



Lode Heath School

Parent/Carer Handbook

2025-26

Ad Astra: To The Stars

★ SINCERE ★ THOUGHTFUL ★ ASPIRATIONAL ★ RESILIENT ★ SOLIDARITY ★

LAURA SUDDON, ASSOCIATE HEADTEACHER,
SAYS: **WELCOME TO LODE HEATH SCHOOL**

This Handbook is given out to all parents/carers every year. It's an invaluable resource for the year ahead.

Thriving

We pride ourselves on knowing our students and their families, we know this is essential for your child to thrive and flourish while studying with us.

Character development and academic success

Character development has always been the heart of Lode Heath School. We truly believe that supporting young people as they flourish into well rounded adults is as important as academic success.

STARS: working in partnership

There is strength in working together: Lode Heath students, parents, carers, and staff are STARS. We are:

- ★ **Sincere**
- ★ **Thoughtful**
- ★ **Aspirational**
- ★ **Resilient**
- ★ ...and exhibit exceptional **Solidarity**.

PRIDE

Whilst character development is the heart and soul of Lode Heath School, learning PRIDE is the brains. Our students' demonstrate:

- ★ **P**articipation
- ★ **R**espect
- ★ **I**ndependence
- ★ **D**etermination
- ★ ...and put colossal **E**nergy into learning.



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



Most of the key information you will need for the year ahead is featured within this Handbook, together with QR codes to extra information on our website.



CONTACT US

First point of contact

This will depend on the nature of your query; we'd like to ensure you speak to the right person, first time. So, to help us, provide us with brief information and we will get the best person to respond. You can contact us via the office email: office@lodeheath.org.uk or by calling the office on 0121 704 1421.

We will get back to you as quickly as possible and often sooner than our 48 working hour guidance.

Appointments

We try to be as flexible as possible in meeting and speaking with you, as we know an excellent working relationship and regular communication will best support your child.

We can conduct telephone, online and in-person meetings. However, we ask that you do not arrive at school without a pre-arranged appointment. It is extremely difficult to accommodate parents/carers without an appointment as staff are working to support our students during the school day.

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 dissatisfied, please refer to our complaints policy on our website. The Associate Headteacher and Governors will not deal directly with queries or concerns – these will be delegated to the most appropriate staff member in the first instance.



ATTENDANCE MATTERS

Punctuality and attendance

Lode Heath School is dedicated to working with students and their families to secure excellent punctuality and attendance. Our minimum target for attendance is 95% and we are working hard to ensure that wherever possible our students' attendance is in line with or exceeding this figure. Research shows 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 recognise good attendance through working 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.



KEY INFORMATION

School day

Mon/Tues/Thurs/ Fri		Wed	Tues week 2	
08:40	Form		08:40	Student Character & Personal Development 45 mins
09:00	Period 1		09:25	Period 1 55 mins
10:00	Period 2		10:20	Period 2
11:00	Break 30 mins		11:15	Break 30 mins
11:30	Period 3		11:45	Period 3
12:30	Period 4		12:40	Period 4
13:30	Lunch 45 mins		13:35	Lunch 45 mins
14:15	Period 5		14:20	Period 5
15:15	School ends		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 detention.

Should a student be late for school (without a valid reason) between 8:40-9am, they will be served a 25 minute after school detention. Should a student be late for school (without a valid reason) between 9-9:20am, they will be served a 20-minute lunch time detention. Should a student be late to school (without a valid reason) after 9:20am, they will be served a 40-minute lunch time 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.

After school detention - Tuesday - Friday

- ★ Detention 1 3.15pm – 3.40pm.
- ★ Detention 2 3.40pm – 4.05pm.
- ★ Detention 3 4.05pm – 4.30pm.

We also operate detentions during social times. You will be informed of all instances when your child must sit a detention, usually via the Synergy parent app.

