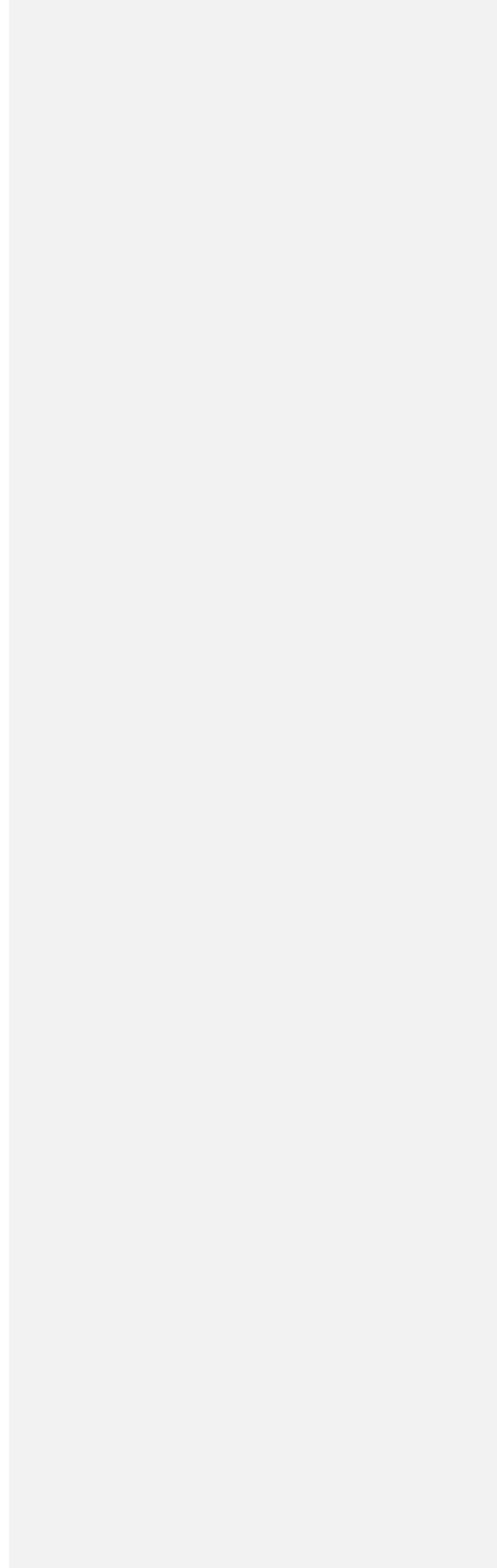




Ad Astra★

**LODE HEATH SCHOOL
BRIEFING PACK
2023-24**



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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 Warwickshire bear is a symbol of courage and strength; the Lode 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. We will support students to 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 support your child in developing in all aspects while at Lode Heath School.

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

Together, Lode Heath students, parents, carers, and staff are **STARS**. We are: **S**incere, **T**houghtful, **A**spirational, **R**esilient and exhibit exceptional **S**olidarity.

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 **P**articipation, **R**espect, **I**ndependence, **D**etermination and put colossal **E**nergy 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!



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 Student Support Team. You can contact them via the office email: 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.org.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.

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	Wed
08:40	Form	
09:00	Period 1	
10:00	Period 2	
11:00	Break 30 mins	
11:30	Period 3	
12:30	Period 4	
13:30	Lunch 45 mins	
14:15	Period 5	
15:15	School ends	

	Tues week 2
08:40	Student Character & Personal Development 45 mins
09:25	Period 1 55 mins
10:20	Period 2
11:15	Break 30 mins
11:45	Period 3
12:40	Period 4
13:35	Lunch 45 mins
14:20	Period 5
15:15	School ends

PUNCTUALITY

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

Students must be at school for an 8.40am start (9:00am on Wednesdays). Students arriving after this time will be marked as late and be required to attend a 25 minute after school detention.

We are concerned at the number of telephone calls we receive from parents/ carers stating that it is their fault that their child is late or does not have the correct equipment with them; we expect our students to be responsible for their own punctuality and organisation.

Lateness should be rare, if at all.

