



*Ad Astra* <sup>★</sup>

**LODE HEATH SCHOOL  
BRIEFING PACK  
2021-22**

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## MESSAGE FROM THE HEADTEACHER

Dear parent/carer(s)

Firstly, welcome to Lode Heath School. As this academic year ends and we look forward to the next, I would like to outline our expectations of students:

### **Ready for Learning**

Students need to arrive on time and be ready for learning as the lesson commences.

Students must be at school for an 8.50am start. Students arriving after this time will be marked as late and be required to attend a detention. We are concerned at the number of telephone calls we receive from parent/carer(s) stating that it is their fault that their child is late or does not have the correct equipment with them. However, we expect our students to be responsible for their own punctuality and organisation.

### **Equipment**

It is crucially important that students have the correct equipment with them in school, and at home, to aid their learning. All students are expected to have the following equipment:

- Black Pens
- Green pens (for peer and self-assessment)
- Pencil
- Ruler
- Calculator
- Highlighter

### **Ad Astra**

Our school moto is 'Ad-Astra' – to the stars! We recognise that all our students are capable of achieving their very best.

The school aims to celebrate and recognise positive learning behaviour through credits, phone calls and letters home. Positive behaviour balances where credits outscore debits means that your child can attend the numerous trips we offer at the school. Those with the best and most learning behaviour receive rewards throughout the year. Positive Learning Behaviour has a significant impact on achievement. We reward our 'Zero Heroes' termly with treat events, a 'Zero Hero' is a student that has not received a single debit or detention and is a real achievement.

As a school, we want to tackle those students who distract the learning of others and have a negative impact on the general behaviour in corridors at break and lunchtimes. We do not want a small minority of individuals affecting the success and subsequent life chances of other students.

INSIGHT allows you, as parents, to monitor detentions where you will be able to see the reason why a detention has been given. As a courtesy, you will be informed of detentions issued via email.

Students receiving persistent detentions will have further sanctions imposed including, loss of privileges, break and lunchtime detentions, internal exclusion for one or two days and/or fixed term exclusions.

We look for your support to reinforce the process and remind you that this programme has been put in place to facilitate your child's progress and success at this school.

### **Learning Behaviour - PRIDE**

We have recently introduced PRIDE to clarify what positive and effective learners look and behave like to help all our students succeed. Its aim is to raise expectations for all learners so that your child actively participates in lessons and is fully engaged; seeks and acts on feedback on how to improve; has great resilience and never gives up aiming to complete work which is always above what is expected.

### **Uniform**

As ambassadors for Lode Heath, all our students need to look smart and presentable.

May I extend my thanks to all parents for your support with the adherence to our school uniform expectations and remind you that:

**Students coming to school in inappropriate uniform will be asked to go home to change. They will be expected to make up this time and it will also be noted on their school record as an unauthorised absence.**

Only tailored trousers are acceptable. Skinny, tight fitting trousers are not permitted.

School jumpers are 'plain black V neck jumper or plain black V neck button cardigan'. Outdoor coats should be suitable for wet weather, to be worn over the blazer and not worn during lessons. The use of other jumpers, including hooded jumpers/tops, are not permitted. Any students who bring them into school will have them confiscated until the end of the day on the first occasion and on the second and subsequent occasions have them confiscated until parents come into school to collect them.

Girls should wear either plain black ankle socks or plain black or skin coloured tights. **Knee high and over the knee socks are not to be worn.**

Footwear: all students are expected to wear black shoes to school. Trainers, leather pumps, canvas pumps and boots are not permitted. **You need to be aware that shoes with brand names (e.g. Nike, Converse, Adidas, Lonsdale, Vans) and logos are not to be worn.**

We request that parent/carers do not to bring in forgotten PE kits, catering ingredients and the like during the school day. Please talk to your child about taking responsibility and ensuring that they bring all needed items with them for each lesson on each day.

Our uniform for 2021 has recently been renewed and this has already been communicated to our current school community. A reminder can be found on [\[hyperlink\]](#). Please see the Uniform Pages that follow for full details of the acceptable school uniform including the PE kit.

If you have any questions relating to the school, please contact your child's Form Tutor or Year Leader in the first instance.

Please encourage your child to take part in the clubs and activities available. There is an extraordinary range of opportunities. Learning is fun and we want all students to work hard and enjoy school.



Laura Suddon  
Associate Headteacher

## Education at Lode Heath School

Lode Heath School is exceptionally proud to be part of Arden Multi-Academy Trust (AMAT). The centre of our shared values is the provision of high quality, dynamic education for everyone. Our academies have common values and core operational systems, which are applied locally and adapted to individual context and needs.

The Arden Multi-Academy Trust and Lode Heath School not only develop students minds but their character also.

Character development has always been the soul of Lode Heath School. We truly believe that supporting young people as they flourish into well rounded adults, is as important as academic success. Since the foundation of Lode Heath School in 1939, our school logo has represented this ethos- the bear is a symbol of courage and strength; the star represents the moral compass we instil within our students from the moment they are welcomed into our warm community.

Exciting recent developments have elevated the star on the school logo further into its rightful place. Now it sits at the very heart of character development. A brand-new scheme for 2020 will see students develop character in a structured way, where progress and achievements will be recognised, rewarded and celebrated. Created with the input of students, parents and carers, staff, and the local community, we are proud to introduce our character development scheme: **STARS**.

The star on the school logo is us. All of us.

Together, Lode Heath students, parents, carers, and staff are **STARS**. We are: **Sincere**, **Thoughtful**, **Aspirational**, **Resilient** and exhibit exceptional **Solidarity**.

We shine. We are all part of the wider community and we demonstrate our **STARS** qualities wherever we go. Our motto is 'Ad Astra': to the stars! Together this is where we aim to reach.

Lode Heath School is proud to participate in Learning **PRIDE**. Whilst character development is the heart and soul of Lode Heath School, Learning **PRIDE** is the brains.

Rocketing your way to astronomical academic success at Lode Heath is simple; students take **PRIDE**. They show **Participation**, **Respect**, **Independence**, **Determination** and put colossal **Energy** into learning. Academic progress, success and achievement are recognised, rewarded and celebrated within Lode Heath School and across the AMAT. Parents and carers, staff, and the wider community are proud of our students. When students learn with **PRIDE**, together we all succeed!

The sky is not the limit to academic success at Lode Heath School- have **PRIDE** and reach to the stars!



## Contacting the school

### Ways to contact us:

#### First point of contact:

- It is likely that the most appropriate first point of contact will be your child's Form Tutor, Head of Year or member of the Pastoral Team. You can contact them via the office email: [office@lodeheath.org.uk](mailto:office@lodeheath.org.uk) or by calling the office on 0121 704 1421.
- The admin staff will ask you to provide a few brief details to enable them to direct you to the most appropriate person to deal with your query. Unless they categorise your call/email as being an urgent safeguarding concern, we aim to respond to you **within 48 working hours**.
- You can also provide a brief note for the form tutor within your child's planner.

#### Appointments:

- Please do not arrive at school without a pre-arranged appointment – it is extremely difficult to accommodate parents/ carers without an appointment.