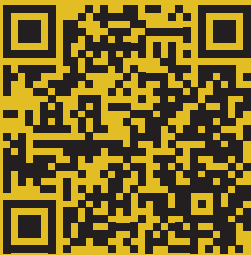


Term dates

2025-2026		
Autumn term	INSET DAYS Students return INSET DAYS	01 & 02.09.25 Staff only 03.09.25 (times TBC) 23 & 24.10.25 Staff only
	Half-term holiday	27.10.25 – 31.10.25
	Term ends for students INSET DAY	18.12.25 19.12.25 staff only
Spring term	Term starts	05.01.26 for all
	Half-term INSET DAY Students return	16.02.26 – 20.02.26 23.02.26 staff only 24.02.26
	Term ends	27.03.26 for all
Summer term	Term starts	13.04.26 (May Day: 04.05.26)
	Half-term	25.05.26 – 29.05.26
	Term ends INSET DAY	17.07.26 students only 20.07.26 staff only

Curriculum information

Information relating to the school curriculum for each year group is available on the school website. Please scan this QR code.



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.

Rewards and sanctions

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 for example).

In order to have a safe and respectful environment certain negative behaviours 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.

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

Food in school

Food is available at break time and lunch time. The mid-morning break which offers traditional toast, teacakes, crumpets, bacon rolls and other hot snacks, including vegetarian and Halal options will be available.

Lunch

At lunch time there is a full and varied service with at least three 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.
- ★ 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. Water is also freely available from water fountains around school. We recommend students bring a bottle to fill up.

ParentPay

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

Healthy choices

We encourage our students 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.



EQUIPMENT

We request that parent/carers do not 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.

We happily accept pre-loved items of uniform which we pass on free of charge to other families.. Just get in touch if this is something we can help you with.

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 the following:

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.

To fully take part in learning, this is the equipment you need for classroom lessons.
Items in **red** are essential.

Scientific Calculator

Highlighter Pen

Rubber

Pencil

Green Pen

Black or Blue Pen

Ruler



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.

Natural hair colours only
✗ Adornments ✗ Extreme colours

No extreme haircuts
✗ Tramlines ✗ Shaved head

Headscarves
Worn for religious purposes should be plain black

White collared shirt

Tie
✓ 12 stripes

Black blazer

Jumper
Optional but must be v-neck

Pocket badge

Black Charleston skirt or black tailored trousers

Plain black tights or plain black ankle socks

Black shoes
✓ Flat formal wear shoes
✓ Low heels
✓ Black laces
✓ Leather/leather-look
✓ Polishable
✗ Trainers
✗ 'Air' bubbles
✗ Boots
✗ Canvas/fabric
✗ Coloured/white logos
✗ Tags

White collared shirt

Tie
✓ 12 stripes

Black blazer

Jumper
Optional but must be v-neck

Pocket badge

Plain black tailored trousers
✗ Denim
✗ Corduroy
✗ Jersey

Plain black socks

Black shoes
✓ Flat formal wear shoes
✓ Low heels
✓ Black laces
✓ Leather/leather-look
✓ Polishable
✗ Trainers
✗ 'Air' bubbles
✗ Boots
✗ Canvas/fabric
✗ Coloured/white logos
✗ Tags

No Piercings!

We allow **one small stud** in each ear. Any other piercings are unacceptable.
One watch only – no other jewellery. **No smart watches.**



PE kit

Top:

- ★ LHS branded short sleeved PE T-shirt.

Bottom:

- ★ LHS branded shorts OR
- ★ LHS branded tracksuit trousers OR
- ★ LHS branded leggings
- ★ 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)*

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.

Top
LHS branded short sleeved PE T-shirt.

Bottom
LHS branded shorts
or
LHS branded tracksuit trousers

Socks
Plain, navy socks
(a change of socks are recommended)

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

Socks
Plain, navy socks
(a change of socks are recommended)

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.



FREQUENTLY ASKED QUESTIONS

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.

How do I know which teacher I should contact regarding concerns about my child?

All children have a Form Tutor and Head of Year one of whom will likely be the first point of contact for you with the school if you have concerns about your child's welfare or progress at school. Contact us with brief details and we will ensure you are put in touch with the most appropriate person to assist you.

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

The Synergy app is a great first place to start: you can see the credits and debits your child receives 'live' amongst lots of other information such as attendance and termly school reports.

You can also find information about homework tasks too, so you can check what work is due, and when.

How do I help my child with organisation and workload?

You can support your child by encouraging them to check their timetable each evening, for the following day, to make sure they have everything they need in their bag.

