



3rd September 2025

Dear Parent/Carer

Important Start of Year Information

This letter contains a significant amount of information that is useful to parents/carers and students at the start of the academic year.

Please note the following actions required:

- Download the **Arbor app** and check that all contact details are correct (see page 6 for guidance)
- Read the Positive Discipline policy (page 3) and please note updates to rewards and sanctions for this year
- Read the agreed Parent Charter [here](#) (link also on Page 7)

This information complements the work students have completed today with their form tutors, enabling you to see some of the key information we have shared. To assist, it is broken down into sections that are listed alphabetically. It is essential that all parents/carers read the information below carefully to understand some of the changes that have been introduced and take action as appropriate. Therefore, we will try to ensure that this will be the only whole school external communication sent to parents/carers this week.

Contact numbers – IMPORTANT CHANGES

Please be aware that we have had a new telephone system installed in the summer holidays and some external numbers have been changed, alongside **all** extension numbers.

- The Main Office remains the same: 01943 463524
- The Student Absence Line has **changed to: 01943 498634**

Attendance and punctuality

Attendance continues to be a priority for schools given that absences result in gaps in learning. Absence from school also means that students miss out on vital extra-curricular opportunities, and experiences which support them. Our whole school attendance target is 97%, which still allows for up to 6 days of absence throughout the year as we do appreciate that it is inevitable that a child may be unwell at some point in the year.

When attendance drops below 95% this is a concern, and we will be in touch to see what support can be offered, if we are not already working with you. A child with 95% attendance at the end of the academic year will have missed 50 hours of learning time. **Given the impact that absence has on learning, students' attendance will ordinarily need to be above 90% to be considered for any non-compulsory trips and visits unless we have medical proof of illness.**

Important reminders:

1. Please inform the school **before 8.30am** on the first day of your child's absence. Provide a reason for the absence and an expected return to school date.
2. If the school is not notified of the absence, parents will be contacted to request a reason for the absence. If a reason is not provided the absence will be recorded as **unauthorised**.
3. Home visits will be conducted routinely when students are absent for **3 or more consecutive days**.
4. All students should be **on site for 8.25am** when the warning bell rings, thereby ensuring they can be in their form by 8.30am. From the start of term in September, **the Farnley Lane gate will be closed and locked at 8.27am. Any student arriving after this time must enter the site via the Newall Carr Road entrance**
5. Students arriving **after 9.00am** will receive a **(U)** mark which accounts for unauthorised absence. This results in a student losing their morning registration mark which means that they will only have **50% attendance for that day**.
6. Where possible, all **medical appointments** should be made outside of the school day.
7. Term time holidays will not be authorised.
8. Please contact our Attendance Officer or your child's Year Manager if you feel we can help to support your child and their attendance, it is vital that we work together.

Behaviour – Positive Discipline

The success of Positive Discipline is dependent on support from and partnership with parents/carers. The system has been refreshed in the past 12 months and **is being further refined this term so please do take time to read the below information as it is essential that you understand it as well as students and staff.**

Positive Discipline ensures that students have clear guidelines and are rewarded for good behaviour, work and effort, whilst at the same time providing a framework within which incidents of poor behaviour and other misdemeanours are challenged and sanctioned in a consistent manner. Over time, it has helped improve students' attitude to learning and has significantly reduced incidents of "low-level disruption" in the classroom. In short, at Prince Henry's we will not allow the learning of the vast majority of hardworking students to be disrupted or impeded by a minority. The Positive Discipline policy was fully updated at the end of the last academic year following feedback from students, staff and parents/carers. The most recent policy can be viewed on the school website [here](#).

- **Behaviour Recording**

Central to the success of Positive Discipline is being able to access Arbor. This is where all behaviour information about your child is stored.

- **Positive Discipline Records**

During registration time students and tutors will review the previous days (and weeks) behaviour data.