#### Reporting an absence:

- An absence should be reported on the **first day** of absence, **before 9.00am**. The number for the Absence Line is 0121 704 1421, menu option 1 or you can email: [absence@Lodeheath.solihull.sch.uk](mailto:absence@Lodeheath.solihull.sch.uk)
- When reporting an absence, you should state: (1) your child's name, (2) your child's form and (3) the reason for absence.
- If the absence continues for more than one day, you must call daily.
- Upon return, your child must bring with them a note to confirm/further explain the reason for their absence.

#### Complaints:

- Most concerns and queries are dealt with and resolved very quickly, as a result of directing you to the most appropriate person in the first place and so very few escalate to formal complaints. However, should you continue to be, please refer to our complaints policy on the website. (Parent information > Policies> complaints policy)
- The Associate Headteacher will not deal directly with queries or concerns – these will be delegated to the most appropriate staff member in the first instance.

**Please note that we are unable to receive any incoming text messages so you should not rely on this as a method of communication.**

## SCHOOL DAY

| Mon, Tues, Thurs, Fri |                      | Wednesday            | Tuesday week 2 only |                                  |
|-----------------------|----------------------|----------------------|---------------------|----------------------------------|
| 08:50                 | Form                 |                      | 08:50               | Character & Personal Development |
| 09:10                 | P1                   | P1                   | 09:40               | P1                               |
| 10:10                 | P2 inc. 30mins break | P2 inc. 30mins break | 10:30               | P2 inc. 30mins break             |
| 11:40                 | P3                   | P3                   | 12:00               | P3                               |
| 12:40                 | P4 inc. 30mins lunch | P4 inc. 30mins lunch | 12:50               | P4 inc. 30 mins lunch            |
| 14:10                 | P5                   | P5                   | 14:20               | P5                               |
| 15:10                 | End of day           | End of day           | 15:10               | End of day                       |

## DETENTIONS – TUESDAY TO FRIDAY

|             |                 |
|-------------|-----------------|
| Detention 1 | 3.10pm – 3.40pm |
| Detention 2 | 3.40pm – 4.10pm |
| Detention 3 | 4.10pm – 4.35pm |

## TERM DATES

| Lode Heath School Key Dates Calendar 2021-22                               |   |
|--|---|
| Term 1   |   |
| <b>Autumn Term 2020</b>  | <b>Wednesday 1 September – Friday 17 December 2021</b><br>Autumn Term starts for <b>staff only</b> on <b>Wednesday 1 September 2021</b><br>Autumn Term starts for <b>students</b> on <b>Monday 6 September 2021</b>   |
| Half Term  | Monday 25 October – Friday 29 October 2021  |
| Christmas Holiday  | Monday 20 December 2021 – Friday 31 December 2021   |
| Term 2   |   |
| <b>Spring Term 2021</b>  | <b>Monday 3 January – Friday 8 April 2022</b>   |
| Half Term  | Monday 21 February – Friday 25 February 2022  |
| Easter Holiday   | Monday 11 April – Friday 22 April 2022  |
| Term 3   |   |
| <b>Summer Term 2021</b>  | <b>Monday 25 April – Friday 22 July 2022</b>  |
| Half Term  | Monday 30 May – Friday 3 June 2022  |
| Summer Holiday   | Friday 22 July – Thursday 1 September 2022  |
| <b>INSET DAYS</b><br><i>School is closed to students on these dates</i>    | <ol style="list-style-type: none"> <li>Wednesday 1 September 2021</li> <li>Thursday 2 September 2021</li> <li>Friday 3 September 2021</li> <li>Friday 22 October 2021</li> <li>Friday 17 December 2021</li> </ol> <p>July 2022 Inset days TBC<br/><b>Given the current Covid-19 situation, we reserve the right to alter these INSET days</b></p> |
| <b>BANK HOLIDAYS</b><br><i>School is closed to students on these dates</i> | <ol style="list-style-type: none"> <li>Monday 2 May</li> <li>Thursday 2 June</li> <li>Friday 3 June</li> </ol>  |

*Please check the school website for up-to-date information during the school year*

## CURRICULUM INFORMATION

Information relating to the school curriculum for each year group is available on the school website [www.lodeheath.org.uk](http://www.lodeheath.org.uk).

### CLASS LISTS – 2021/2022

We are publishing details of how we arrange students in year groups and bands in different subject areas, and what our class list codes mean to help everyone understand them.

#### Bands:

- X and Y band are fairly balanced taking into account the following aspects: gender, ethnicity, and ability.
- In each year group there are usually 4 classes per band (except rotation subjects where there are 5).
- Options subjects cross bands.

**Groupings:** Student groups are organised broadly by mixed ability in the vast amount of subjects, particularly in years 7, 8 and 9.

| Subject   | Arranged broadly by ability                                | Arranged broadly by mixed ability |
|---|--|-----------------------------------|
| Core: English, Science and Humanities (geography, history & philosophy) | In years 10 and 11   | In years 7, 8 and 9               |
| Core: Maths   | In years 9, 10 and 11<br>(to allow for tiered entry exams) | In years 7 & 8                    |
| Modern Foreign Language: French/<br>German                              | Arranged broadly by ability, by each language.             |                                   |
| PE  | ✓  |                                   |
| All other subjects – years 7, 8 and 9                                   |  | ✓                                 |
| All other subjects - years 10 and 11                                    |  | ✓                                 |
| COPE / ASDAN  | ✓  |                                   |

Dividing students into classes of different abilities is a popular approach to improving standards, but research suggests that it leaves students a month behind those in mixed groups. Whilst beneficial to provide specific ‘Support and Challenge,’ overall it has been proven to be more beneficial to have mixed ability groupings.

**Class codes:** We use numerical codes to identify different classes. Where classes are mixed ability, these codes are purely for administrative purposes. Where subjects are organised broadly by ability, the class codes do relate to the ability of the group to a certain extent, however, there is always ‘cross-over’ of ability between classes as many children are often on the same or very similar grade and have the same or very similar needs.

Where subjects are organised broadly by mixed ability there are groups specifically targeted to challenge particular learners to meet their needs, with remaining sets being mixed ability as indicated in the table to the right.

| Code | Current Level |
|------|---------------|
| 1    | 5             |
| 2    | 3-4           |
| 3    | 3-4           |
| 4    | 3-4           |

Regardless of whether classes are arranged by ability or mixed ability, schemes of work and lessons are planned to ensure that all students cover the curriculum and are supported and challenged in the ways appropriate to each individual.

**Year 7:** In the first instance, we use KS2 information (where applicable) to organise students into classes on arrival to Lode Heath School.

## **BEHAVIOUR FOR LEARNING**

At Lode Heath School, we believe in having the highest expectations of our students for a number of reasons. Along with ensuring an orderly and respectful environment, which allows everyone to feel safe and secure and respects their right to learn, we also aim to prepare our students for the working world.

Lode Heath school employs rewards and sanctions as part of a system that encourages positive behaviour and discourages negative behaviour. Credits are positive behaviour points and Debits are negative behaviour points, the aim is for all students to have a positive Learning Behaviour account. We reward students with positive behaviour accounts through postcards, phone calls home, letters home, 'Zero Hero' events (students without Debits or Detentions).

In order to have a safe and respectful environment certain negative behaviour warrant an immediate sanction, such as running in the corridor would warrant an immediate 30-minute detention, being late to lesson would warrant an immediate 30-minute detention.

