



Attendance Policy September 2024

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Author (name & role title)	<i>Craig Drummond - Deputy Headteacher</i>		
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Version	Date	Author	Note of revisions
V1	10/12/2020	Julie Swann	
V2	07/02/2024	Mandy Vizer-Allen	Updated codes and document in line with regulations
V3	20/09/2024	Craig Drummond	Further revisions to reflect changes in 'Working together to improve attendance 2024'

Heathermount School is owned and operated by Cavendish Education.

This policy is one of a series of school policies that, taken together, are designed to form a comprehensive statement of the school's aspiration to provide an outstanding education for each of its students and of the mechanisms and procedures in place to achieve this. Accordingly, this policy should be read alongside these policies. In particular it should be read in conjunction with the policies covering equality and diversity, Health and Safety, safeguarding and child protection.

All of these policies have been written, not simply to meet statutory and other requirements, but to enable and evidence the work that the whole school is undertaking to ensure the implementation of its core values.

While this current policy document may be referred to elsewhere in Heathermount School documentation, including particulars of employment, it is non-contractual.

In the school's policies, unless the specific context requires otherwise, the word "parent" is used in terms of Section 576 of the [Education Act 1996](#), which states that a 'parent', in relation to a child or young person, includes any person who is not a biological parent but who has parental responsibility, or who has care of the child. Department for Education guidance [Understanding and dealing with issues relating to parental responsibility](#) considers a 'parent' to include:

- all biological parents, whether they are married or not
- any person who, although not a biological parent, has parental responsibility for a child or young person - this could be an adoptive parent, a step-parent, guardian or other relative
- any person who, although not a biological parent and does not have parental responsibility, has care of a child or young person

A person typically has care of a child or young person if they are the person with whom the child lives, either full or part time and who looks after the child, irrespective of what their biological or legal relationship is with the child.

The school employs the services of the following consulting companies to ensure regulatory compliance and the implementation of best practice:

- Peninsula BrightHR
- Peninsula BrightSafe (Health and Safety)
- Atlantic Data (DBS)
- Educare (online CPD)
- SchoolPro (data protection)

Heathermount School is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers, students and visitors to share this commitment.

All outcomes generated by this document must take account of and seek to contribute to safeguarding and promoting the welfare of children and young people at Heathermount School.

The policy documents of Heathermount School are revised and published periodically in good faith. They are inevitably subject to revision. On occasions a significant revision, although promulgated in school separately, may have to take effect between the re-publication of a set of policy documents. Care should therefore be taken to ensure, by consultation with the Senior Leadership Team, that the details of any policy document are still effectively current at a particular moment.

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1. Introduction

Every child in Heathermount School is welcomed, valued and respected and also encouraged to respect themselves and others. Our aim is to empower all children to gain the essential skills both academic and social that will equip them for life.

The Governing Board, Principals, Head Teachers and school staff of Heathermount School acknowledge that **there is a strong correlation between high attendance and student progress**. Heathermount school adheres to the DfE Guidance Working together to improve school attendance and applies the recommendations relating to using student registers and attendance codes.

As part of Cavendish Education, Heathermount School believes that education is essential for all and for children to achieve their full potential, **regular attendance and punctuality is a necessity**. Non-attendance for any reason is an important issue that is treated promptly and seriously. In all cases of non-attendance it is essential that early action is taken.

Students can often arrive at Heathermount with previous poor attendance levels or even school refusal, due to their difficulties with their ASD and poor prior educational experiences. It is our aim to ensure that their attendance improves as soon as they are able, and we deploy a range of strategies to help them and their families manage this and improve resilience to attend school.

As our student population is geographically dispersed over a wide area, the vast majority of our students have long taxi journeys to and from school, often taking an hour or more.

2. Aims

The aim of this policy is to promote the 'most effective education for students at Heathermount School'. In order to achieve this, it is vital that students attend school consistently and punctually. In order that students and parents cooperate with this policy and students gain their full entitlement to education, parents will be informed of the requirements on attendance at Heathermount School.