Where a student has received no negative incidents throughout the previous week, they will be awarded a "clean slate" credit. To highlight the importance of full attendance and punctuality, a further weekly tutor credit will be awarded to students who have achieved 100% attendance and punctuality OR, in some cases, have shown improved attendance.

We strongly encourage parents/ carers to regularly check Arbor behaviour data and to support school by speaking to their child regarding negative behaviour incidents that have been added and celebrating positive behaviours that are identified.

- **Rewards**

Students gather electronic stamps in lessons and around school. These will be placed on Arbor (parents can view them in the Behaviour section of the Parent App). Every 10 stamps leads to a Credit. Every five Credits leads to a positive email being sent to parents/ carers. Credits are also awarded for positive actions that support the school values, 100% (or where appropriate, improved) attendance and a clean slate (no negative incidents in a week). The number of Credits is monitored and students will receive further praise and rewards in school. This ensures that we acknowledge students who are getting it right at least every three weeks and more frequently in many cases.

- **Sanctions**

At times, we recognise that some young people will not behave or work in a manner which is acceptable. Where misdemeanours are minor or are a result of carelessness, it is likely that only a clear "verbal warning" will be issued. It is expected that this will be a sufficient prompt for most students to return to working acceptably.

Where misdemeanours are more serious or are persistent in nature, then incidents will be added to Arbor. Behaviour incidents are categorised into three distinct groups:

Red incidents – these are given where learning has been disrupted. Parents/ carers will be notified at the time the incident is added to Arbor. Three red incidents in one lesson will see the

student removed from that lesson and given an after-school detention. Five red incidents in a week A/B fortnight across all areas of school will lead to an after-school detention. These will reset at the start of each week A.

Yellow incidents – these are mostly linked to organisational issues and are categorised as ‘Late to school’, ‘Late to lessons’, ‘Uniform’, ‘Equipment’, ‘Home Learning’ and ‘Conduct’. Six yellow incidents in one category in a half term will lead to an after-school detention. Parents/ carers will be notified at the time the sixth incident is added to Arbor (incidents can be viewed in the Arbor app prior to that point).

Behaviour incidents – these are one-off incidents that come with a sanction (eg: Deliberate littering). One behaviour incident will lead to at least a detention, maybe a higher sanction depending on the nature of the incident. Parents/ carers will be notified at the time the incident is added to Arbor.

- **Detention**

Detentions take place for 30 minutes from 3.00pm to 3.30pm on Tuesday, Wednesday and Thursdays. Parents/carers will receive an email giving notice of, and brief reasons for, the detention. This will show on a student’s electronic timetable on Arbor. Attendance at detentions is compulsory and non-negotiable. A student who fails to attend, or complete the detention sensibly will be placed in a 90-minute, Friday night, SLT detention.

Students receiving repeated detentions will serve longer 1-hour detentions and be placed on monitoring report. They will be offered support to improve their behaviour, but also face further sanctions should the negative behaviour continue.

- **Reflection**

Where student behaviour is particularly disruptive, a referral to the Reflection Room will automatically follow.

Reflection is an extremely serious sanction. The Reflection Room has a functional and purposeful environment. Students work in silence on activities that get them to reflect on why they are in the room as well as completing work around the topics they are currently working on in lessons. Students will be away from the main school and unable to socialise with other students.

The duration of the day in the Reflection Room will be from 8.30am to 3.00pm. All students who are placed in Reflection must arrive in full uniform and bring their set books and equipment for that day. A student who is late to Reflection (arriving after 8.30 am) without good reason will repeat time at the earliest opportunity. A student who is absent will serve this time on the day they return to school.

The level of commitment displayed by the student will be recorded. A student who works satisfactorily or better will rejoin mainstream education, though a record of the period of Reflection will be kept in the child’s personal file. It may also be worth noting once again that this sanction, as with any sanction, can be reached through a gradual process of continued unacceptable behaviour or through the committing of a misdemeanour which is considered sufficiently serious to warrant such an immediate sanction.

It is essential to point out, however, that we expect very few students to be doing anything other than enjoying working well at school and receiving the rewards and benefits that go with such an approach.