We also understand students must be given the opportunity to correct their behaviour during lessons. Lode heath school employs a Behaviour for Learning system. This simple but effective system recognises negative behaviour and warns the student to correct the negative behaviour. If the negative behaviour continues, sanctions will be used to discourage and cease the negative behaviour. These sanctions are Debits (negative behaviour point), Detention (30 mins after school the following day) and if necessary, a lesson removal (1-day internal exclusion the following day).

The process that is followed during lessons for unacceptable behaviour, as an example, is:

| <b>Description of Unacceptable Behaviour</b>   | <b>Consequence</b> |
|--|--------------------|
| Student talking during the teacher explanation                                       | Warning            |
| Student calls out during a silent reading task                                       | Debit              |
| Student does not complete the task even with teacher assistance and distracts others | Detention          |
| Student calls out during teacher explanation of model answer                         | Lesson Removal     |

## UNIFORM

Lode Heath School believes that a school uniform plays a valuable role in establishing a sense of identity, as well as contributing to the ethos of our school and setting an appropriate tone.

Parents/ carers are expected to ensure students wear correct uniform when in attendance.

|   |  |
|---|--|
| <p><b>Top:</b></p> <ul style="list-style-type: none"> <li>• Plain white shirt with button up neck</li> <li>• Black blazer with school badge</li> <li>• School tie – clip on school tie only</li> <li>• Plain black 'V' neck jumper</li> </ul>   | <p><b>Bottoms:</b></p> <ul style="list-style-type: none"> <li>• Plain black, regular fit school trousers. Trousers should hang from the waist and should be straight legged; drainpipe, tight or turn-up styles are not permitted. No denim or Lycra. No adornments.</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Black Charleston skirt.</li> <li>• Plain black tights or plain black ankle socks.</li> </ul> |
| <p><b>Footwear:</b></p> <ul style="list-style-type: none"> <li>• Plain black, flat formal-wear shoes.</li> <li>• High heels, boots, backless shoes are not permitted. Shoes should be free of all logos or adornments.</li> <li>• Students may change footwear for sport at break or lunch but must return to the building in their formal-wear shoes.</li> </ul>   | <p><b>Outerwear:</b></p> <ul style="list-style-type: none"> <li>• Coats should be suitable for wet weather and should be worn over the blazer.</li> </ul> <p>Hoodies (with or without a zip), sports tops or tank tops are not permitted. <b>Such items will be confiscated.</b></p>   |
| <p><b>School bags:</b></p> <ul style="list-style-type: none"> <li>• Bags should be rucksack or satchel type, appropriate for carrying A4-sized books and other essential equipment.</li> <li>• Small handbags and pouches are not permitted.</li> </ul>   |  |
| <p><b>Other:</b></p> <p><b>Hair:</b></p> <ul style="list-style-type: none"> <li>• Hair should be a natural colour and no shorter than no. 2. Tramlines and other non-natural features are not permitted.</li> </ul> <p><b>Nails &amp; make up:</b></p> <ul style="list-style-type: none"> <li>• Nails and make-up should look natural.</li> <li>• False nails, and fake tan are not permitted.</li> </ul>   | <p><b>Jewellery – students may wear:</b></p> <ul style="list-style-type: none"> <li>• Single plain stud-earrings - these must be removed or taped for dance and PE type activities.</li> <li>• A watch</li> <li>• No other jewellery or body piercings are permitted.</li> <li>• Baseball caps are not permitted in school and will be confiscated.</li> </ul>   |
| <p><b>Breaches of the uniform policy may result in one or more of the following:</b></p> <ul style="list-style-type: none"> <li>• Replacement uniform items being lent to the student to wear temporarily.</li> <li>• Items being confiscated.</li> <li>• Make-up or the like removed</li> <li>• Students sent home to change. They will be expected to make up this time and it will also be noted on their school record as an unauthorised absence.</li> </ul> <p><b>If uniform rules are regularly breached formal sanctions will follow.</b></p> |  |

## Examples of full school uniform



### Examples of shoes permitted



### Examples of shoes NOT permitted



### Examples of permitted trousers



### Examples of trousers NOT permitted

Skinny, tight tapered, demin, Lycra NOT permitted



### Boys' PE kit (compulsory)

- Navy polo shirt (with white trim and school logo)
  - Reversible rugby shirt (with school logo)
  - Navy shorts (with white trim and school logo)
  - Navy football socks
  - Trainers
  - Football boots (advisable)
  - Gum shield (advisable)
- Optional Items**
- Navy thermal top (with school lettering on arm)

### Girls' PE kit (compulsory)

- Navy polo shirt (with white trim and school logo)
  - Navy football socks
  - Navy hooded top (with white trim and school logo)
  - LHS branded shorts OR LHS branded tracksuit trousers OR LHS branded leggings
  - Trainers
- Optional Items**
- Navy thermal top (with school lettering on arm)

## **CHILD PROTECTION STATEMENT**

We believe that every school should provide a caring, positive, safe and stimulating environment which promotes the social, physical and moral development of the individual child.

The Education Act 2002, Section 175, has placed a duty on the Governing body with regard to safeguarding and promoting the welfare of children in school.

The Governors recognise that all staff and volunteers have a full and active part to play in protecting students from harm.

Parents/carers should know that if their child makes a disclosure which suggests that his/ her welfare/ safety is at risk, the school will, in accordance with its Safeguarding Policy, consult with the Multi Agency Safeguarding Hub (MASH) about its concerns.

In such cases, parents will be informed of the referral unless, if in the judgement of the Headteacher and DSL (Designated Safeguarding Lead), to do so would compromise the well-being and safety of the child concerned. Lode Heath is committed to liaising with MASH and the Local Safeguarding of Children Board (LSCB) in the interests of safeguarding its students.

## **CONFIDENTIALITY STATEMENT**

Parents should be aware that Lode Heath respects the right of the child to share information in confidence with their teachers. Information shared in this way will only be communicated to parents/ carers (overruling the wishes of the child) if, in the teacher's judgment, it is in the best interests of the child to do so. Children sharing confidences as a general principle are encouraged by staff to share their concerns with their parents/ carers.

## **INTERNAL PUBLICATIONS AND SCHOOL WEBSITE**

We are pleased to offer all students at Lode Heath School access to the Internet and e-mail via the school computer network.

The school computer network allows access to the Internet and e-mail as well as the educational programmes and other resources provided by the school. Such access is considered vital to students who wish to fully research projects or topics in all subjects. Teachers now routinely plan work for lessons and homework assuming students have access to the Internet either at home or in school. All school internet access is controlled and restricted by our firewall and filtering system. There is no "open" internet access from within our school.

## **USE OF PHOTOGRAPHS OF YOUR CHILD**

The school would like to use photographs of your child. These photographs may appear in our printed publications, such as our prospectus, newsletters, display boards, yearbook and be used to illustrate successes. We also require photographs of success and achievement for celebration displays. Website photos will be subject to individual permission.

Video analysis is an important tool in celebrating achievement and is a vital part of the work in some subjects. If you wish to know any information regarding video analysis, then please contact the school.

## **MOBILE PHONE IN SCHOOL POLICY**

Mobile phones must be switched off and securely placed in bags whilst in school.

Mobile phones will be confiscated by staff if students are seen with them.

On the first occasion, the phone will be returned at the end of the day with a letter to be taken to parents/ carers warning that, should the phone be confiscated a second time, it will be placed in a school safe for collection by them on each occasion thereafter.