We have high expectations for all students and are committed to meeting our obligation with regards to school attendance through our whole-school culture and ethos that values good attendance, including:

- To promote good attendance, remove barriers and reduce absence, including persistent and severe absence;
- Reducing absence, including persistent and severe absence
- To ensure every student has access to full-time education to which they are entitled, regardless of age, aptitude, ability or SEN;
- Ensuring every student has access to the full-time education to which they are entitled
- Acting early to address patterns of absence
- Building strong relationships with families to ensure students have the support in place to attend school
- To communicate all expectations relating to attendance and punctuality effectively to all stakeholders affected by them

3. Legislation and Guidance:

This policy meets the requirements of the [Working together to improve school attendance](#) from the Department for Education (DfE), and refers to the DfE's statutory guidance on [School attendance parental responsibility measures](#). It is drawn from relevant legislation setting out the legal powers and duties that govern school attendance, including:

- Part 6 of [The Education Act 1996](#)
- Part 3 of [The Education Act 2002](#)
- Part 7 of [The Education and Inspections Act 2006](#)
- [The Education \(student Registration\) \(England\) Regulations 2006 \(and 2010, 2011, 2013, 2016 amendments\)](#)
- [The Education \(Penalty Notices\) \(England\) \(Amendment\) Regulations 2013](#)

It also refers to:

- [School census guidance](#)
- [Keeping Children Safe in Education](#)
- [Mental health issues affecting a student's attendance: guidance for schools](#)

4. Roles & Responsibilities

The Governing Body and Principal

The governing body is responsible for:

- promoting the importance of school attendance across the schools with the use and implementation of policies and ethos
- making sure school leaders fulfil expectations and statutory duties
- regularly reviewing and challenging attendance data
- monitoring attendance figures for the whole group
- making sure the schools are providing staff with adequate training on attendance
- holding the headteacher to account for the implementation of this policy

The Headteacher

The headteacher are responsible for:

- implementation of this policy at the school
- monitoring school-level absence data and reporting it to governors
- supporting staff with monitoring the attendance of individual students
- monitoring the impact of any implemented attendance strategies
- issuing fixed-penalty notices, where necessary

The designated senior leader responsible for attendance (Attendance Champion) and attendance officer

The designated senior leader/attendance officer is responsible for:

- leading actions to optimise attendance across the school, including:
 - benchmarking attendance data to identify areas of focus for improvement and offering a clear vision for attendance improvement
 - providing regular attendance reports to school staff and reporting concerns about attendance to the principal/headteacher
 - evaluating and monitoring expectations and processes
 - having an oversight of data analysis/monitoring and analysing attendance data (see section 7)
 - devising specific strategies to address areas of poor attendance identified through data
 - building relationships with parents/carers to discuss and tackle attendance issues
 - working closely with the Family Partnership Team to support families and provide early help
 - creating intervention reintegration plans in partnership with students and their parents/carers
 - working with outside agencies such as education welfare officers to tackle persistent absence

The designated senior leader responsible for attendance (Attendance Champion) is Craig Drummond, Deputy Headteacher and the Attendance Officer is Caireen Ewart. They can be contacted via:

Phone	01344 875101
Craig Drummond	craig.drummond@heathermount.co.uk
Caireen Ewart	caireen.ewart@heathermount.co.uk

Class teachers / form tutors / other responsible staff members

Class teachers / form tutors / other responsible staff members are responsible for recording attendance on a daily basis, using the correct codes, and submitting this information to the school office. See **Appendix B** for further information.

Class teachers are to use tutor periods which are held both at the beginning and end of each school day to:

- Praise and reward good attendance
- Identify any triggers/concerns/anxieties students may have which may impact subsequent student attendance.
- Take actions to address any concerns e.g. follow up with a parent if a student has appeared anxious /dysregulated during tutor sessions

School admin staff

School admin staff:

- take calls from parents/carers about absence on a day-to-day basis and record it on the school system
- transfer calls from parents/carers to the Attendance Officer/Assistant Headteacher in order to provide them with more detailed support on attendance
- receive calls from taxi companies and share information regarding late arrivals, break downs etc.

Parents/carers

Parents/carers are expected to:

- make sure their child attends every day on time and be aware of their legal responsibilities
- use the parent Arbor app to report their child's absence before 9am on the day of the absence and each subsequent day of absence, and advise when they are expected to return. In the absence of the app, contact can be made with the school office.
- provide the school with more than 1 emergency contact number for their child
- ensure that, where possible, appointments for their child are made outside of the school day
- contact the school promptly and seek help, whenever any problem occurs that impacts on their child's school attendance. Parents can refer to the most suitable staff member by referring to the Communication Protocol (Appendix C)
- Work with us to remove any barriers to attendance.

