



INVESTORS
IN FAMILIES

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URN (Office Use)	
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Objective	To work with families to ensure that children feel safe and secure at school
Sub Objective	To ensure a smooth transition and start for Year 7s joining the school in September
Objective Detail	To exchange up to date information with parents of children about to start with us and offer advice where necessary
What We Did	<p>We are a secondary school of 1780 students and 10 forms of entry. Our Senior Leadership team of 7 are allocated one or two new Year 7 tutor groups with contact details and we phone every family in the 4 weeks leading up to the start of term.</p> <p>We ask how their child is now feeling about joining us, whether they have all the uniform and to clarify when bus passes will be sent, etc. We also ask if there is anything new we should be aware of to pass onto the Year Leader, Form Tutor or teachers. This is recorded on the Tutor Group sheet and given to the Leader for Year 7 to give to tutors at their first meeting at the start of term.</p>
How Well It Worked	<p>We normally have a direct conversation with over 60% of the families and leave messages with the rest to get back to us if they have any concerns. Most are very happy and surprised to get a call from us and appreciate the gesture. About 10% require some action such as a pet or family member died recently and are upset so keep an eye on them, or someone feels they have no friends in their tutor group or are very nervous/shy etc. This is easily disseminated by email to the appropriate staff so that they are fully aware of the situation.</p>
Benefits We See	<p>This sends a clear message out to all parents that the Leadership of the school values the importance of working with families right from the start and that we are Leading by example. We make parents aware that they can contact us any time by phone or email and reassure them that we have an open door policy.</p> <p>We have since learned that some parents get quite concerned that they have not received a call because they know their neighbour has received one, and are most delighted when their turn comes around.</p> <p>We have been carrying out this practice for several years now so there is an expectation on behalf of the parents that we will be in touch during the summer holidays</p>

School / Organisation	The Chalfonts Community College
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