

WHOLE SCHOOL ATTENDANCE POLICY



Whiteheath Junior School

Policy owner	Headteacher / Attendance Lead
Written / originally adopted	December 2023
This version	September 2026
Review date	September 2027, or sooner if legislation or statutory guidance changes

This version has been updated to reflect the legal and statutory attendance framework applying to maintained schools in England as at September 2026, including the School Attendance (Pupil Registration) (England) Regulations 2024, the national framework for penalty notices, and current DfE statutory guidance.

Contents

1. Introduction and aims
 2. Legal and statutory framework
 3. Principles and whole-school approach
 4. Roles and responsibilities
 5. Categorising attendance and absence
 6. Leave of absence and term-time holidays
 7. Illness and medical appointments
 8. Religious observance
 9. Punctuality and late arrival
 10. Register keeping and attendance codes
 11. Expected absence and first-day response
 12. Attendance monitoring, support and intervention
 13. Persistent and severe absence
 14. Penalty notices and other legal interventions
 15. Reduced timetables
 16. Safeguarding, SEND, equality and reasonable adjustments
 17. Children missing education and deletion from roll
 18. Attendance data, record keeping and reporting
 19. Related policies
 20. Statutory guidance and legislation
- Appendix 1: Exceptional Leave Request Form
- Appendix 2: Parent attendance quick guide

How attendance support works

- 1. We notice a concern → attendance is reviewed and the reason for absence or lateness is explored.**
- 2. We talk with the family → barriers are discussed and support is identified where needed.**
- 3. We agree support → this may include an attendance plan, pastoral/SEND support, Early Help or other appropriate support.**
- 4. We review progress → support is adjusted or escalated if attendance does not improve.**
- 5. Further action if needed → the school may refer the case to Hillingdon Council's Attendance Support Team.**

Appendix 3: Types of attendance correspondence

Appendix 4: Attendance support and attendance contracts

1. Introduction and aims

Whiteheath Junior School believes that regular attendance is essential to pupils' education, wellbeing, safeguarding and wider development. We will work with pupils, parents/carers and relevant services to remove barriers to attendance and to secure the pupil's entitlement to a suitable, full-time education.

This policy sets out how the school promotes regular attendance, records attendance accurately, responds to absence, supports pupils and families, and uses legal intervention where appropriate. It is designed to be read alongside the school's safeguarding and child protection, behaviour, SEND, medical conditions and other relevant policies.

For parents and carers: Appendix 2 provides a short, parent-friendly guide to the key attendance arrangements. The full policy remains the detailed reference document.

Aims

- Promote a culture in which attendance and punctuality are valued and pupils feel that they belong at school.
- Ensure every pupil has access to the full-time education to which they are entitled.
- Identify attendance barriers early and provide proportionate, child-centred support.
- Maintain accurate attendance and admission registers using the statutory national codes.
- Safeguard pupils by treating unexplained or prolonged absence as a potential safeguarding concern.
- Work effectively with parents/carers, the Local Authority and other agencies.
- Use legal intervention fairly, proportionately and consistently where support is not appropriate, is not engaged with, or has not secured improvement.

2. Legal and statutory framework

This policy applies to Whiteheath Junior School as a maintained school in England. It has been updated against the framework in force at September 2026.

Law / guidance	Application to this policy
Education Act 1996	Section 7 places a duty on parents to secure efficient full-time education for children of compulsory school age, by regular attendance at school or otherwise. Sections 444 and 444A provide for offences and penalty notices relating to failure to secure regular attendance.
Education and Inspections Act 2006	Section 436A places a duty on local authorities to make arrangements to identify children missing education.
School Attendance (Pupil Registration) (England) Regulations 2024	Sets the current statutory requirements for admission and attendance registers, including the national attendance codes and