Students

Students are expected to:

- attend school every day on time
- attend every timetabled session on time
- Talk to someone they trust at school if they have any problems that impact on their school attendance

Improving attendance is everyone's responsibility in school and we therefore expect that school staff will follow the tabled guidance seen in **Appendix B**.

5. Recording Attendance

Attendance register

Heathermount School keeps an attendance register, and places all students onto this register.

Heathermount School takes the attendance register at the start of the first session of each school day (AM) and once during the second session (PM).

It records whether every student is:

- present
- attending an approved off-site educational activity
- absent
- unable to attend due to exceptional circumstances

Any amendment to the attendance register includes:

- the original entry
- the amended entry
- the reason for the amendment
- the date on which the amendment was made
- the name and position of the person who made the amendment

See Appendix A for the DfE attendance codes.

The school also records:

- for all students whether the absence is authorised or not
- the nature of the activity if a student is attending an approved educational activity
- the nature of circumstances where a student is unable to attend due to exceptional circumstances

The school keeps every entry on the attendance register for 6 years after the date on which the entry was made.

Students must arrive in school by 9 am on each school day.

The register for the first session is taken at 9 am and is kept open until 9:20 am. The register for the second session is taken at 12:45pm and is kept open until 13:05 pm.

Unplanned absence

The student's parent/carer must notify the school of the reason for the absence on the first day of an unplanned absence by 9 am or as soon as practically possible by reporting the absence on the Parent Arbor app or calling the school admin staff (see section 7).

Parents can leave messages prior to office hours (after 16:00 or before 8:30) by leaving a message on the school's answerphone.

Heathermount School marks absence due to physical or mental illness as authorised unless the school has a genuine concern about the authenticity of the illness.

Where the absence is longer than 5 days or there are doubts about the authenticity of the illness, the school asks for medical evidence, such as a doctor's note, prescription, appointment card or other appropriate form of evidence. The school does not ask for medical evidence unnecessarily.

If the school is not satisfied about the authenticity of the illness, the absence is recorded as unauthorised and parents/carers are notified of this.

Planned absence - medical/dental appointment

Attending a medical or dental appointment will be counted as authorised as long as one of the student's parents/carer notifies the school in advance of the appointment.

Parents must complete an [absence Request form](#) or email the school office at admin@heathermount.co.uk.

However, the school encourages parents/carers to make medical and dental appointments out of school hours where possible. Where this is not possible, the student should be out of school for the minimum amount of time necessary.

Planned absence - non-medical

The student's parent/carer must also apply for other types of term-time absence as far in advance as possible of the requested absence. Go to section 6 to find out which term-time absences the school can authorise.

Parents must complete an [absence Request form](#) or email the school office at admin@heathermount.co.uk.

Lateness and punctuality

A student who arrives late:

- before the register has closed will be marked as late, using the appropriate code
- after the register has closed will be marked as absent, using the appropriate code

Following up unexplained absence

Where any student expected to attend school does not attend, or stops attending, without reason, the school:

- calls the student's parent/carer by morning breaktime of the first day of unexplained absence to ascertain the reason. If the school cannot reach any of the student's emergency contacts, the school may contact the police.
- identifies whether the absence is approved or not
- identifies the correct attendance code to use and input it as soon as the reason for absence is ascertained – this will be no later than 5 working days after the session
- calls the parent/carer on each day that the absence continues without explanation to ensure proper safeguarding action is taken where necessary. If absence continues, the school will consider involving an education welfare officer

Reporting to parents/carers

The school will regularly inform parents/carers about their child's attendance and absence levels via annual reviews, parent evenings, a mid-year report and a full end of year report. Parents can also view student attendance via the Arbor app.

Reporting to Local Authorities

- Monitoring (QA) visits by LAs will always focus on attendance of their young people at Heathermount.
- To work closely with all local authority "Attendance Support Teams" to provide support for students and families.