DETENTIONS – TUESDAY TO FRIDAY

Detention 1	3.15pm – 3.40pm
Detention 2	3.40pm – 4.05pm
Detention 3	4.05pm – 4.30pm

TERM DATES

		2023-2024
Autumn term	Term starts	04.09.23
	Half-term	30.10.23 – 03.11.23
	Term ends	22.12.23
Spring term	Term starts	08.01.24
	Half-term	12.02.24 – 16.02.24
	Term ends	22.03.24
Summer term	Term starts	08.04.24 (May Day: 06.05.24)
	Half-term	27.05.24 – 31.05.24
	Term ends	22.07.24
INSET Days		04.09.23 05.09.23 26.10.23 27.10.23 22.12.23 19.02.24 22.07.24

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.

This is updated termly.

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 25-minute detention, being late to lesson would warrant an immediate 25-minute detention. We run three detentions sessions which means your child can be in detention for 75 minutes.

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 (25 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:

Description of Unacceptable Behaviour	Consequence
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

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 you 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 medical confirmation for prolonged periods of absence
- Make all non-emergency medical, dental, optician appointments etc outside of school hours or in school holidays
- Avoid all holidays 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

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.org.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.

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
- Scientific calculator
- Highlighter

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

UNIFORM

Lode Heath School and its Governors believe that a school uniform plays a valuable role in a sense of identity and community, as well as contributing to the ethos of our school and setting an appropriate tone. A uniform also removes distractions for students which differing appearance can sometimes bring. Importantly, a uniform also promotes equality and supports families and carers who experience financial hardship. Lastly, adherence to a dress code or uniform also helps prepare students for their future employment.

Our uniform:

- is cost effective.
- promotes equality.
- promotes positive standards of appearance.
- is simple to adhere to.

Parents/carers are expected to ensure students wear full and correct uniform properly when in attendance. Should you have any concerns about your ability to ensure this, please share this with our staff who will look to support you.

Our main school uniform consists of:

Top:

- Plain white shirt with button up neck. Please ensure the neck is wide enough to enable your child to comfortably secure the top button.
- Black blazer with school badge.
- School tie – clip on school tie only
- Plain black 'V' neck jumper (optional).

Bottom:

- 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. **OR**
- Lode Heath School black Charleston style box pleat skirt* with visible gold waistband and Lode Heath star

OR

- Plain black Charleston style box pleat skirt* with visible waistband.

Skirts must be knee length (against the crease of the knee) and waist bands must not be rolled up.

- Plain black tights or plain black ankle socks. Patterned tights or socks, knee high/over the knee socks or leggings are not permitted.

Footwear:

- Plain black, leather/ leather look, flat formal-wear shoes.
High heels, boots, backless shoes, and shoes that look like trainers are not permitted. Shoes should be free of all logos or adornments.

Students may change footwear for sport at break or lunch but must return to the building in their formal-wear shoes.

Outerwear:

- Coats should be suitable for wet weather and should be worn over the blazer; they should be plain. Hoodies (with or without a zip), sports tops or tank tops are not permitted.

School bags:

- Bags should be rucksack or satchel type, appropriate for carrying A4-sized books and other essential equipment. Handbags, pouches or similar are not permitted.

Other:**Hair:**

- Hair should be a natural colour and no shorter than no. 2; 'tramlines' and other non-natural features are not permitted.

Nails & make up:

- Students in years 7, 8 and 9 are not permitted to wear make-up, nail varnish or other additions.
- As a privilege, students in year 10 and 11 are permitted to wear natural look make-up.
- False nails or nails which feature non-natural colours or designs are not permitted. Nails should be short and appear natural.
- Non-natural eyelashes and fake tan are not permitted.

Jewellery – students may wear:

- Single plain stud-earrings - these must be removed or taped for dance and PE type activities.
- A watch.

No other jewellery, including body piercings or smart watches are permitted.

Headwear:

- Headwear for religious reasons such as turbans, hijabs and similar should be plain black. Other headwear is not permitted, including baseball caps which will be confiscated.

Our PE kit consists of:

Top:

- LHS branded short sleeved PE t-shirt.