**A record is kept of the frequency of which a student has their mobile phone confiscated. Persistent offenders will be subject to further disciplinary proceedings.**

## **NETWORK AND ON-LINE ACCESS POLICY**

Students are responsible for good behaviour on school computer networks just as they are in a classroom or a school hallway. Communications on the network are often public in nature. General school rules for behaviour and communications apply.

The network is provided for students to conduct research and communicate with others. Independent access to network services is provided to students who agree to act in a considerate and responsible manner. Access is a privilege, not a right. Access entails responsibility.

Individual users of the school's computer network are responsible for their behaviour and communications over those networks and for keeping their password secure. It is presumed that users will comply with school standards and will honour the agreements they have signed.

Network storage will be open to inspection. Network administrators will review files and communications to maintain system integrity, security and ensure that users are using the system responsibly. Users must not expect that files stored on school servers will always be private.

During school, teachers will guide students in appropriate use. Students communicating with the school network from outside school must also adhere to the school policy.

We also offer students external access to their files and school computers anywhere that they have internet access.

### **The following are not permitted:**

- Sending or displaying offensive messages or pictures
- Using obscene language or images on-line or on electronic media
- Harassing, insulting or bullying others on-line
- Damaging computers, computer systems or computer networks
- Violating copyright laws including downloading music onto the school network
- Using others' passwords, trespassing in others' folders, work or files
- Intentionally wasting limited resources
- Employing the network for commercial purposes
- Installing or trying to install software
- Trying to bypass the school's security systems
- Storing personal files, videos or pictures on the school network

### **Sanctions in regard to misuse of the school's network systems**

1. Violations will result in a loss of access to the school's network
2. Additional disciplinary action may be determined in line with existing practice regarding inappropriate language or behaviour up to and including exclusion
3. In extreme cases, the police may be involved

## **PRIVACY NOTICE – DATA PROTECTION ACT (GDPR) 2018**

During your child's time with us, we will gather and use information relating to you. Information that we hold in relation to individuals is known as their "personal data". This will include data that we obtain from you directly and data about you that we obtain from other people and organisations. We might also need to continue to hold your personal data for a period of time after your child has left the Academy. Anything that we do with an individual's personal data is known as "processing".

The full privacy notices of what and how we process data are available at <http://www.lodeheathschool.co.uk/gdpr>. The documents set out what personal data we will hold about you, why we process that data, who we share this information with, and your rights in relation to your personal data processed by us.

## **CAREERS EDUCATION AND INFORMATION, ADVICE AND GUIDANCE**

Once you are aged 13 or over, we have to pass on certain information to careers service providers. We pay for independent advice and guidance for all students in Year 8 through to Year 11. The careers provider is given the name and address of the student and parent (or carer), and any further information that the advisor needs to collect destination data.

However, parents (or carers) can ask that no information beyond name and address (for student and parent) be passed on to our career's provider. The student can also ask that no information beyond name and address (for student and parent) be passed to our careers provider **if they are aged 16 or over**.

**If you do not wish to give more than your name and address, you should write to the school and tell us.**



## HOME SCHOOL AGREEMENT – Lode Heath School



Lode Heath School recognises that the successful development of its pupils depends on an effective partnership of school, students and parents. All three parties share responsibility for the development and achievement of each pupil. Together, we commit ourselves to the following:

|   |   |  |
|---|---|--|
| <p><b>Lode Heath School will:</b></p> <ul style="list-style-type: none"> <li>▪ Provide a learning environment that is stimulating, safe and caring</li> <li>▪ Treat everyone with respect</li> <li>▪ Ensure that each pupil has the opportunities, support and guidance to achieve his/her full potential</li> <li>▪ Report regularly on each pupil's progress</li> <li>▪ Expect high standards, set clear rules, promote mutual respect and develop a sense of responsibility</li> <li>▪ Keep parents informed about school matters, be welcoming to enquiries and responsive to concerns</li> <li>▪ Record and reward good progress and performance</li> <li>▪ Offer extra-curricular activities that will develop broader skills to prepare for life and the world of work</li> <li>▪ Detain your child until 4.35 pm where necessary</li> <li>▪ Inform you if your child has detention rather than attending enrichment if he/she fails to meet the school's standards</li> </ul> | <p><b>As parent/carer, I/we will:</b></p> <ul style="list-style-type: none"> <li>▪ Make sure my/our child attends school in correct uniform, arrives on time and is properly equipped for school</li> <li>▪ Encourage my/our child to work hard and support them with their homework</li> <li>▪ Attend consultation evenings and discussions about my/our child's progress</li> <li>▪ Support the school's policies and guidelines as outlined in the Parents' Handbook</li> <li>▪ Agree to the detention policy of the school</li> <li>▪ Agree to the biometrics policy of the school</li> <li>▪ Make sure that time is not taken out of school unless it is urgent</li> <li>▪ Encourage my/our child to participate in the extracurricular opportunities offered by the school</li> <li>▪ Ensure my parent pay account is always in credit and all required payments for trips /visits/lessons/clubs are made in advance</li> </ul> | <p><b>As a student, I will:</b></p> <ul style="list-style-type: none"> <li>▪ Be an ambassador for Lode Heath School</li> <li>▪ Work hard in class and at home, so that I can achieve my full potential</li> <li>▪ Treat and respect others just as I would wish to be treated and respected</li> <li>▪ Put the needs of others before my own</li> <li>▪ Be proud of my school</li> <li>▪ Attend in correct uniform, be on time and be properly equipped</li> <li>▪ Follow School rules, behave responsibly and be polite to others in the school and in the wider community</li> <li>▪ Understand that any misbehaviour whilst wearing school uniform will be dealt with as if the incident occurred at school</li> <li>▪ Take part in extra-curricular activities offered by the school</li> <li>▪ Care for the environment – in and out of school</li> <li>▪ Complete homework on time</li> <li>▪ Attend detentions</li> <li>▪ Attain excellence</li> <li>▪ Be someone others can be proud of</li> </ul> |
| <b>Name:</b>  | <b>Name:</b>  | <b>Name:</b>   |
| <b>Signed:</b>  | <b>Signed by parent/carer:</b>  | <b>Signed by student name:</b>   |
| <b>Date:</b>  | <b>Date:</b>  | <b>Date:</b>   |

## HEALTHY EATING

The school is attempting to offer students a healthy and nourishing choice of food and drinks to aid physical development and concentration in class.

We would be grateful if you could support the school in this endeavour by encouraging your child to choose healthy options. If you decide to provide your child with lunchboxes rather than school lunches, please ensure they contain nourishing food and water; do not provide fizzy drinks and artificial additives.

All students are expected to dispose of wrappings properly in the bins provided. No food or drinks are allowed outside the 'Food Zone' other than sealed water bottles.

Students are welcome to bring water in a clear spill proof container. They can also purchase water from the canteen and can re-fill their own bottles in the toilets. These must remain in bags when in 'electrical' areas but may be on the desk in main classrooms. Students are actively encouraged to drink water rather than other drinks. Hydration is particularly important in aiding health and concentration, particularly before examinations. Students taking exams may take water in with them in a clear, sealed plastic container, which should be placed on the floor.