6. Authorised and Unauthorised Absence

Approval for term-time absence

The headteacher will only grant a leave of absence to a student during term time if they consider there to be 'exceptional circumstances'. A leave of absence is granted at the headteacher's discretion, including the length of time the student is authorised to be absent for.

The school considers each application for term-time absence individually, taking into account the specific facts, circumstances and relevant context behind the request.

Any request should be submitted as soon as it is anticipated and, where possible, at least 4 weeks before the absence, and in accordance with any leave of absence request form, accessible via the school website or requested via email. The headteacher may require evidence to support any request for leave of absence.

Valid reasons for **authorised absence** include:

- illness (including mental illness) and medical/dental appointments (see section 4 for more detail)
- religious observance – where the day is exclusively set apart for religious observance by the religious body to which the student's parents/carers belong. If necessary, the school will seek advice from the parents'/carers' religious body to confirm whether the day is set apart
- traveller students travelling for occupational purposes – this covers Roma, English and Welsh gypsies, Irish and Scottish travellers, showmen (fairground people) and circus people, bargees (occupational boat dwellers) and new travellers. Absence may be authorised only when a traveller family is known to be travelling for occupational purposes and has agreed this with the school, but it is not known whether the student is attending educational provision
- agreed alternative education
- medical/dental appointments that cannot take place out of school hours
- illness – with written parental consent or medical note.
- attending a family funeral (this must not, however, exceed an agreed period of absence)

Legal sanctions

Independent Schools are not permitted to issue penalty notices to parents.

However, the local authority can fine parents/carers for the unauthorised absence of their child from school, where the child is of compulsory school age.

Penalty notices can be issued by a local authority officer or the police.

The decision on whether or not to issue a penalty notice may take into account:

- the number of unauthorised absences occurring within a rolling academic year
- one-off instances of irregular attendance, such as holidays taken in term time without permission
- where an excluded student is found in a public place during school hours without a justifiable reason

If the payment has not been made after 28 days, the local authority can decide whether to prosecute or withdraw the notice.

7. Strategies for promoting attendance / Attendance Monitoring

Attendance %	Level of Concern	Action by the school
95% and above	None – on track attendance	<ul style="list-style-type: none"> • Letters of recognition • Term on term recognition postcards • Annual Attendance awards
90-95%	Concern as below school target	<ul style="list-style-type: none"> • Monitoring and support over a short period of time by school to see if improvement occurs as part of low attendance review meetings each half term. • Further tutor check ins during arrival and departure times to monitor concerns/anxieties/issues for students and resolve barriers to future non-attendance
Below 90% initial	Frequent absence	<ul style="list-style-type: none"> • Contact with family to offer further support • Medical evidence required for all absences • Meeting with parents to discuss concerns and provide practical strategies to support in the home. • Action plan which may include support from other school services such as pastoral/well-being team.
Below 90% next steps	Continued persistent absence	<ul style="list-style-type: none"> • Contact with family and letter home to remind parents of legal responsibility. • Further meeting with parents • Update action plan • Involve EWO/Case Officer or other external agencies • Possible safeguarding referral

8. Attendance Monitoring

School monitoring of attendance

Heathermount School's target for attendance is to ensure a minimum of 95% attendance across the school.

The school:

- monitors attendance and absence data half-termly, termly and yearly across the school and at an individual student level.
- identifies whether or not there are particular groups of children whose absences may be a cause for concern
- conducts fortnightly meetings to review the attendance of persistent absentees

The school compares attendance data to the national average, and shares this with the governors 3 times a year at each Board meeting.

Analysing attendance

The school:

- analyses attendance and absence data regularly to identify students or cohorts that need additional support with their attendance, and uses this analysis to provide targeted support to these students and their families
- looks at historic and emerging patterns of attendance and absence, and develops strategies to address these patterns

Using data to improve attendance

The school:

- provides regular attendance reports to Class Teachers, Assistant Headteachers and other school leaders to facilitate discussions with students and families
- uses data to monitor and evaluate the impact of any interventions put in place in order to modify them and inform future strategies
- may place a student on a support plan to address the barriers to attendance

Reducing persistent and severe absence

Persistent absence is where a student misses 10% or more of school, and severe absence is where a student misses 50% or more of school.

