION
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www.asknormen.co.uk – Northamptonshire website about young people's mental health conditions

www.youngminds.org.uk – National charity specifically for children and young people's mental health. They have a good parent support line

I.A.S.S. 01604 636111 – Northamptonshire Independent Advice and Support Service – advocates for parents of young people with additional needs

Family Lives offers a confidential and free* helpline service. You can call them on **0808 800 2222** for information, advice, guidance and support on any aspect of parenting and family life, including bullying. Family Lives free helpline support staff take calls from 7am – midnight, any calls during the night are answered by Samaritans. If you need to speak to someone during the night they divert calls to the Samaritans who are available to offer emotional support.

<http://parentinfo.org/> - information on how to keep your child safe online.

POSITIVE BEHAVIOUR FOR LEARNING POLICY

Behaviour for learning is:

Respect: for yourself, others and the environment.

Responsibility: at all times within HOE and within the wider community.

Commitment: Arrive on time, prepared for learning.

Effort: Always do the best you can.

Involvement: Play a positive role in the life of HOE and the community

Provision of education from HOE PRU is based on respect for all individuals. Respect will be shown to all pupils and parents/carers by staff and visitors and there is an expectation that pupils and parents/carers will treat staff in the same manner. Self respect fosters positive behaviour for learning.

Personal styles of behaviour are taken into account and strategies are taught through mediation so that any unnecessary confrontation can be better avoided in the future.

The information below ensures that we are all clear on expectations and consequences of unacceptable behaviour.

The step approach

In the event that your child behaves in a way that is not acceptable, the following step approach will be followed:

Step 1: discussion with the pupil about why behaviour is not acceptable or conducive to learning. Remind them of their agreement in the pupil handbook when they started at HOE. Parent/Carer will be telephoned to inform them of the actions.

Step 2: if step 1 approach was unsuccessful, and monitoring shows no signs of improvement in behaviour for learning, parent/carers and pupil will be called to a meeting to discuss the future of HOE support. Further strategies to support the pupil in managing their behaviours will be put in place with clear boundaries and expectations.

Step 3: if steps 1 and 2 are unsuccessful, then a review meeting will be called with the Leader of Learning for the area and a representative from the pupil's home school, alongside the pupil and their parent/carers. A more appropriate form of support will be discussed to better meet the pupil's educational needs. HOE will cease to be involved in the educational provision and will pass responsibility back to the home school or another alternative provision as discussed in the meeting.

**AGREEMENT TO TERMS AND CONDITIONS OF EDUCATIONAL SUPPORT FROM
HOSPITAL AND OUTREACH EDUCATION**

- I confirm that I have read and understood the details about my child's education with HOE contained in the parent handbook;
- I confirm I will abide by the conditions laid out in the Home - HOE agreement;
- I confirm I will abide by the attendance agreement and the terms of teaching at the outreach base;
- I confirm I will abide by the terms of the Acceptable Use Policy;
- I confirm I will support HOE in implementing the Use of the Mobile Phones Policy;
- I confirm that I will support HOE in encouraging my child to show appropriate behaviour for learning.

Name: _____ (please print)

Parent/Carer of : _____

Signed : _____

Date: _____

Hospital and Outreach Education

Confidential Information for _____ (pupil name)

Home Address:..... Tel no:

..... Mobile no:.....

..... Pupil Mobile no:.....

E mail address:..... Pupil DOB:

School:..... School Tel. No:

School contact name and number:

HOE Core Teacher:

Emergency Contacts:

Name	Relationship to pupil	Address	Tel. No. (with code)	Mobile No.
1.				
2.				
3.				

If your child has a disability or medical condition which could require special attention in case of an accident or emergency, please give details below. Details of any allergies or reaction to medication should also be included.

In accordance with the Department for Education and Department of Health guidelines we are not able to administer any non-essential or non prescription medication to pupils whilst attending our premises.

For details of 'essential medication' please refer to the Hospital and Outreach Education Policy for the Administration of Medication that is available on our website www.nhoe.org.uk.

It is essential that you discuss and agree all of your son/daughter's medication with a member of the HOE staff prior to them attending a HOE teaching base.

Please detail any other useful information you would like us to know about your child which might impact on their attendance or ability to learn.

I understand that the confidential information contained above will be held for reasons of accident or emergency only and will not be made available to any person outside of the care of this young person.

Signed: _____ Date: _____