Lastly, it is worth highlighting that a handful of misdemeanours have clear stand-alone sanctions. These are outlined in the behaviour policy and students have been reminded of them today. These particularly focus on Bullying (Section 8.9 in the Behaviour Policy), prejudicial behaviours

(8.10), incidents involving mobile phones and when they will be confiscated (8.2), iPad use (8.7) and Bus behaviour (8.5).

We need students to understand that the school and parents/carers work together. As such, you will best support us (and your child) by regularly reviewing their behaviour data, by encouraging positive performance and by challenging under-performance as you feel appropriate.

Car parks / travelling to school by car

Arrival and departure from school often sees 1,600 students and up to 9 buses needing to access the main gateways safely in a narrow time frame. For this reason, please can we remind you that **students must NOT be dropped off or picked up within the school grounds**, on the approach road to school from Newall Carr Road, in Prince Henry's Court or The Yew Tree public house car park. It is also especially dangerous, and illegal, to stop on the 'zig zag' area by the pedestrian crossing adjacent to the Farnley Lane entrance.

If you are unable to avoid transporting your child to school by car, it helps traffic congestion enormously, before and after school, if students can be dropped off a short walk away from the gates. The 'Getting to and from school' section of the Student Directory (see below) gives more information on this.

Buses

A reminder that buses are external to school. Metro organise bus passes and allocate the number of bus cards to the appropriate bus routes. Connexions run the buses. If a student does not have the correct bus card for the bus they are trying to get on they will likely be turned away. If buses are overcrowded drivers can insist on checking bus passes and giving priority to those who are on the correct bus. Students should only travel on a bus they have a bus pass for and should ensure they have the correct fare/ means of payment.

If your child gets on a school bus, please speak to them about acceptable behaviour. Any issues around poor behaviour on school buses (such as standing up when seats are available, vaping, distracting the driver) will be dealt with as outlined in section 8.5 of the Behaviour Policy.

Contacting School

In line with our school values, but also in common with all other Red Kite Alliance schools, we have adopted a Positive Communications Charter in order to foster mutual respect in all face-to-face meetings and in all telephone calls. As a school we very much value your support and are always happy to discuss specific matters of concern with you in a respectful manner. All requests for meetings or calls with individual staff need to be made by contacting the school office in the first instance to arrange a mutually convenient time. Meetings which have not been pre-arranged are unlikely to be able to take place due to the busy workings of our school and prior commitments, but we will always endeavour to ensure time is set aside as soon as is practicable.

Curriculum

Our Curriculum is carefully designed to ensure that students retain valuable learning and that it covers breadth and depth within and across topics. You will find full subject information under 'Our School' and 'Curriculum' on our website, including more detailed overviews of what your child is learning embedded within each subject summary table. Please do check this frequently, as updates are dynamic and are designed to help you support your child in their learning.

ICT Acceptable Use

The ICT acceptable use policy is available for students and parents to view in Section 5 of the Student Directory on the school website. Please go through this with your child and make sure they understand how they can use the school computing and ICT facilities appropriately. The assumption is made that you support the school in our approach to student use of ICT facilities. Should you not wish to support the school in this way please complete this [form](#) and a member of staff will be in touch.

Data Management – Arbor

At Prince Henry's, we use a data management system called Arbor. All parents/carers have previously been invited to join this (including year 7 parents/carers as part of the induction process). New parents/carers, or those who have yet to log in to Arbor, will receive an email with information about how to join this week. Arbor is easy to use (it can be used on the Arbor website, or by downloading the Arbor Parent App) and allows you to see a range of information (for example attendance, behaviour data and timetable) about your child.

It is essential that all parents/carers visit the site and check the student profile area is accurate. Data stored there includes address, email, phone numbers, emergency contacts, etc.... We must stress that if your child has a Medical Condition, you must check and complete **all** areas linked to this. This includes:

- What the Medical Condition is
- What the Severity is
- A quick Summary, if appropriate
- Symptoms
- Treatment

The bottom two sections **must** be completed if your child has a known Medical Condition. This will enable staff to know what to look out for and how it should be treated.