Bottom:

- LHS branded shorts OR
- LHS branded tracksuit trousers OR
- LHS branded leggings

Please note: the LHS skirt is no longer permitted for **any** students from September 2021.

- Plain, navy socks – a change of socks are recommended.

Outerwear – advised for colder months when outdoor PE still takes place.

- LHS branded training top (optional)*

*students who attend LHS prior to Sept 2022 only will be permitted to wear the 'old' LHS hoody or rugby top as we phase these out.

Other:

- Long hair must be tied back.

Breaches of the uniform policy may result in one or more of the following:

- Replacement uniform items being lent to the student to wear temporarily.
- Items being confiscated.
- Make-up or other additions removed.
- 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.

If uniform rules are regularly breached, formal sanctions will follow.

Examples of full school uniform



<p>Examples of shoes permitted ✓</p>	<p>Examples of shoes <u>NOT</u> permitted ✗</p>
	<p>Boots, shoes with any logos are NOT permitted.</p> 
<p>Examples of permitted trousers ✓</p>	<p>Examples of trousers NOT permitted ✗</p>
	<p>Skinny, tight tapered, denim, Lycra NOT permitted</p> 
 <p>A Charleston skirt has a drop waist and box pleats. No other skirt style is permitted.</p>	

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 regarding 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 their 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, 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.

MOBILE PHONE IN SCHOOL POLICY

Mobile phones must be switched off and securely placed in bags whilst in school, this includes before and after school. This rule covers the entirety of our school site and commences immediately when they enter the gates.

Mobile phones will be confiscated by staff if they are seen in school.

On every occasion of a mobile phone being confiscated a 25-minute detention will be issued. On the first occasion of confiscation, the phone will be returned to the student at the end of the day. Should the phone be confiscated a second time, it will be placed in a school safe and need to be collected by a parent/ carer at the end of the school day and on each occasion thereafter. If parent/ carer cannot collect the phone it will be returned on a Friday after school to the student.

Should students need to contact parents/ carers during the school day, they can attend Student Support where they will be assisted with this.

Our full Child Protection and Confidentiality policies, along with many others, can be found on our website.

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. We will seek your permission to do so.



HOME SCHOOL AGREEMENT - LODE HEATH SCHOOL

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



Lode Heath School will:

- Provide a learning environment that is stimulating, safe and caring
- Treat everyone with respect
- Ensure that each student has the opportunities, support and guidance to achieve his/her full potential
- Report regularly on each student's progress
- Expect high standards, set clear rules, promote mutual respect and develop a sense of responsibility
- Keep parents/ carers informed about school matters, be welcoming to enquiries and responsive to concerns
- Record and reward good progress and performance
- Offer extra-curricular activities that will develop broader skills to prepare for life and the world of work
- Detain your child until 4.40 pm where necessary
- Inform you if your child has detention rather than attending enrichment if he/she fails to meet the school's standards

As parent/carer, I/we will:

- Make sure my/our child attends school in correct uniform, arrives on time and is properly equipped for school
- Encourage my/our child to work hard and support them with their homework
- Attend consultation evenings and discussions about my/our child's progress
- Support the school's policies and guidelines
- Agree to the detention policy of the school
- Make sure that time is not taken out of school unless it is urgent
- Encourage my/our child to participate in the extra-curricular opportunities offered by the school
- Ensure my parent pay account is always in credit and all required payments for trips /visits/lessons/clubs are made in advance

As a student, I will:

- Be an ambassador for Lode Heath School
- Work hard in class and at home, so that I can achieve my full potential
- Treat and respect others just as I would wish to be treated and respected
- Put the needs of others before my own
- Be proud of my school
- Attend in correct uniform, be on time and be properly equipped
- Follow School rules, behave responsibly and be polite to others in the school and in the wider community
- Understand that any misbehaviour whilst wearing school uniform will be dealt with as if the incident occurred at school
- Take part in extra-curricular activities offered by the school
- Care for the environment – in and out of school
- Complete homework on time
- Attend detentions
- Attain excellence
- Be someone others can be proud of

Name:

Name:

Name:

Signed:

Signed by parent/carer:

Signed by student name:

Date:

Date:

Date:

CATERING SERVICES

Food is provided at break time and lunchtime.