	circumstances in which names may be deleted from the admission register.
Education (Penalty Notices) (England) Regulations 2007, as amended in 2024	Provides the statutory framework for penalty notices for school absence and the national framework applying from 19 August 2024.
Equality Act 2010	The school will not unlawfully discriminate and will consider reasonable adjustments and equality duties when addressing attendance barriers.
Human Rights Act 1998	The school will act compatibly with protected human rights when applying this policy.
Children and Families Act 2014	Relevant duties concerning children and young people with SEND and alternative education arrangements are considered when attendance barriers arise.
Education Act 2002, section 175	Requires maintained schools to have regard to arrangements to safeguard and promote the welfare of children.
Keeping children safe in education 2026	Current statutory safeguarding guidance. Attendance concerns, unexplained absence and changes in attendance may be indicators of safeguarding need.
Working together to improve school attendance	Current DfE statutory guidance, updated July 2026, setting out expectations for schools, governing bodies and local authorities.
Children missing education: statutory guidance for local authorities and schools	Current statutory guidance, updated September 2025, concerning children of compulsory school age who are not receiving suitable education.
Working together to safeguard children 2026	Current multi-agency statutory safeguarding guidance relevant to early help, information sharing and safeguarding responses.

The statutory guidance 'Working together to improve school attendance' applies to local-authority-maintained schools and is statutory. The school will have regard to the current version in force and will review this policy when material changes are made.

3. Principles and whole-school approach

- Attendance is everyone's responsibility: pupils, parents/carers, staff, governors and partner services.
- Attendance work will follow a support-first approach. The school will seek to understand and address barriers before considering legal enforcement where support is appropriate.

- Support will be proportionate to need and will take account of individual circumstances, including SEND, disability, health needs, mental health, safeguarding concerns and family circumstances.
- Good attendance will be recognised and encouraged through positive relationships, praise and appropriate rewards.
- The school will not use attendance targets as a substitute for individual assessment. Internal thresholds are triggers for monitoring and support, not legal definitions of acceptable attendance.

4. Roles and responsibilities

Governing Board

- Set high expectations for attendance and challenge leaders to secure effective implementation.
- Ensure attendance is considered as part of school improvement, safeguarding and pupil welfare.
- Review attendance data and the effectiveness of attendance strategies at appropriate intervals.
- Ensure the school has a named senior leader responsible for attendance and sufficient resources to discharge the school's duties.
- Ensure the policy is reviewed at least annually and when legislation or statutory guidance changes.

Headteacher and Senior Leadership Team

- Lead a whole-school approach to attendance and ensure compliance with the statutory framework.
- Ensure registers are accurate, complete and submitted as required.
- Ensure attendance concerns are analysed and acted on promptly.
- Ensure staff receive appropriate training and understand their attendance and safeguarding responsibilities.
- Oversee support, escalation and referrals to the Local Authority and other services.

Attendance Lead / Attendance and Welfare Officer

- Monitor and analyse attendance and punctuality data, including groups and pupils at risk of persistent or severe absence.
- Coordinate attendance support, meetings, plans and referrals.
- Maintain appropriate records of interventions and decisions.
- Lead first-day response and follow-up for unexplained absence.
- Work with families and partner agencies to identify and reduce barriers.
- Refer cases to Hillingdon Council's Attendance Support Team / relevant service where appropriate.

Current school contacts:

Role	Name	Contact
Attendance Lead	Mrs Padley	office@whiteheath-jun.hillingdon.sch.uk
Attendance and Welfare Officer	Miss Aistrop	welfare@whiteheath-jun.hillingdon.sch.uk

All staff

- Take attendance accurately and promptly using the correct statutory code.
- Promote attendance and punctuality positively.
- Share concerns about absence, attendance patterns or safeguarding promptly with the Attendance Lead/DSL as appropriate.
- Support reasonable adjustments and agreed attendance plans.

Parents/carers

- Secure their child's regular attendance where the child is of compulsory school age.
- Contact the school on the first day of absence and each subsequent day in accordance with the school's procedure.
- Provide truthful and sufficient information about the reason for absence.
- Request leave of absence in advance where applicable; parents should not assume that a request will be granted.
- Work with the school to address attendance barriers and attend meetings when invited.
- Ensure their child arrives on time and is collected/withdrawn from school through the school's safeguarding procedures.