The school:

- uses attendance data to find patterns and trends of persistent and severe absence
- holds regular meetings with the parents/carers of students who the school (and/or local authority) considers to be vulnerable, or are persistently or severely absent, to discuss attendance and engagement at school
- provides access to wider support services to remove the barriers to attendance
- may place a student on a support plan to address the barriers to attendance
- regularly reviews and updates support plans to ensure it continues to meet individual student needs.
- communicates with the local authority where attendance falls further

9. Policy review

This policy is reviewed as guidance from the local authority or DfE is updated, and as a minimum annually by Craig Drummond, Deputy Headteacher. At every review, the policy is approved by the governing board.

10. Links with other policies

This policy also links to the following Heathermount policies:

- Behaviour Policy – April 2024
- Heathermount Safeguarding & Child Protection Policy September 2024
- Mental Health and Well-being Policy June 2023
- Admissions Policy March 2024

Appendix A
Attendance codes

Code	Definition	Scenario
/	Present (am)	Pupil is present at morning registration
\	Present (pm)	Pupil is present at afternoon registration
L	Late arrival	Pupil arrives late before register has closed
Attending a place other than the school		
K	Attending education provision arranged by the local authority	Pupil is attending a place other than a school at which they are registered, for educational provision arranged by the local authority
V	Attending an educational visit or trip	Pupil is on an educational visit/trip organised or approved by the school
P	Participating in a sporting activity	Pupil is participating in a supervised sporting activity approved by the school
W	Attending work experience	Pupil is on an approved work experience placement
B	Attending any other approved educational activity	Pupil is attending a place for an approved educational activity that is not a sporting activity or work experience
D	Dual registered	Pupil is attending a session at another setting where they are also registered
Absent – leave of absence		
C1	Participating in a regulated performance or undertaking regulated employment abroad	Pupil is undertaking employment (paid or unpaid) during school hours, approved by the school
M	Medical/dental appointment	Pupil is at a medical or dental appointment
J1	Interview	Pupil has an interview with a prospective employer/educational establishment
S	Study leave	Pupil has been granted leave of absence to study for a public examination
X	Not required to be in school	Pupil of non-compulsory school age is not required to attend
C2	Part-time timetable	Pupil is not in school due to having a part-time timetable
C	Exceptional circumstances	Pupil has been granted a leave of absence due to exceptional circumstances
Absent – other authorised reasons		
T	Parent travelling for occupational purposes	Pupil is a 'mobile child' who is travelling with their parent(s) who are travelling for occupational purposes

R	Religious observance	Pupil is taking part in a day of religious observance
I	Illness (not medical or dental appointment)	Pupil is unable to attend due to illness (either related to physical or mental health)
E	Suspended or excluded	Pupil has been suspended or excluded from school and no alternative provision has been made
Absent – unable to attend school because of unavoidable cause		
Q	Lack of access arrangements	Pupil is unable to attend school because the
		local authority has failed to make access arrangements to enable attendance at school
Y1	Transport not available	Pupil is unable to attend because school is not within walking distance of their home and the transport normally provided is not available
Y2	Widespread disruption to travel	Pupil is unable to attend because of widespread disruption to travel caused by a local, national or international emergency
Y3	Part of school premises closed	Pupil is unable to attend because they cannot practicably be accommodated in the part of the premises that remains open
Y4	Whole school site unexpectedly closed	Every pupil absent as the school is closed unexpectedly (e.g. due to adverse weather)
Y5	Criminal justice detention	Pupil is unable to attend as they are:
		In police detention Remanded to youth detention, awaiting trial or sentencing, or Detained under a sentence of detention
Y6	Public health guidance or law	Pupil's travel to or attendance at the school would be prohibited under public health guidance or law
Y7	Any other unavoidable cause	To be used where an unavoidable cause is not covered by the other codes
Absent – unauthorised absence		
G	Holiday not granted by the school	Pupil is absent for the purpose of a holiday, not approved by the school
N	Reason for absence not yet established	Reason for absence has not been established before the register closes

O	Absent in other or unknown circumstances	No reason for absence has been established, or the school isn't satisfied that the reason given would be recorded using one of the codes for authorised absence
U	Arrived in school after registration closed	Pupil has arrived late, after the register has closed but before the end of session
Administrative codes		
Z	Prospective pupil not on admission register	Pupil has not joined school yet but has been registered
#	Planned whole-school closure	Whole-school closures that are known and planned in advance, including school holidays