The synergy app details homework tasks, and provides clear deadlines (usually a week per task) so you can help them plan what they need to do, by when. This helps alleviate stress by not leaving tasks until the last minute and helps them spend adequate time on each task. We also can provide support in school to help your child be organised - just get in touch.

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 use 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. When we host in-school events, students (wearing their usual school uniform) are invited to attend with you.

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.

What do I do if I want to take my child out of school during term time?

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 was cancelled. As a result, it was agreed that requests for absences for children of Police Officers affected by the cancellation of leave would be treated as exceptional.
- ★ If you require your child to have a leave of absence for exceptional circumstances, you should complete the absence request form that can be obtained from the school office. There is a requirement that you provide evidence of the exceptional circumstances. 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.

More information can be found on the website, as well as a link you can use to request absences.

Why do I need to report my child's absence each day?

We are duty-bound to be aware of the whereabouts of each student each day when they do not attend.

If we do not receive contact from you, we will contact you to try to ascertain your child's whereabouts. Should our contact be unsuccessful we will often make home visits and sometimes involve other services to support with this.

Why does the school send letters and make contact about attendance?

Regular attendance to school is crucial to excellent educational outcomes, so we are duty bound to work with you to ensure your child attends school regularly.

We will contact you when we have concerns and will look to work with you to support your child. This will include identifying barriers and proposing strategies to tackle these.

Should our concerns continue despite support and intervention, and without medical evidence, we will utilise the legal routes available to us, as expected by the government. This is always a last resort.

What should I do if my child has a dental/ doctor appointment during school time?

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 let us know of an essential appointment as soon as possible, providing evidence of the appointment, via: absence@lodeheath.org.uk.

Please ensure your child is aware of the time they need to leave school (you can write a note in their planner) 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.



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.

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.

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.

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.

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

If you have any concerns, please get in touch. Together, we can consider what next steps are most appropriate for your child. Typically, this may involve, identifying strategies and/ or interventions which we can implement over a short period of time, and then review how this has gone. Of course, exact plans are adapted to meet the specific needs of each child.



What should I do when home/ outside factors are impacting my child?

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.

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.

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.

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

Such symptoms are often, though not always, an indication of the stress children may be experiencing. Whilst you will need to check with your GP, please let the 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.

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.

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. Please let us know. We can work with you and your child to further understand and resolve matters such as these.

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).



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?

We will do our best to support you in such situations. We have access to and knowledge about lots of different organisations and support services, so that you receive the most appropriate support, advice and guidance.

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.

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.

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.



PARENTPAY AND SYNERGY PARENT APP

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.

Making secure payments online using your credit or debit card

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

You will have a secure online account, activated using a unique username and password; you will be prompted to change these, and to keep them safe and secure. If you have more than one child at our school, you can merge their accounts to create one login for all your children. Making a payment is straightforward and ParentPay holds a payment history for you to view at a later date; no card details are stored in any part of the system. Once you have activated your account you can make online payments straightaway.

Using PayPoint

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

Please notify 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 letter 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.

Is it safe to make payments on the internet?

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



How can I check that it is secure?

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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

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 child'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 student 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, contact our IT team via office@lodeheath.org.uk.



POLICIES, STATEMENTS AND AGREEMENTS

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

CONFIDENTIALITY STATEMENT

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





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, before reception closes at 4:15pm Monday to Thursday and 3:34pm on a Friday 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.



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 Heath School 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 extracurricular 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



Lode Heath School

Lode Lane, Solihull, B91 2HW

Tel: 0121 704 1421 **Email:** office@lodeheath.org.uk

Reception opening hours:

Monday–Thursday: 08:15–16:15 - Friday: 08:15–15:45

Key Contacts

Laura Suddon – Associate Headteacher
Mr G Bate – Chair of Governors (contact via Lode Heath School)
Amer Mohammed – SENDCO

Key staff can be contacted via the school office. Please use the details above to contact our reception team who will direct your query to the correct member of staff. The above key staff can be contacted via the reception team.

You can also follow us on:



STARS
Ad Astra

★ SINCERE ★ THOUGHTFUL ★ ASPIRATIONAL ★ RESILIENT ★ SOLIDARITY ★