Pupils

- Attend school regularly and arrive on time.
- Tell a trusted adult if anything is making attendance difficult.
- Follow the school's arrangements for late arrival and leaving the site.

5. Categorising attendance and absence

The school will record attendance in accordance with the School Attendance (Pupil Registration) (England) Regulations 2024 and the current DfE attendance codes. Absence is not automatically authorised because a parent has provided a reason. The school decides whether the reason meets the statutory requirements for authorisation.

Authorised absence

Examples include:

- Illness (Code I), where the pupil is unable to attend because of sickness.
- Medical or dental appointments that unavoidably fall during school time (Code M).
- Religious observance on a day exclusively set apart by the relevant religious body (Code R).

- Leave of absence granted by the Headteacher in exceptional circumstances (Code C), where applicable.
- Other specific statutory circumstances recorded under the relevant national code, such as regulated performance (C1), interview (J1), approved educational activity, or a temporary reduced timetable (C2).

Unauthorised absence

- Term-time holidays (Code G).
- Absence where the reason is not established (Code N) until the circumstances are established and coded appropriately.
- Absence for other circumstances which do not meet the requirements for authorisation (Code O).
- Arrival after the register has closed (Code U), unless another statutory code applies.
- Absence for birthdays, shopping, haircuts, routine family events, avoidable appointments or other reasons not meeting the criteria for authorisation.

6. Leave of absence and term-time holidays

Leave of absence during term time will only be granted by the Headteacher in exceptional circumstances. A holiday during term time is not normally an exceptional circumstance and will be recorded as Code G where leave has not been granted.

Parents/carers must make requests in advance and should explain the exceptional circumstances fully. The Headteacher will consider each application individually, taking account of the specific circumstances, the pupil's attendance record, the timing and duration of the request and the impact on education and wellbeing. Retrospective requests will not normally be granted.

Where leave is not granted and the pupil is absent, the absence will be recorded as unauthorised. Where the statutory threshold is met, the school will consider a referral to Hillingdon Council for a penalty notice in accordance with the national framework and Hillingdon's current code of conduct.

Where a pupil does not return on the agreed date and the school cannot establish their whereabouts, the school will follow safeguarding and Children Missing Education procedures. Parents should be aware that prolonged unexplained absence can lead to further legal or safeguarding action.

7. Illness and medical appointments

Parents should notify the school as soon as possible on the first day of illness and provide the specific reason. The school will normally record genuine illness using Code I without requiring medical evidence routinely.

Medical evidence will only be requested where there are reasonable grounds for concern about the authenticity or pattern of illness, or where it is needed to understand and support the pupil's attendance. Evidence may include a prescription, appointment confirmation, hospital letter or other appropriate evidence. The school will avoid placing unnecessary barriers on families.

Where a pupil is expected to be absent through sickness for 15 consecutive school days, or cumulatively where the statutory reporting conditions are met, the school will make the required sickness return to the Local Authority and work with the family and relevant services to secure continuity of education.

Medical and dental appointments should, wherever reasonably possible, be arranged outside school hours. Where an appointment during school time is unavoidable, the pupil should attend school for as much of the session as possible.

8. Religious observance

The school respects pupils' rights to observe their religion. Absence will be recorded using Code R where the day is exclusively set apart for religious observance by the religious body to which the parent belongs. Parents should give advance notice where possible. The school will not impose a blanket annual limit on religious observance; each absence will be considered against the statutory definition and recorded accurately.

9. Punctuality and late arrival

The school day begins at 8:50am. The morning register is taken from 8:50am and closes at 9:15am. Pupils arriving after 8:50am but before the register closes will be recorded using Code L. Pupils arriving after the register has closed will normally be recorded using Code U for the morning session, unless another statutory code applies.