## CATERING SERVICES

Our usual Breakfast Service from 8.15 to 8.40 a.m. (to accommodate those students who arrive early on the premises and may require early sustenance to start their day at school) is currently suspended due to covid restrictions. The mid-morning break which offers traditional toast, teacakes, crumpets, bacon rolls and other hot snacks, including vegetarian options will be available.

At lunch time there is a full and varied service with at least 3 home produced main course meals available:

- A traditional meal with accompaniments
- Various pasta / rice dishes / fish / meal deals 'in a pot'
- Selection of seasonal vegetables and potatoes
- Selection of vegetarian dishes available daily (freshly made)
- A selection of snacks meeting the Government's food standards
- Jacket potatoes and selection of fillings
- Various "Tasties" salads
- Various 'Tasties' sandwich selection, a wide choice of freshly made sandwiches / wraps (hot & cold) / paninis / pizza
- Dessert and a large selection of homemade cakes and biscuits
- Daily milk (semi-skimmed), fruit juices, bottled water, milkshakes, fruit-based drinks (smoothies)

Bottled water and healthy drinks are available to purchase.

ParentPay can be used to pay for school meals. We operate a completely cashless system in school

The school canteen now operates a pre-pay order system. Students can order their lunches in advance and collect from a special servery in order to avoid queues. This has proven to be very popular with students attending clubs and activities, or simply wishing to avoid a queue!

We encourage customers to try our healthy choices by offering new and interesting meals prepared and served by our qualified staff that are only too happy to discuss diets and special requirements at any time.

*(Food provision is subject to constant review and change)*

## ONLINE PAYMENTS TO SCHOOL WITH PARENTPAY



ParentPay is the way to pay for school meals, trips, music tuition and much more. This can be done online or via a PayPoint facility located at many convenience stores. The PayPoint sign displayed at Convenience Stores is:



We operate a cashless system that has proven to be very successful, creating a safer environment.

### **Making secure payments online using your credit or debit card**

ParentPay offers you the freedom to make payments whenever and wherever you like, 24 hours a day, 7 days a week - safe in the knowledge that the technology used is of the highest internet security available.

You will have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school, you can merge their accounts to create one login for all your children.

Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you have activated your account you can make online payments straightaway.

### **Using PayPoint**

PayPoint payments are recorded by ParentPay and can be seen by logging into your ParentPay account and viewing your payment history online. The nearest PayPoint stores to school are Cornyx Lane, Yew Tree Lane, Brueton Park Services and Poplar Road, Solihull.

Please notify the Finance Office (Tel: 0121-704 1421) or e-mail [office@lodeheath.org.uk](mailto:office@lodeheath.org.uk) if you wish to use the PayPoint facility to enable you to make a cash payment, we can provide a card to enable you to 'top up' food accounts or activities at your local PayPoint facility, a barcoded which will then be issued and sent home with your child. If you wish to pay via PayPoint, a barcode will need to be requested for each activity you wish to pay for, e.g. one for dinner money and another for each individual trip. Payments can then be made at a local PayPoint store.

## ParentPay FAQs

- **When can I log in to my account?**

In Year 7, once you have received your activation letter from school with your activation login details, you will be able to activate your account and start making payments. This letter is in your child's pack. For older year groups, contact Finance to access ParentPay accounts.

- **Which cards can I use?**

ParentPay accepts MasterCard and Visa credit cards, and Maestro, Switch, Delta, Electron, Solo and Visa debit cards. Some schools may limit the use of credit cards for some transactions; you will be informed by the school directly of any such restrictions.

- **Is it safe to make payments on the internet?**

Yes. ParentPay uses leading technology to process your card transactions securely. All communication with the bank is encrypted and neither ParentPay nor the school have access to your card details.

- **How can I check that it is secure?**

Standard website addresses begin with *http*: the address for a secure site will always begin with *https*. You will also see a padlock at the bottom/top right of the screen on our login page and after you have logged into your account; never enter your card details or personal data on any web page whose address does not start *https*.

- **What about our personal information?**

ParentPay holds a very limited amount of information about you and your child solely for administering your account; however, ParentPay does not use your personal information other than for supporting the school. We do not share or give information to any other organisations. We operate under strict guidelines set out by the Data Protection Act 1998.

ParentPay will NEVER contact you by phone, e-mail or mail and ask you to divulge confidential information like passwords or card numbers. If you are ever contacted by someone claiming to be from ParentPay, please contact us immediately on 0845 257 5540.

- **I don't have a home PC so how can I use ParentPay?**

ParentPay is accessible via mobile devices. Alternatively, why not visit your local library or see if you can get access to a computer at work.

For more information, please visit [www.parentpay.com](http://www.parentpay.com)

## **SCHOOL FUND**

Governors and staff at Lode Heath are continually looking at ways to develop and improve our school and the monies donated for the School Fund are used in a variety of ways.

School Council means that students are involved in deciding where School Fund should be spent to benefit the school and we will update you on projects being considered at regular intervals via the school newsletter.

We are suggesting a voluntary contribution of £20 per child or £25 per family (if you have more than one child in school). All donations will be most welcome and payment of these can be made either by ParentPay - which will be set up to enable you to make a voluntary donation online, or, if you prefer, to donate via a PayPoint outlet this can be arranged if you contact the Finance Department for a barcoded letter.

We would ask you to "Gift Aid" any donations made, as this will allow us to claim tax relief on your donation. A "Gift Aid" Form will be available to download from the school website. Please complete and return to the Finance Office. If you are unable to access the school website but wish to complete the form, please call Reception and they will arrange for a form to be sent home with your child.

Many thanks in anticipation of your support.

## INSIGHT ONLINE PARENTAL INFORMATION SYSTEM

This system gives access to your child's information on attendance, assessment, behaviour, timetable and exams as well as general notices. The system is designed to help to provide even better communication between the school and parent/ carers. It is designed to provide you with accurate, relevant information delivered at times to suit you. This information can be accessed 24 hours a day 7 days a week.

The data is secured using SSL encryption similar to that used by banks or e-payment sites and for this reason can take a few seconds to load.

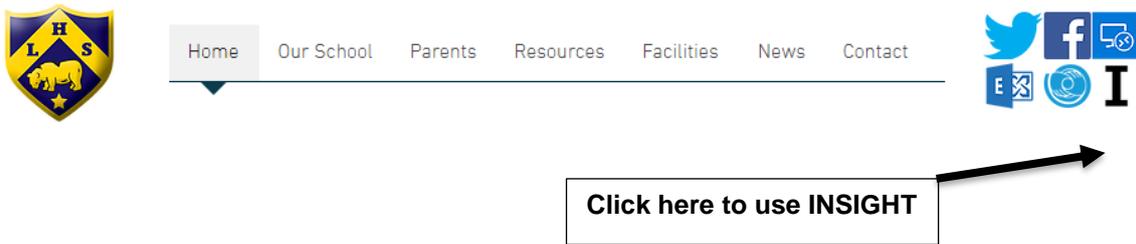
**The username and password information needs to be given to you in person. It is also required for making appointments for parents' evenings.**

### INSIGHT User Guide

#### Where to find INSIGHT?

You can also access INSIGHT from the school Website [www.lodeheathschool.co.uk](http://www.lodeheathschool.co.uk)

You can also download the Insight App to allow access from your phone to all the online facilities listed below.



#### How to login to Insight

Please login using the username and password that have been provided and click login. Please see below;



The first time you log in you will be asked to change your password. Please make sure you enter a new password that you can remember. It also needs to be **seven characters long**.

