



3 September 2019

RE: Communication with School

Dear Parents,

I am delighted to welcome you back to a new academic year at Pitsford School. We know that one of the most important things for you as parents is that you can communicate easily with the school and this letter is designed to ease that process and introduce you to the key figures that will support your child in school.

Tutor Groups

Your son or daughter belongs to a tutor group which is dependent upon their House and year group. There are three tutor groups in each year group for Years 7 to 11, one each for Hesketh (red), Robinson (blue) and Wake (green), four tutor groups in Lower Sixth and three in Upper Sixth. Every group is allocated a tutor, who is responsible for the day-to-day welfare of the pupils within their tutor group.

If you have any concerns or information that will help us care for your son or daughter more effectively, please contact your son or daughter's tutor, in the first instance. Your son or daughter's tutor will either deal with your enquiry themselves or forward it on to the relevant member of staff on your behalf.

The tutor groups for 2019-20 are as follows:

Year 7: Mark Cole + Rob Edwards (Hesketh), Lucy Ann Chacksfield (Robinson), Caroline Whiting (Wake)

Year 8: Mark Kefford (Hesketh), Bee Millar (Wake) (Robinson), Fabrice Vié (Wake)

Year 9: Callum Stoner (Hesketh), Julie Drakeford (Robinson), Sue Ellis (Wake)

Year 10: Ben Harrison, (Hesketh), Janet Leeke (Robinson), Emma Gant and Aimi Arroyo (Wake)

Year 11: Anna Cowling + Carmen Cabrera (Hesketh) Jonathan Ewington (Robinson), Lauren Woodford (Wake)

Lower Sixth: Sara Jackson (Wake), Charlotte King, Mike Lewis (Wake), Fiona Care (Hesketh)

Upper Sixth: Linda Lyon (Wake) & John Smorfitt (Hesketh), Louise Oseni, (Robinson), Alan Templeton (Robinson)

During the first week of term, your son or daughter's tutor will contact you to introduce themselves and invite you in to school to meet him or her at a 'Meet the Tutor' Coffee Morning. The tutor will also give his or her school email address to your son or daughter to write in his or her planner.

The dates of the 'Meet the Tutor' Coffee Mornings are as follows:

Year 8: Thursday 12 September (8:10am – 8:30am)

Year 9: Thursday 19 September (8:10am – 8:30am)



Year 10 Thursday 26 September (8:10am – 8:30am)

Year 11: Tuesday 10 September (8:10am – 8:30am)

Sixth Form: Tuesday 17 September (8:10am – 8:30am)

If you do not receive an email from your son or daughter's tutor, please contact the School Office. The School Office will check your details to ensure that we have your correct email address. This is essential, as important information is regularly sent out this way by the school messaging system.

Your son or daughter will see his or her tutor every morning for registration at 8:40am. Please can you ensure that your son or daughter is in school in ample time for morning registration, as this is an important time for giving out administrative messages. On Tuesdays and Thursdays your son or daughter will have 'Tutor Time' which is when PHSE is delivered, as well as any preparation for the key house events that happen during the school year.

Parents of new pupils

Parents of new pupils joining the school in Year 7 should have already received a letter inviting them to new pupil induction at 2.30pm on Tuesday 3rd September, followed by tea at 4pm where there will be an opportunity to meet the Year 7 tutor team.

Contacting your son or daughter's Tutor: What you can expect.

The best way to contact your son or daughter's tutor is by email. Either via the tutor's school email address (in most cases this is their first initial followed by their surname followed by @pitsfordschool.com. For example, Mrs Jane Hill would be jhill@pitsfordschool.com) or through the School Office office@pitsfordschool.com who will forward all enquiries on to your son or daughter's tutor, in the first instance. Please remember that tutors are teaching and performing other duties through most or all of the day and may not be able to respond immediately. However they will always endeavour to reply within 24 hours - even if it is simply to confirm that he or she has received your email and is either investigating your enquiry or has forwarded it on to the relevant member of staff on your behalf.

If you would like to arrange a meeting with your son or daughter's tutor either on the phone, or in person, please can you email the tutor beforehand, as this will enable your son or daughter's tutor to prepare.

I have a subject enquiry – can I email my son or daughter's subject teacher directly?

In some cases it may be appropriate to go directly to your son or daughter's subject teacher. If you do decide to contact the subject teacher directly, please will you forward a copy of the email onto your son or daughter's tutor or copy them in to your correspondence, so that they are aware of your enquiry.

Can I contact the Headmaster, Deputy Head, Head of Sixth Form or Assistant Heads directly?

The Senior Leadership Team consists of Dr Craig Walker (Headmaster), Mrs Fidelma Kirk (Deputy Head Pastoral), Mrs Charlotte King (Head of Sixth Form), Dr Jonathan Ewington (Assistant Head – STEM and Curriculum) and Mr Ben Harrison (Assistant Head – Art and Humanities and Pupil Progress).

If your concern is particularly sensitive or confidential, then you can of course contact the relevant member of the Senior Leadership Team directly. However, please be aware all members of the Senior Leadership Team teach and may not necessarily be in their offices during the school teaching day. However they will always endeavour to reply within 24 hours - even if it is simply to confirm that he or she has received your email and is investigating your enquiry.

Headmaster: Dr C Walker

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All safeguarding or child protection issues should be forwarded on to the Deputy Head and Safeguarding Lead, Mrs Fidelma Kirk (fkirk@pitsfordschool.com) or in her absence, the Deputy Safeguarding Leads, Mrs Frances Jeffrey (fjeffrey@pitsfordschool.com) or Mrs Charlotte King (cking@pitsfordschool.com)

How can I contact my child during the school day?

If you need to make contact with your son or daughter during the school day please call the School Office and they will forward a message onto your son or daughter via the school messaging system.

Although Year 11 through to Upper Sixth may have their mobile phones in school, they are required to have their mobile phones switched off during lessons and whilst travelling between lessons. They are also not permitted to use them in public places or in the changing room or toilets.

Year 7 -10 may bring mobile phones into school if they need them for travelling, but must hand them into the School Office before morning registration and collect them after their last school activity of the day. To be clear: pupils in Year 7-10 may not have their mobile devices with them during the school day. We would appreciate your support and understanding in this matter

When to phone or email the School Office

You should contact the School Office (phone: 01604 880306 or email: office@pitsfordschool.com) if you have any time sensitive information – for example, reporting absence, emergency appointments, and for forwarding a message on to your son or daughter. This also applies to any enquiries you may have regarding aspects of school administration. After 5.20pm the duty team also hold a phone that you can contact if you have a late change in your collection arrangements: **07894 193979**

Any enquiries received by the School Office concerning pastoral or academic matters will be forwarded on to the tutor concerned.

I have a billing enquiry – who should I contact?

If you have an enquiry regarding billing, please will you contact Mrs Lynette Welsh, Finance Office (lwelsh@pitsfordschool.com).

Parent Portal - Firefly

The headmaster wrote to you last term to tell you that we were upgrading to a new Parent Portal – Firefly. You will shortly be receiving log in details and instructions on how to download the app. Here you will find reports, reviews, your child's homework and behavioural and progress data. You can also use the Parent Portal to check and update the contact details that we have for you. This will ensure that our regular communication via clarion call or by post reaches you successfully.

If you have any uncertainty about who to contact, or in the rare circumstance that your efforts to contact your son or daughter's tutor are unsuccessful, as can happen with absence or technical difficulties, please contact the School Office.

Yours Faithfully,

Fidelma Kirk