Repeated lateness will be monitored because it reduces learning time and may contribute to persistent absence. Where lateness is a concern, the school will work with the family to identify and address barriers before escalating where appropriate.

10. Register keeping and attendance codes

The school will take the attendance register at the start of the morning session and again at the start of the afternoon session. Attendance must be recorded using the national codes and in accordance with the 2024 Regulations and current DfE guidance.

Key codes used by the school include:

Code	Meaning
/	Present – morning session
\	Present – afternoon session

L	Absent at registration but arrived before register closed
U	Absent at registration – arrived after registration closed
I	Unable to attend because of sickness
M	Medical/dental appointment
R	Day exclusively set apart for religious observance
G	Absent without leave for holiday
O	Absent – other circumstances
N	Absence reason not yet established
C	Leave of absence for other exceptional circumstances
C1	Regulated performance
C2	Temporary reduced timetable
B	Approved educational activity
D	Attending another school where registered
E	Excluded with no alternative provision
J1	Interview for employment or admission
K	Local-authority arranged educational provision
P	Approved sporting activity
Q	Lack of Local Authority access arrangements
S	Public examination study leave
T	Mobile child travelling with parent for trade/business
V	Educational visit/trip
W	Work experience
X	Non-compulsory school age; timetable does not require attendance
Y1–Y7	Specific unavoidable circumstances preventing attendance
Z	Pupil entered before start date; not collected in census

Staff must use the full DfE code set and current school census guidance where a code not listed above applies. The code set is subject to change by the Department for Education.

11. Expected absence and first-day response

1. Parents/carers should contact the school by telephone or email on the first day of absence and on each subsequent day where the pupil remains absent, giving the reason and expected return date.
2. If no reason is known by the start of the session, the school will make first-day contact promptly.
3. If contact cannot be established, the school will use appropriate emergency contacts and consider a home visit or other welfare check where proportionate and necessary.
4. Unexplained or prolonged absence will be considered in the context of safeguarding and may require referral to the DSL, Local Authority or other service.
5. Where a pupil leaves school without permission, the school will contact the parent/carer and follow safeguarding procedures.

12. Attendance monitoring, support and intervention

The school will monitor attendance for all pupils and will identify pupils who are persistently absent, severely absent, or at risk of becoming so. Intervention will begin before statutory PA thresholds are reached where patterns indicate concern.

Internal trigger	Typical response	Purpose
Attendance concern / emerging pattern	Review attendance weekly; explore barriers; contact family; agree support where needed.	Early identification and prevention.
Attendance at or below 95%	Closer monitoring and targeted support where patterns or circumstances indicate a concern.	Prevent further deterioration; not a legal threshold.
Persistent absence: 10% or more missed	Targeted attendance support; consider multi-agency support and formal escalation where appropriate.	Meet the DfE definition of persistent absence.
Severe absence: 50% or more missed	Intensive, multi-agency support and safeguarding consideration.	Prioritise pupils who are absent more than they attend.

Persistent absence (PA) is a statistical and intervention definition: a pupil is persistently absent when they miss 10% or more of possible sessions. Severe absence (SA) is 50% or more of possible sessions. These definitions are not in themselves a sanction threshold.

Support may include

- An attendance conversation with the pupil and parent/carer.
- An attendance support plan or attendance meeting.
- Pastoral, wellbeing, SEND or reasonable-adjustment support.

- Early Help or other family support.
- School nurse, health or other professional involvement where appropriate and with appropriate consent/legal basis.
- Support with routines, transport, anxiety about school, bullying, unmet needs or other identified barriers.
- Referral to Hillingdon Council's Attendance Support Team where school-led support is not sufficient or legal intervention is appropriate.

13. Persistent and severe absence

The school will not wait until a pupil is formally persistently absent before acting. Attendance will be reviewed continuously and pupils at risk of reaching 10% absence will be identified.

For pupils experiencing severe absence, the school will consider whether attendance difficulties indicate wider safeguarding, health, SEND or family needs and will coordinate a multi-agency response where appropriate.