Type in your new password

Confirm this

Make sure it is at least 7 characters long

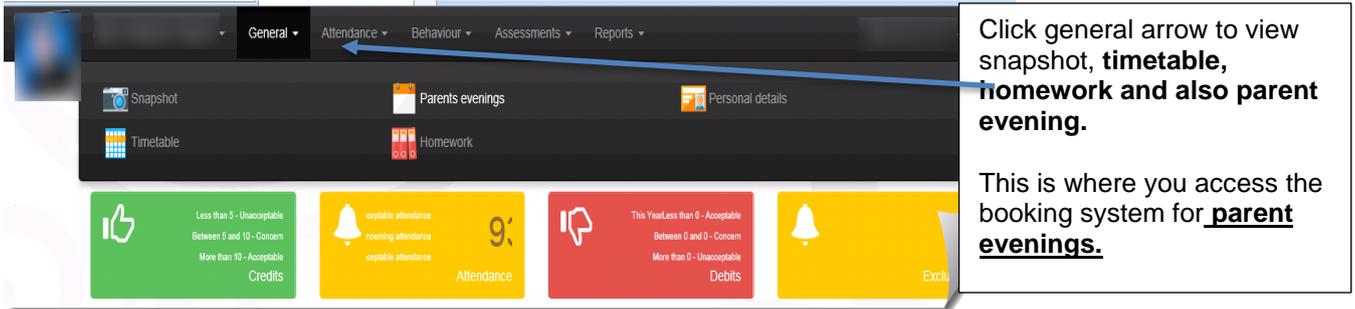
## Homepage and Overview

The first page you are taken to shows a snapshot of your son or daughter's attendance, assessment, timetable, general school notices, homework and behavior.

You can click these links to see more information on attendance, credits, debits and homework.

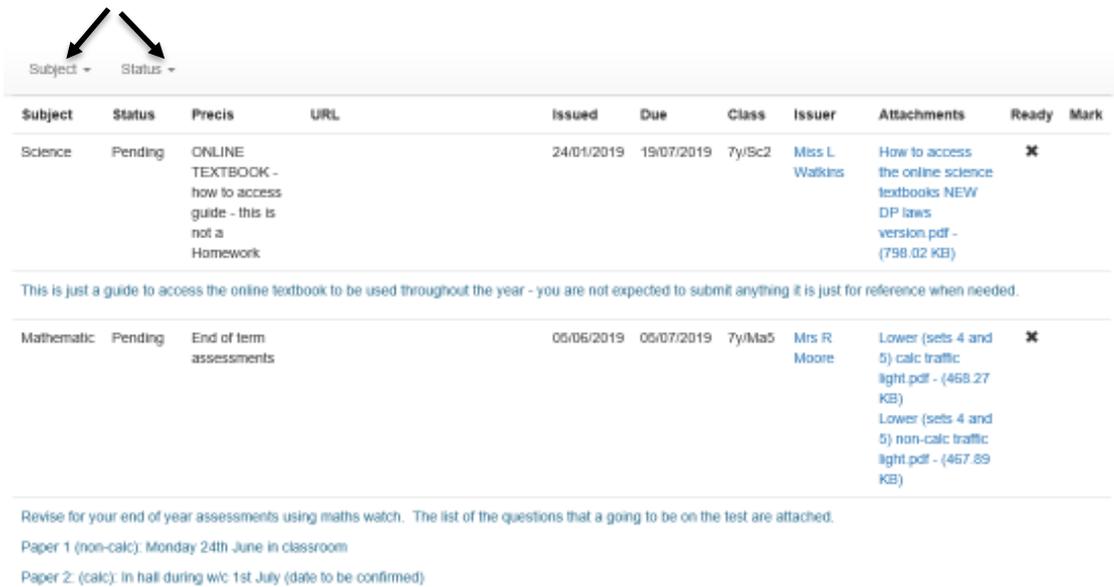
| Credits    |        | Debits     |       |
|------------|--------|------------|-------|
| Today:     | 0pts   | Today:     | 0pts  |
| This week: | 0pts   | This week: | 0pts  |
| This term: | 14pts  | This term: | 0pts  |
| Overall:   | 106pts | Overall:   | -2pts |

You can also use the menu along the top to view more information see below;



## Homework

All homework is set online and can be viewed by both students and parents via Insight. Use the drop-down boxes at the top to sort by subject or status to see what homework is owing.



| Subject    | Status  | Precis   | URL | Issued     | Due        | Class  | Issuer          | Attachments  | Ready | Mark |
|------------|---------|--|-----|------------|------------|--------|-----------------|--|-------|------|
| Science    | Pending | ONLINE TEXTBOOK - how to access guide - this is not a Homework |     | 24/01/2019 | 19/07/2019 | 7y/Sc2 | Miss L. Walkins | How to access the online science textbooks NEW DP laws version.pdf - (798.02 KB)   |       | ✘    |
| Mathematic | Pending | End of term assessments  |     | 05/06/2019 | 05/07/2019 | 7y/Ma5 | Mrs R. Moore    | Lower (sets 4 and 5) calc traffic light.pdf - (468.27 KB)<br>Lower (sets 4 and 5) non-calc traffic light.pdf - (467.89 KB) |       | ✘    |

This is just a guide to access the online textbook to be used throughout the year - you are not expected to submit anything it is just for reference when needed.

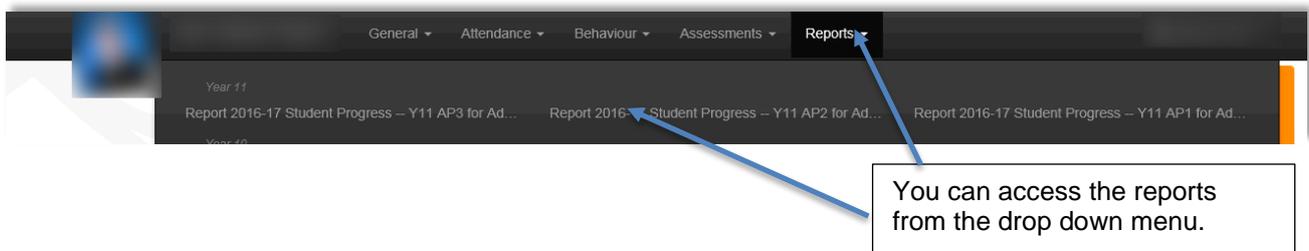
Revise for your end of year assessments using maths watch. The list of the questions that a going to be on the test are attached.

Paper 1 (non-calc): Monday 24th June in classroom

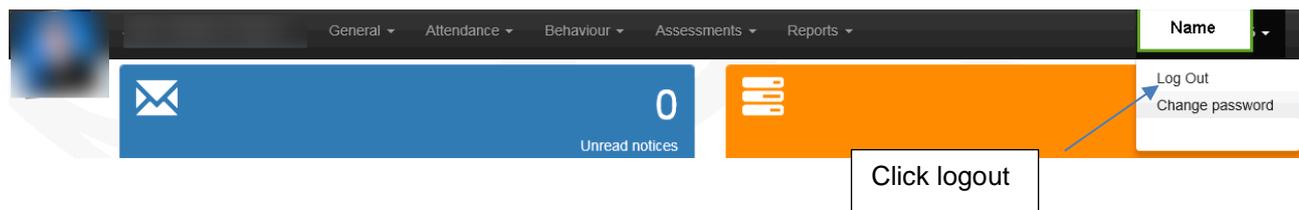
Paper 2: (calc): in hall during w/c 1st July (date to be confirmed)

## Reports

You can also access reports from INSIGHT these are produced periodically throughout the year.



