



Attendance and Punctuality Policy

Canary Wharf College, Primaries

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0. Document Control

The table below contains the changes made between the different final editions of this document set for approval. This is to help provide information to those reviewing and approving the document of the changes being made.

Document Edition	Section	Details of change
001 - April 2025	All	Reviewed and reformatted
002 – September 2025	Appendix 1	Updated attendance codes as per the borough. Reflected the changes in sanctions throughout the document with the updated behaviour policy.
003 - May 2026	All	Annual review and date change

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1. Definitions

The "Trust" refers to the three schools which form Canary Wharf College and all Trustees and Staff who work within them.



In this policy, “School” refers specifically to Canary Wharf College Primaries. The “Staff” refers to any individual who is employed by the Trust or who operates on the Trust’s behalf, e.g. Trustees.

A “Parent” includes the natural or adoptive parent of a pupil as well as any non-parent / carer who has parental responsibility including being involved in the day-to-day care of a pupil.

A “Pupil” includes any incoming or current pupil at Canary Wharf College. It also includes any individual who was previously a pupil at Canary Wharf College Primaries and who has left within the appropriate timeframe for consideration as necessary, e.g. complaints. The term “pupil” is used as standard by Canary Wharf College in its policy documents but can be replaced with the term “student” or “child” with no change of definition.

The “Principal” is defined as the individual who has ultimate responsibility for a school in line with our Trust strategy, approach, ethos, and values.

An “absence” is defined as arrival at school after the register has closed or not attending the school for any reason.

A “Session” is each half-day – divided into an AM “Session”, and a PM “Session”. Every half-day absence from school must be classified by the school (not by the parent/carers), as either authorised or unauthorised. Therefore, information about the cause of any absence is always required.

“Authorised Absences” are morning or afternoon sessions away from school for a genuine reason such as illness (although you may be asked to provide medical evidence for your child before this can be authorised), medical or dental appointments which unavoidably fall in school time, emergencies, religious or cultural observances for which the school has granted leave in advance or other unavoidable cause.

“Unauthorised Absences” are those which the school does not consider reasonable and for which no ‘leave’ has been given.

2. Scope of the Policy

Our mission at Canary Wharf College is to inspire and nurture young people in Tower Hamlets to excel through education and transform lives. A key factor in delivering this is a child’s attendance at school.



It is only by having excellent attendance and punctuality that young people will be able to take full advantage of the educational opportunities available to them. High achievement depends on good attendance. Children who miss out on lessons are at risk of falling behind and statistics show that children with poor attendance have lower achievement outcomes.

3. Policy Aims and Ethos

This policy aims to show our commitment to meeting our obligations with regards to school attendance, including those laid out in the Department for Education's (DfE's) statutory guidance on [Working together to improve school attendance](#) through our whole-school culture and ethos that values good attendance, including:

- Providing a clear framework for all stakeholders regarding promoting excellent attendance
- Promoting children's welfare and safeguarding
- Ensuring every pupil has access to the full-time education to which they are entitled
- Setting high expectations for the attendance and punctuality of all pupils
- Promoting good attendance and the benefits of good attendance
- Reducing absence, including persistent and severe absence
- Ensuring every pupil has access to the full-time education to which they are entitled
- Acting early to address patterns of absence
- Building strong relationships with families to make sure pupils have the support in place to attend school

We will also promote and support punctuality in attending lessons.

Failing to attend school regularly can have a major impact on a child's education, their future, and their life chances. There is strong evidence to show that absence has a serious impact on a child's academic and personal development. Children should be at school, on time and ready to learn, every day the school is open, unless the reason for absence is unavoidable.

The school has a responsibility to reduce the number of children whose attendance is below 90% over the school year. This is classified as Persistent Absence by the Government. Special procedures may be applied to children at risk of falling into this category.

4. Links to Legislation and Guidance

This policy is based on the Department for Education's (DfE's) statutory guidance on [working together to improve school attendance \(applies from 19 August 2024\)](#) and [school attendance parental responsibility measures](#).