14. Penalty notices and other legal interventions

Legal intervention is not the first response where support is appropriate. The school will follow the national 'support first' framework and Hillingdon Council's current arrangements.

National threshold

A penalty notice must be considered when a pupil has at least 10 sessions of unauthorised absence in a rolling period of 10 school weeks. The sessions do not have to be consecutive and may be made up of different unauthorised absence codes, including term-time holiday, other unauthorised absence and arriving after the register has closed.

Meeting the threshold does not automatically mean a penalty notice will be issued. The school and/or Local Authority will consider the individual circumstances, whether support is appropriate, whether support has been provided or engaged with, whether a penalty notice is the most appropriate tool, and relevant equality considerations.

Penalty amounts

- First penalty notice for a parent in respect of the same child within a 3-year rolling period: £80 if paid within 21 days, rising to £160 if paid within 28 days.
- Second penalty notice for the same parent in respect of the same child within the 3-year rolling period: £160, with no discounted rate.
- No more than two penalty notices may be issued to the same parent in respect of the same child within a 3-year rolling period. Where the threshold is met again after the national limit has been reached, alternative legal action such as prosecution may be considered.

Other legal interventions

- Prosecution under section 444 of the Education Act 1996.

- Education Supervision Order.
- Parenting Order.
- School Attendance Order, where the child is not receiving suitable education.
- Other safeguarding, children missing education or education provision action where applicable.

Where a parent is convicted under section 444, the maximum fine can be £2,500 and the court may impose a community order or imprisonment of up to 3 months, depending on the offence and circumstances.

Whiteheath Junior School will refer to Hillingdon Council's current Penalty Notice Code of Conduct and Attendance Support Guidance before making a referral. The Local Authority is responsible for administering penalty notices in accordance with its current arrangements.

15. Reduced timetables

All pupils of compulsory school age are entitled to a suitable, full-time education. A reduced timetable is an exceptional, temporary measure and must not be used as a long-term solution, to manage behaviour, as an informal exclusion, or simply because attendance is poor.

- It must be in the pupil's best interests and based on an identified need.
- It must be planned, recorded in writing and agreed with the parent/carer and relevant professionals as appropriate.
- It must specify the provision the pupil will receive, the duration, review arrangements and the plan for return to full-time education.
- Attendance must continue to be recorded accurately; sessions the pupil is not required to attend because of the temporary timetable should be coded appropriately (C2 where applicable).
- The arrangement must be reviewed regularly and brought to an end as soon as full-time education can safely resume.
- The Local Authority should be informed in accordance with current Hillingdon arrangements.

16. Safeguarding, SEND, equality and reasonable adjustments

Attendance is a safeguarding matter as well as an educational matter. A change in attendance, unexplained absence, repeated absence from particular lessons, or failure to return from leave may indicate that a pupil is at risk of harm.

- Attendance concerns will be considered alongside the school's safeguarding and child protection procedures.
- Pupils with SEND, disabilities, medical conditions, mental health needs, social care involvement or other vulnerabilities may require tailored support.
- The school will consider reasonable adjustments and its Equality Act 2010 duties when addressing attendance barriers and considering enforcement.

- The school will not diagnose health conditions. Where health is affecting attendance, the school will work with parents/carers and appropriate professionals.
- The pupil's voice will be sought where appropriate and in an age-appropriate way.

17. Children missing education and deletion from roll

The school will follow the current Children Missing Education statutory guidance and Hillingdon Council procedures where a pupil's whereabouts or educational placement is uncertain.

A pupil's name will only be deleted from the admission register for a reason permitted by the School Attendance (Pupil Registration) (England) Regulations 2024. The school will not remove a pupil from roll simply because attendance is poor, because the pupil has not returned from a holiday, or because the school believes another placement would be preferable.