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 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.

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.

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.

Commented [LS1]: Accurate?

Please notify us (Tel: 0121 704 1421 or e-mail 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.

- **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.

Commented [LS2]: Is this still accurate?

- **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 them 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

Synergy Parent App

SCHOOL SYNERGY

At Lode Heath School, we use an app called Synergy. It's an app that allows you to have an immediate overview of many aspects of your children's school life, including behaviour, attendance, and communication.

Our vision is that School Synergy becomes the single access point for Parents and Carers providing up to date school news and information, a place to communicate and engage with school and the ability to track the progress and development of your child as it happens. Many Parents are already using the Synergy app and finding it an invaluable resource and more functionality is being added regularly.

Synergy can be accessed from the web: <https://lodeheath.schoolsynergy.co.uk> there is also a link on the school website under the Parents menu.

There is also an app, search "Synergy Parent" on the app stores or follow the links below:

<https://play.google.com/store/apps/details?id=expo.synergy.parentappv5>

<https://apps.apple.com/gb/app/synergy-parent/id6443446211>

Once pupil accounts are activated, you will receive a code so you can activate your Synergy account.

More information can be found on the school website under Parent/Carer tab.

If you have any technical issues please contact: helpdesk@lodeheath.org.uk

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. Please contact the school office@lodeheath.org.uk and your email will be directed to your child's form tutor.

2. How do I know how well my child is coping with their lessons at school?

It will encourage your child and be a very informative experience for you to regularly take a positive interest in their schoolwork. Look through their exercise books and talk with your child about what they are 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 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. Do they complete it in properly, giving details of the homework set or where this information may be found? Homework details and deadlines are also posted on our Microsoft TEAMS platform. If they are 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 SYNERGY. If you have any issues with passwords or using SYNERGY, please contact the school IT helpdesk at helpdesk@lodeheath.org.uk for assistance.

4. I am concerned that my child's organisational skills will not be good enough for them to cope with workload

Conscientious monitoring of your child's application to this can greatly help them 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 SYNERGY. We would urge all parents to resist strongly any indication from their children that there is no need for their work to be monitored.

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 Head of Year is not always the most appropriate person to solve a problem. If the problem is limited to a particular subject area, you should contact the member of staff who is best placed to resolve the problem, via office@lodeheath.org.uk. 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 2022 Commonwealth Games all Police leave has been 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. 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. 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

When reporting an absence, you should state: (1) your child's name, (2) your child's form and (3) the reason for 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 via absence@lodeheath.org.uk. Please ensure your child is aware of the time they need to leave school and that they report to the student reception in the main office to sign out of school. On their return, they 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 their work. How can I get the school to help?

A telephone call to the Form Tutor or Head of Year 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 them on crutches. Can they come to school?

The answer is yes, but an arrangement will have to be made to allow your child to arrive at school earlier or later than the other children, in order to avoid any accidents. Similarly, they will be encouraged to leave lessons early and arrive slightly later than their 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 they have a serious illness and is forced to spend a long time away from school?

If your child is in hospital and they are fit enough to participate in lessons, they will be taught by a hospital teacher. If, however, they are 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 Head of Year 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/ carer, 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 Head of Year can be contacted via the office staff and although you may not be able to speak to them immediately, they will try to return your call as soon as possible.

20. My child appears to be regularly feeling sick and complaining of stomachache, 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 Head of Year 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 them with the message that opting out can be a solution to their problem.

21. My child is often falling out with their 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 them 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 their 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 Head of Year 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 SYNERGY.

26. My child has contacted me to bring a book / equipment / lunch they have forgotten or needs for a lesson. How do I get this to them?

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.

27. What is CPD on my child's timetable?

CPD stands for Character and Personal Development. This lesson is delivered by your child's form tutor and plays an important role in helping them develop. The lesson is used to deliver personal, social, health and emotional topics that are not traditionally taught in subjects.

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



Lode Heath School

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