## How to log out.



For technical support for example if your password does not work or the site is not working correctly you can email: [helpdesk@lodeheath.org.uk](mailto:helpdesk@lodeheath.org.uk)

If there is an issue with the information held within the site please contact the relevant person i.e. the Exams Officer for examination queries, the Attendance and Welfare Officer for queries relating to attendance etc. If you are unable to contact the relevant person, you may email the support email address above and we will try to resolve the situation.

## ATTENDANCE MATTERS

Lode Heath School is dedicated to working with students and their families to secure excellent punctuality and attendance. National average attendance is 95% and we are working hard to ensure that wherever possible our students' attendance is in line with or exceeding this figure. We believe that regular school attendance is the key to enabling young people to maximise the educational opportunities available to them and become emotionally resilient, confident and competent adults.

Every day a student misses' school, a total of five hours of learning is lost and whilst we understand that illness cannot always be avoided, just a few days of absence can have a huge impact on a child's attendance figure and their education as a whole.

We use the below scale as a way of assessing where students are in terms of their attendance and the possible impact this may have on their achievement.

|           |                                  |
|-----------|----------------------------------|
| 97-100%   | No Risk                          |
| 95-96.9%  | Slight Risk of underachievement  |
| 93-94.9%  | Some Risk of underachievement    |
| 90-92.9%  | Serious Risk of underachievement |
| Below 90% | Severe Risk of underachievement  |

### We ask parents to:

- Please ensure your child attends school every day unless they are seriously ill
- Contact school on the first day of any absence before 9.00am and each subsequent day that your child is absent
- Provide a note confirming absences
- Provide medical confirmation for prolonged periods of absence
- Make all non-emergency medical appointments outside of school hours or in school holidays
- Do not book holidays to take place during term time
- Provide up to date contact details

### As a school we will

- Promote and reward good attendance
- Work in partnership with parents and carers
- Monitor all student's attendance and coordinate support for students who struggle to attend regularly
- Authorise up to a maximum of ten sessions (5 Days) of absence for illness unless medical evidence is received

## **GENERAL - USEFUL INFORMATION**

We recognise the need for teacher-parent liaison in order to maintain the healthy relationships and positive environment in which learning occurs. It is for this purpose that these FAQs have been produced. We hope you will find them useful.

### **1. How do I know which teacher I should contact regarding concerns about my child?**

All children have a teacher who will be the first point of contact for you with the school if you have concerns about your child's welfare or progress at school. At Lode Heath, this is the child's Form Tutor, who will assess the problem in conversation with you and ensure that this is directed to the appropriate member of staff to deal with it. If you are uncertain of the name of your child's Form Tutor this can be found on the key dates page of your child's planner and on INSIGHT.

### **2. How do I know how well my child is coping with his/her lessons at school?**

It will encourage your child and be a very informative experience for you to regularly take a positive interest in his/her schoolwork. Look through his/her exercise books and talk with your child about what he/she is studying. If you have questions about what you see or hear, contact the teacher concerned in order to discuss these.

In addition, the school issues regular school reports each year. You will be notified via email and the school Twitter account when these are available.

### **3. My child has a school planner that I understand I need to check. What exactly am I checking?**

Firstly, that your child is using the planner correctly. Does he/she complete it properly, giving details of the homework set or where this information may be found? Homework details and deadlines are also posted via the INSIGHT homework section. If he/she is writing 'none set', we need to know why. The staff are required to regularly set homework. If this is not happening regularly, we need to know in order to do something about this. An occasional miss is probably more to do with staff illness or absence than a lack of will to set it. Occasionally, students reluctant to do homework will write 'none set' when it has been set. A telephone call to the school to let us know will always be followed up. The planner includes sections which will provide you with a wider picture of your child's activities in school. Effort and attitude can often be gauged by the number of credits your child has. Frequency of temporary absence from lessons can be monitored, as can the outcome of your child's discussion about their performance monitor. Information is also available on INSIGHT. INSIGHT is also used to detail homework tasks easily allowing parents to see for themselves the homework set. If you have any issues with passwords or using INSIGHT, please contact the school IT helpdesk at [helpdesk@lodeheath.org.uk](mailto:helpdesk@lodeheath.org.uk) for assistance.

### **4. I am concerned that my child's organisational skills will not be good enough for him/her to cope with workload**

Conscientious monitoring of your child's application to this can greatly help him/her to spread the workload. Curriculum information is available on the website. Unless students are conscientious and organised, they can panic. Unfortunately, this often coincides with a clear reluctance from students to allow parents to see their work; this can usually be gained from monitoring the school planner or checking on INSIGHT. We would urge all parents to resist strongly any indication from their children that there is no need for their work to be monitored.

Covid restrictions permitting, support with homework in KS3 and KS4 is available in the Inclusion Room and LRC, both of which are staffed. Parent/carer(s) with workload concerns should contact the school.

### **5. How do I know when the parent/carers' consultation events are held and how do I get appointments to see my child's teachers?**

The dates of consultation events are set a year in advance and are listed under "Key Dates" on the website.

We successfully used a system called School Cloud which enables you to book appointments online. The same system is then used to allow you to 'virtually' meet.

Details of how to access this will be sent home together with a letter reminding you of the date a few weeks prior to the event. Students are expected to attend with parent/carer(s) in full school uniform.

## **6. My child is struggling in a particular subject. What can I do to help?**

Talk to the teacher concerned. A Form Tutor or Year Leader is not always the most appropriate person to solve a problem. If the problem is limited to a particular subject area, parents should contact the member of staff who is best placed to resolve the problem. We would be happy to advise you who this would be.

## **7. I need to take my child out of school in term time to go on a family holiday**

Due to changes in legislation, parental requests for a leave of absence (including family holidays) in term time will not be granted, unless circumstances are exceptional.

- DFE guidelines make clear that leave of absence during term-time should be regarded as exceptional. For example: during 2012 London Olympics all Police leave was cancelled. As a result, it was agreed that requests for absences for children of Police Officers affected by the cancellation of leave would be treated as exceptional.
- If you require your child to have a leave of absence for exceptional circumstances, you should complete the absence request form that can be obtained from the school office. There is a requirement that you provide evidence of the exceptional circumstances and you may be required to meet with the Headteacher (or his representative). You should submit this to the school at least two weeks prior to the date required. School will respond to the request within two weeks. If school is aware of any language difficulties that may preclude a request form being completed appropriate support will be offered to you.
- A letter confirming that the exceptional circumstances request has been authorised/ unauthorised will be sent to you.

Leave of absence that has not been authorised will be marked as an unauthorised absence on the student's register. These absences may be referred to the Education Welfare Service for consideration and could result in the issue of a fixed penalty notice.

## **8. My child has been absent from school. In what way do I have to contact the school to confirm that this is a genuine absence?**

You must telephone the school on your child's first day of absence and on any subsequent days they are absent for this to be recorded. If you telephone on the first day of absence, but not any subsequent days then a letter and/or a note in their school planner confirming the dates absent and reason will be required. Alternatively, absence can be reported by an email from the school website for each day of any absence.