Where a pupil moves school, the school will seek the information needed to safeguard continuity of education and will notify the Local Authority as required. Where a parent elects to educate a child at home, the school will notify the Local Authority in accordance with statutory requirements. The school does not require Local Authority 'permission' for a mainstream parent to electively home educate, although different rules apply where a child is registered at a special school and the relevant legal conditions are met.

18. Attendance data, record keeping and reporting

- Attendance registers will be completed accurately and contemporaneously.
- Attendance interventions, conversations, decisions and referrals will be recorded sufficiently to evidence the support provided and the rationale for escalation.
- Attendance data will be analysed by pupil, cohort and relevant vulnerability factors, including SEND, social care status and disadvantage, while respecting data protection requirements.
- Required attendance data will be shared with the Local Authority and Department for Education through the school's approved systems and within required timescales.
- Attendance records will be retained in accordance with statutory requirements and the school's records management and data protection arrangements.
- The governing board will receive regular attendance reporting and will challenge trends and the effectiveness of actions.

19. Related policies

- Child Protection Policy
- Behaviour Policy, including anti-bullying
- SEND Policy / SEND Information Report
- Supporting Pupils with Medical Conditions Policy
- Admissions Policy / Local Authority admissions arrangements
- Children Missing Education procedures

- Home Education / Elective Home Education procedures where applicable
- Data Protection / Privacy arrangements

20. Statutory guidance and legislation

- Education Act 1996, including sections 7, 8, 14, 19, 436A, 444 and 444A.
- Education and Inspections Act 2006, including section 436A.
- Education Act 2002, including section 175.
- School Attendance (Pupil Registration) (England) Regulations 2024.
- Education (Penalty Notices) (England) Regulations 2007, as amended, including amendments effective from 19 August 2024.
- Equality Act 2010.
- Human Rights Act 1998.
- Children and Families Act 2014.
- Department for Education: Working together to improve school attendance (current statutory guidance, updated 9 July 2026).
- Department for Education: Keeping children safe in education 2026 (in force from 1 September 2026).
- Department for Education: Children missing education: statutory guidance for local authorities and schools (updated 8 September 2025).
- Department for Education: Working together to safeguard children 2026.
- Hillingdon Council: current Attendance Support Guidance and Penalty Notice Code of Conduct.
- Department for Education: current School Census attendance codes and guidance.

Appendix 1 – Exceptional Leave of Absence Form

Parents/carers should complete this form in advance of the requested absence. Approval is not automatic and will only be granted where the Headteacher considers that exceptional circumstances apply.

Important reminders about good attendance

- *Regular attendance is essential. Good attendance supports your child's learning, progress, wellbeing, friendships and safeguarding.*
- *Children should attend school every day that they are well enough and are expected to attend. Even a small number of days missed can affect learning and attendance.*
- *The school strongly advises families to plan holidays and other leisure activities during the school holidays.*
- *A holiday during term time is generally not considered an exceptional circumstance. Requests made because a holiday is cheaper, more convenient, or because it is the only time the family can travel will normally be refused.*
- *Submitting this form does not mean that the absence has been authorised. Parents/carers should wait for the school's written decision before making arrangements.*
- *If leave is refused and the pupil is absent, the absence will normally be recorded as unauthorised. Where the statutory threshold is met, the school may refer the matter to Hillingdon Council for consideration of a penalty notice.*

Examples of reasons that would NOT normally be considered exceptional

- *Family holidays, including holidays arranged because they are cheaper during term time.*
- *Days out, leisure trips or recreational activities.*
- *Birthdays or family celebrations.*
- *Shopping or purchasing school uniform or other items.*
- *Haircuts, beauty appointments or similar routine personal/dentist appointments.*
- *Routine family visits or visiting relatives where there are no exceptional circumstances.*
- *Arrangements or appointments that could reasonably be made outside school hours.*
- *A sibling's school being closed for an INSET day or other planned closure.*
- *Parents' work or employment commitments where alternative arrangements could reasonably be made.*
- *Using term time because the family has limited opportunities to travel during school holidays.*