We ask all parents/carers to check the information shown above and make any amendments by **Monday 15th September**. We will remind parents/carers throughout the year to check that this information is up to date.

As a reminder: Arbor parent portal shows a user their children's data, their own personal data, but only the name of any other contacts attached to their children. This is to reduce the risk of data sharing incidents, for example where parents live apart. Any named contact in our system with parental responsibility will be able to see the data we hold about their children, in a secure manner. For additional information about Arbor, this [link](#) takes you to an 'Introduction to Arbor' for parents and carers (referred to by Arbor as 'guardians').

Home Learning

Arbor is now the only way to see information relating to what a home learning task involves. This allows students and parents/carers to see and manage the tasks they have been set more easily.

It is likely that home learning (and feedback) will be completed somewhere else (e.g. in exercise books, on Teams or Showbie). Arbor is simply used to manage what home learning tasks are set and confirm that they have been completed. Currently, you should be able to view any home learning that your child has been set on your Arbor home page.

The frequency and length of home learning is dependent on the number of lessons a subject has over a fortnight. All subjects should set something at least once a fortnight. To support year 7 students in adjusting to high school, Home Learning will not be set for them in the first week

of term. Following this, it is not set in every subject initially, and the number of subjects setting Home Learning for year 7 will increase each term.

Payments for school meals

If you have not already done so, please use the Scopay payment system to add credit to your child's lunch card now, and then to 'top up' the balance, as required. Please contact the Finance Office if you have any difficulties accessing this. A reminder that there are 'balance checker' devices in Henry's Diner and in The Quad, but that it is not possible for students to top up their balance in school, or to pay by cash.

Key Dates

At the end of this week, you will receive a 'Key Dates' leaflet which flags important dates across the year. For your forward planning, please note that, as usual, school will close at 12.10pm on Friday 3rd October, in preparation for the following Monday's School Open Evening.

Student Directory

The 'Student Directory' gives students an area that contains all the key information to help them understand aspects of the school. A direct link to the Student Directory is available on the student iPads. Parents can access this [here](#). We would encourage students to look through this and familiarise themselves with the format – the A-Z Directory is particularly useful to answer common questions.

We also ask parents/carers to look at the Prince Henry's 'Charter for Parents' that can be found [here](#). This outlines Parents' Rights and Responsibilities.

Uniform

We encourage students to take pride in their uniform as representatives of the school. Smart school uniform is an important means through which we establish and communicate the high standards that we aim for in all aspects of life in school.

To further emphasise the message sent in the July Newsletter, please ensure that your child is wearing the correct uniform at the start of the school day, ensuring compliance with the main uniform expectations that are detailed in the Uniform section of the school website (we particularly ask for your support in ensuring that skirts can be worn at the required - hand-width above or below the knee – length).

Can we also ask you to look closely at the expectations regarding peripheral items to the main uniform – particularly socks, belts, jewellery, bracelets, earrings, make-up (including eyelashes and nails), hairstyles and colour.

With issues around footwear a doctor's note must be provided (and presented to the Year Manager at the start of the day) if it is necessary for a student to wear an alternative to the outlined footwear that is permitted.

We are a school that has a traditional uniform that we expect to be worn correctly at all times by all members of our school community. This is seen as a strength by many parents/ carers. Our uniform policy is clear and is not optional. We will be taking a hard line where uniform does not follow the clearly published guidelines with students not allowed to join mainstream lessons until the infringement has been rectified. The above will be strictly enforced and exceptions will not be made under any circumstances.

September is always a busy time, but it offers all the opportunity for a fresh start. We look forward to working with all our students and parents/carers this year as we seek to encourage respect and ensure our school gives everyone the best chance to flourish and achieve.

Yours faithfully

Sally Bishop and the Senior Leadership Team