## **9. I have received a card from the Attendance Officer and am concerned about this**

Local Authorities and schools have a legal responsibility to monitor student attendance. If your child appears to be developing an attendance problem, you will be contacted by the Welfare Officer/ Attendance Officer, who will need to establish the reasons for the problem and offer advice and support to help you to rectify it.

## **10. My child needs to leave school during the day to attend a dental/medical appointment**

In such cases, students should not attend routine medical, dental or other appointments during school hours. Only emergency, consultant, hospital or other similar appointments should occur during school hours. You should send a letter and, if possible, the appointment card requesting that your child be allowed to leave their lesson at a particular time. Students should show this to their Form Tutor, who will initial the letter and return it to the student. At the beginning of the affected lesson, the student should show the letter to the subject teacher, who will allow him/her to leave the lesson at the appropriate time. The student should then report to the secretary in the main office and sign out of school. On his/her return, he/she should again report to the office and sign in before going to lessons.

## **11. What happens if my child has an accident/falls sick at school?**

Sickness/accidents may occasionally occur, and the school may need to contact you because your child is ill or has had an accident. **Please ensure that you provide us with up-to-date contact information.**

**12. My child may be away from school for some time and is becoming anxious about falling behind with his/her work. How can I get the school to help?**

A telephone call to the Form Tutor or Year Leader to alert us to the problem and length of time involved is helpful. This allows us to approach your child's teachers to request work, where appropriate. It often takes several days to collect work of this kind and when available for collection from school you will be contacted and asked to pick this up. It is helpful for the staff concerned if you regularly return completed work for marking, particularly in the case of lengthy absence from school.

**13. My child has had an accident which has left him/her on crutches. Can he/she come to school?**

The answer is yes, but an arrangement will have to be made to allow your son/daughter to arrive at school earlier or later than the other children, in order to avoid any accidents. Similarly, he/she will be encouraged to leave lessons early and arrive slightly later than his/her class. Please note that the school is not able to arrange transport to and from the site.

**14. What happens to my child's education if he/she has a serious illness and is forced to spend a long time away from school?**

If your child is in hospital and he/she is fit enough to participate in lessons, he/she will be taught by a hospital teacher. If, however, he/she is discharged for a lengthy convalescence at home, a Local Authority Officer will visit and explore the possibility of establishing appropriate provision for your child. We would appreciate being alerted early when a situation such as this is likely to arise.

**15. What do I/we need to do to inform the school of a change of family circumstances?**

If a change of address is all that is involved, please notify the school in writing. Please remember to supply new telephone numbers, including mobiles, so that we can amend our emergency contact records.

If family circumstances change due to divorce, separation or bereavement, it is important that you contact the school and speak to either your child's Year Leader or Form Tutor. Such occasions are difficult for adults involved to cope with and often more so for children. This can lead to unusual behaviour and an awareness of possible reasons can affect our response.

Issues about which parent should be the first point of contact should be resolved between parents and communicated in writing to the school.

**16. I think my child has a specific learning difficulty. What can I do to have this investigated further?**

In line with the requirements of national legislation, the school has in place the Code of Practice. This means that if any of your child's teachers have detected a learning difficulty, they will alert the Special Educational Needs Co-ordinator who will note their concerns on the register at the appropriate level. Your child's performance will then be monitored and reviewed regularly. If you are unsure as to whether or not your child is currently on the register, please contact the Special Educational Needs Co-ordinator.

**17. My child has been upset by a bereavement or family problem**

Please tell us. We do not need the details, but an awareness of a problem enables staff to make allowances for abnormal behaviour and influences the way we react.

**18. I am concerned about the welfare of another child in the school. What will happen if I share my concerns?**

Firstly, the school has a legal obligation to report any information it receives concerning the possible abuse or neglect of its students to Social Services, who may investigate the matter. It is not within the expertise of teachers to deal with such matters, although we try to help parents and students cope with the emotions generated by such a process. Lode Heath adheres strictly to the child protection procedures of Solihull MBC and works with the appropriate Social Services departments in neighbouring authorities.

**19. My child appears upset, unhappy or distressed at school**

Please tell us. As a parent, you will be the first to detect a change. It will take us some time to get to know your child and until we do, it is not always possible to realise that there is a problem. Your child's Form

Tutor and/or the Year Leader can be contacted via the office staff and although you may not be able to speak to him/her immediately, he/she will try to return your call as soon as possible.

**20. My child appears to be regularly feeling sick and complaining of stomach ache, headache, etc.**

Such symptoms are often, though not always, an indication of the stress children may be experiencing. Whilst you will need to check with your GP, please let the Year Leader know, so that a little T.L.C. may be applied alongside an arrangement with you as parents to keep your child in school to work through the problem and so avoid presenting him/her with the message that opting out can be a solution to their problem.

**21. My child is often falling out with his/her friends and other students in the class**

This can simply be an indication of normal adolescent behaviour in which your child is learning what is and what is not acceptable to those around him/her or it could be a development problem. If the problem has been occurring for some time, we need to talk with you to establish the causes and examine the possible ways we may try to help your child learn new relationship skills.

**22. My child appears to be suffering from a personality clash with a teacher**

We believe we enjoy generally healthy, positive relationships with our students. Appointments can be made with appropriate members of staff if difficulties become evident that a working relationship needs to be restored by discussion between the people concerned.

**23. I am not happy with the way an incident involving my child has been dealt with by the school**

As a school, we need your trust and confidence to be able to investigate and resolve incidents that occur. Whilst your child may present you with his/her version, the staff go to great lengths to gain a full picture before decisions about the next steps are taken. In serious incidents, this may take several days, and we would ask for your patience and support at such times. The Year Leader is best placed to give you information in the first instance and, although they have teaching commitments, they will try to return your call as soon as possible. If this fails to solve the problem and you still believe you have an unresolved grievance, you can complain (see our complaints policy on the website).

**24. I have concerns about my child's behaviour out of school and I don't know what else I can do. Can the school help?**

As teachers, we can offer you support, but we have very little power to act. Our concern is the education of your child and our powers are limited to this area. However, we can direct you to Social Services or other agencies that may be able to help the specific problem you have.

**25. My child has been given a detention and I don't agree with it. What is my position with regard to withholding my consent?**

From September 1998, teachers have been allowed to detain students without parental permission. If the detention is longer than 10 minutes, the school will provide 24 hours' notice. Detention is one of the few sanctions teachers possess to maintain discipline in school. We hope you will support us in such matters. In order for you to monitor the number of detentions your child receives; parents will receive a text or email informing them of the date of detention. Further information regarding reasons are available on INSIGHT.

**26. My child has contacted me to bring a book / equipment / lunch he/she has forgotten or needs for a lesson. How do I get this to him/her?**

Learning to be organised is a life skill your child will need to develop, and we recommend that you do not bring in forgotten items. It is your child's responsibility to ensure that they are prepared for each school day. They must bring with them any kit or equipment required for each lesson.

If you think there are other items of information we could include, please tell us.

School Telephone Number: 0121-704 1421

School Website: [www.lodeheath.org.uk](http://www.lodeheath.org.uk)



# Lode Heath School

*Ad Astra*★

**“Key Dates” for the next academic year will be available on the school website shortly.**