Examples of circumstances that may need to be considered individually

- *A serious or significant family emergency.*
- *A significant bereavement or other exceptional family circumstance.*
- *Other circumstances which the Headteacher considers to be genuinely exceptional after considering the individual circumstances and the impact on the pupil.*
- *Specific activities such as music examinations, 11+ examinations or visits to potential secondary schools should be discussed with the school in advance and supported by confirmation from the relevant school or organisation. These are not automatically authorised and will be considered under the appropriate attendance rules.*

Pupil name(s)	
Class / year group	
Parent/carer name	

First day of requested absence	
Last day of requested absence	
Total sessions/days requested	
Reason for request – explain the exceptional circumstances	
Supporting evidence attached	Yes / No
Parent/carer signature and date	

Headteacher decision:

Decision	Granted / Refused
Reason / considerations	
Dates authorised	
Attendance code(s) to be used	
Headteacher signature / date	

Appendix 2: Attendance Policy Quick Guide for Parents

Regular attendance matters. If your child is absent, please:

- Contact the school on the first day of absence and on each subsequent day, giving the specific reason.
- Arrange routine medical and dental appointments outside school hours wherever reasonably possible.
- Request any term-time leave of absence in advance. Leave is only granted in exceptional circumstances; holidays are not normally exceptional.
- Make sure your child arrives by 8:50am. Arrival after 9:15am is normally recorded as an unauthorised absence for the morning session.
- Tell us promptly if anxiety, bullying, health, SEND, family circumstances or any other issue is making attendance difficult. We would rather support early than wait for attendance to deteriorate.
- Do not assume that a reason given by phone or email means an absence has been authorised. The school will decide the appropriate statutory code.

Attendance and legal action

A pupil may become persistently absent when 10% or more of possible sessions are missed. Where unauthorised absence reaches 10 sessions in a rolling 10 school weeks, a penalty notice may be considered. Penalty notices are £80 if paid within 21 days, rising to £160 if paid within 28 days for a first notice; a second notice for the same child and parent within three years is £160. Legal action is considered case by case and in accordance with the national framework and Hillingdon Council's current arrangements.

How attendance support works

1. We notice a concern → attendance is reviewed and the reason for absence or lateness is explored.
2. We talk with the family → barriers are discussed and support is identified where needed.
3. We agree support → this may include an attendance plan, pastoral/SEND support, Early Help or other appropriate support.
4. We review progress → support is adjusted or escalated if attendance does not improve.
5. Further action if needed → the school may refer the case to Hillingdon Council's Attendance Support Team.

Appendix 3: Types of attendance correspondence

The school may contact parents/carers at different stages of attendance support. The wording will reflect the individual circumstances and the support being offered.

- **Initial attendance concern:** to explain the attendance concern, understand any barriers and identify support.
- **Formal attendance support meeting:** to review attendance, previous support, the pupil's views where appropriate, and agreed actions and review arrangements.
- **Term-time leave decision:** to confirm whether a leave request has been granted or refused and explain the attendance arrangements that follow.
- **Punctuality concern:** to explain repeated lateness and invite discussion about any practical or other barriers.

Parents/carers do not need to keep template letters within this policy. Where a specific form or document is required, the school will provide it directly.

Appendix 4: Attendance support and attendance contracts

An attendance contract may be used where attendance remains a concern and a more formal written plan is needed. Its purpose is to set out the attendance barriers identified, the support and actions agreed, who is responsible for them, and when progress will be reviewed.

An attendance contract is part of the school's support process. It is not itself a penalty notice or prosecution notice. The school will record the support offered, parental engagement, decisions and relevant evidence.

Where an attendance contract is required, the school will use the current Hillingdon Council process and provide the appropriate form or documentation directly to the parent/carer rather than embedding a form in this policy.

If attendance does not improve, the school may refer the case to Hillingdon Council's Attendance Support Team for further advice and consideration. Any enforcement action is the responsibility of Hillingdon Council and will follow the applicable legislation, national framework and current Council arrangements.