Appendix B
Attendance Tasks

Attendance Task	Lead responsibility
1. Ensure that school registers are completed at least twice daily and promptly.	All class teachers/tutors
2. Class teachers must complete the morning register by 9.15am. The admin team will print up to date registers for Fire and health and safety reasons.	All class teachers Admin team
3. Provide a welcoming atmosphere for all students so that they feel safe and ready to learn. Offer a sympathetic response to any student concerns and work together to resolve.	All school staff
4. Encourage high student attendance through assemblies, posters, awards, certificates, praise, and postcards home.	All school staff School attendance officer
5. Respond promptly and take action to a child or parents/carers concern about the school or other students	All school staff Senior Leadership Team Safeguarding Team
6. Monitor every student's attendance and notify senior leadership team of attendance statistics	School attendance officer
7. Contact parents as soon as possible when a student fails to attend and where no message has been received to explain the absence and ascertain the reason	School attendance officer
8. Follow up all unexplained absences to obtain notes authorising the absence, and ensure that any safeguarding action is taken where required	School attendance officer Safeguarding Team
9. Utilise statistical data on attendance to influence the school's response to behaviour, attendance and mental health and Wellbeing.	Senior Leadership Team
10. Identify whether the absence is approved or not and ensure the correct code is used on the school management information system, Arbor, which is then used to download data to the school census.	School attendance officer
11. Inform parents/carers in writing of concerns about attendance, arrange meetings with them to discuss further and to liaise with external agencies to assist the improvement of school attendance for individual students	School attendance officer Senior Leadership Team Safeguarding Team
12. If a student fails to attend school on the agreed or notified date for the expected first day of attendance the school must establish the reason and mark the attendance register accordingly.	School attendance officer
13. Recognise improvement in attendance figures and communicate with students/parents.	School attendance officer

Appendix C: Communication Protocol

Home school communication September 2024 – Key contact information

Day to Day Communication	
<p>It is envisaged that the vast majority of day-to-day communication will be with the staff member that is working most closely with your child.</p>	
<p>1. In the first instance this will be via your child's tutor (secondary) or class teacher (primary). Tutor's / Class teachers manage the vast majority of issues and will work with you to ensure effective daily/weekly communication. The expectation will be for your child's tutor to make contact at least once a week either via phone or email.</p>	
<p>2. If the matter is more of a concern or you do not feel an issue has been resolved, you should contact your child's appropriate Assistant Headteacher. A list of tutors and Senior Leadership Team with contact email addresses is provided below.</p>	
<p>3. If you have an issue in a particular subject, then you should contact the specific subject teacher concerned who will be happy to assist.</p>	
<p>4. The Deputy and Assistant Head team have overall responsibility for all matters concerning your child and if a matter remains unresolved then you should direct your communication to the relevant Deputy / Assistant Head as shown below. These are members of the Senior Leadership Team and will work with staff, students, and yourself to ensure matters are resolved.</p>	

Primary					
Primary Lead – Assistant Headteacher					
Lily Claridge			lily.claridge@heathermount.co.uk		
Cherry	Nicki Sutherland-Moore	nicki.sutherland-moore@heathermount.co.uk	Elm	Abby Huxtable	abby.huxtable@heathermount.co.uk
Apple	Lily Claridge Zoe Humphrey	lily.claridge@heathermount.co.uk zoe.humphrey@heathermount.co.uk	Beach	Peter Fodor	peter.fodor@heathermount.co.uk
Willow	Hannah Fletcher	hannah.fletcher@heathermount.co.uk	Oak	Claudette O'Brien	claudette.obrien@heathermount.co.uk
Pine	Liliana Pacitti	liliana.pacitti@heathermount.co.uk			

Secondary							
Secondary Lead – Assistant Headteacher							
Jax Snipp				jax.snipp@heathermount.co.uk			
Subject	Name	Tutor	Email	Subject	Name	Tutor	Email
English	Laura Smyth	Mercury	laura.smyth@heathermount.co.uk	ICT	Niru Mayer	Pluto	niru.mayer@heathermount.co.uk
Maths	Jean Clarke	Mars	jean.clarke@heathermount.co.uk	Business Admin	Beverly Wijesekera	Jupiter	beverly.wijesekera@heathermount.co.uk
Science	Rebecca Horton	Mars	rebecca.horton@heathermount.co.uk	Catering	Caroline Randall	Jupiter	caroline.randall@heathermount.co.uk
Humanities	Bart Gawlik	Saturn	bart.gawlik@heathermount.co.uk	Horticulture	Dani Gordon	Neptune	dani.gordon@heathermount.co.uk
PE	Matt Webb	Neptune	matt.webb@heathermount.co.uk	Art	Megan Paton	Mercury	megan.paton@heathermount.co.uk
PSHE	Ros Gilbert	Pluto	rosalind.gilbert@heathermount.co.uk	Drama	Shauna Goodier	Saturn	shauna.goodier@heathermount.co.uk
Enterprise	Beverly Wijesekera	Jupiter	beverly.wijesekera@heathermount.co.uk	Music	Heather Baldwin		heather.baldwin@heathermount.co.uk
ASDAN	Raf Kaminsky	Earth	rafal.kaminski@heathermount.co.uk				

Family Partnership Officer

The Family Partnership Officer is responsible for Home / School communication. If you are unsure who to contact, if you want to simply discuss a matter that is concerning you or if you wish to meet with someone to discuss any school related matter then you should contact the school Family Partnership Officer who will be more than happy to discuss matters with you or will forward your communication to the staff member best placed to deal effectively with it.

Safeguarding: The school Designated Safeguarding Lead is also Julie Swann. If you wish to raise a safeguarding concern, please follow our safeguarding policy and local school procedure which are available on the school website or upon request at reception.

The School Family Partnership Officer is Julie Swann

Julie Swann can be contacted by
 Telephone: 01344 875101 / 07764 861 727
 Email: julie.swann@heathermount.co.uk

Compliments, concerns, or complaints

If you wish to email the school to pass on a compliment, concern, or complaint you should send this to:
 Email: admin@heathermount.co.uk

In the event that an issue remains unresolved and you wish to discuss this further you should contact the Deputy Head: Craig Drummond by telephone on 01344 875101 or by email:
craig.drummond@heathermount.co.uk

If you wish to discuss the Therapy provision for your child or have any questions regarding the Therapy provision at Heathermount School, please contact our Senior Therapy Lead, Priya Pillay at priya.pillay@heathermount.co.uk

In the event that staff have not been able to resolve an issue you should contact the Headteacher: Mr Stewart by telephone on 01344 875101 or by email: david.stewart@heathermount.co.uk
If you wish to raise a concern regarding a member of staff please follow the school complaints policy which is available on the school website or upon request at reception.

How We Communicate



Formal Face to Face Meeting

- Arranged in advance by appointment
- Dealing with the most serious matters & action planning
- Urgent information sharing



Telephone

- Urgent communication
- Sharing information about incidents & accidents/Informing or explaining about illness, absence or lateness



Letters & Email

- Non-urgent communication, individual information and follow up actions
- Wider school information sharing



Informal face to face chats and social events

- Sharing non-urgent information
- Providing adhoc support/advice
- Sharing experiences / relationship building



Weekly Headteacher Updates / Newsletter

- School updates / sharing information & news
- Celebrating achievements & awards



Parent Forums

- Pre-planned open invite forums with the aim to inform, support gather feedback from parents
- Centered on specific aim or topic with agenda



Website

- School life, general updates & upcoming events
- Links to outside services
- Term date

Respecting our Staff

Our staff want to provide you with the best possible service, and they have the right to work in a safe environment free from threatening or aggressive behaviour or communications.

Abusive or aggressive behaviour towards our staff is not acceptable and is not tolerated. This includes:

Verbal abuse including name calling, bullying, shouting, or swearing

Threatening or aggressive behaviour or communication

Harassment on social media

Assault or threat of harm

Threat to harm themselves, property, or others

Racial, sexual, or homophobic abuse

Staff have the right to a healthy work life balance. Staff are not expected to communicate with parents outside of typical working hours (08:30 – 4:30). Any communication with staff should occur during that time. Parents should avoid sending emails to staff at weekends/school holidays unless absolutely necessary.

There is no expectation that staff will reply to out-of-work emails before they start the next working day.