The guidance is based on the following pieces of legislation, which set out the legal powers and duties that govern school attendance:

- Part 6 of the [Education Act 1996](#)
- Part 3 of the [Education Act 2002](#)
- Part 7 of the [Education and Inspections Act 2006](#)
- [The Education \(Pupil Registration\) \(England\) Regulations 2006](#)
- [The School Attendance \(Pupil Registration\) \(England\) Regulations 2024](#) • [The Education \(Penalty Notices\) \(England\) \(Amendment\) Regulations](#)

It also refers to:

- [School census guidance](#)
- [Keeping Children Safe in Education](#)
- [Mental health issues affecting a pupil's attendance: guidance for schools](#)
- [DfE 2024 'Working Together to Improve School Attendance'](#)
- [DfE 2024 'Keeping Children Safe in Education' \(KCSIE\)](#)
- [DfE 2016 'Children Missing Education'](#)
- [DfE 2023 'Providing Remote Education'](#)
- [DfE 2024 'Summary Table of responsibilities for School Attendance'](#)

5. Roles and Responsibilities

Education is a collaborative and cooperative enterprise, and we recognise the need for a committed and collective approach from all members of the school community to promote pupil attendance. Trustees, staff, parents, carers, and pupils all have important roles to play in the maintenance of a positive behaviour climate and detailed guidance on roles and responsibilities is outlined in **Appendix 2**.

6. School Attendance and the Law

The law entitles every child of compulsory school age to an efficient, full-time education suitable to their age, aptitude, and any additional need they may have. It is the legal responsibility of every parent to make sure their child receives that education either by attendance at a school or by education otherwise than at a school.

Where parents decide to have their child registered at school, they have an additional legal duty to ensure their child attends that school regularly. This means their child must attend every day that the school is open, except when a child is too ill to attend or has approval from the Principal for an off-site activity or exceptional circumstances, such as the bereavement of an immediate family member.



This is essential for pupils to get the most out of their school experience, including their attainment, wellbeing, and wider life chances.

7. Recording Attendance

7.1. Attendance registers

By law, all schools (except those where all pupils are boarders) are required to keep an attendance register, and all pupils must be placed on this register. The official attendance register is based around two sessions: an AM school session and a PM school session.

Registers will record whether a pupil is: **Present** (/ or \) or **Absent** (N).

It is the responsibility of the Class Teacher to ensure that the register is completed. They are responsible for the accuracy of these registers.

It is the responsibility of the Attendance Officer to ensure all the present / absent codes used for reporting are correct. The school will use the national attendance codes to ensure attendance and absence are monitored and recorded in a consistent way.

If the student is marked as absent, then a range of codes can be used by the Attendance Officer to provide more detail regarding the reason for absence (if known) See **Appendix 1**.

Student coding is based on communication with parents and carers. The means of communication can include:

- Absence line (Parent initiates communication via phone)
- Absence Form (Parent completes absence form via school website)
- Attendance Officer phone call
- Home visit

7.2. Unplanned absence at CWC Primaries

In the event of an unplanned absence (e.g. illness, the parent or carer must notify the school of the reason for the absence on the first day of a planned absence by 8.30am or as soon as practically possible by calling or emailing the school office on 0207 515 2328 for East Ferry and on 0207 517 3210 for Glenworth, or completing the Absence Form via the school website.

If a member of staff is unable to take the call, a message should be left on the answer service stating the name of the pupil, the form group, and a detailed reason for the absence.



If no call is received from a parent or carer, the Attendance Officer is responsible for following up on absence and ensuring the accuracy of absence codes. Systems and protocols for unplanned absences can be seen in the relevant appendices.

Absence may result in a home visit being made by members of the Attendance and Safeguarding Team see **Appendices 3 & 12**.

It is the school's policy, through reasonable means at its disposal, to ensure that all unauthorised codes (O) are assigned a detailed reason code.

Parents will be required to request certain types of absence in advance. All requests for absence will be handled by the Attendance Officer. However, the decision to grant or refuse the request will be at the sole discretion of the Principal, taking the best interests of the pupil and the impact on the pupil's education into account. The Principal's decision is not subject to appeal.

7.3. Planned absence

If a pupil is going to be absent due to a known event, then it is the responsibility of the parent or carer to inform the school in advance of the absence so that appropriate work can be gathered and set to help ensure that the impact of the absence is minimised.

Any planned absence must be submitted by parents via the Absence Form available on the school website. The form will be reviewed by the Attendance Officer, who will refer it to the Principal for approval.

In the likelihood that the absence will be for an extended period, it is the responsibility of the class teacher to organise relevant work to be collected and given to the student in advance of the absence.

Extended or repeated absences may result in the issue of a Fixed Penalty Notice (FPN). It is the responsibility of the Attendance Officer to process and pursue FPNs. All FPN records are to be recorded in the Attendance Tracker.

7.4. Lateness and punctuality

Poor punctuality is not acceptable. If a child misses the start of the day, they can miss out on key information and risk falling behind with learning. Those arriving late disrupt the learning of others and may feel awkward themselves. Good time-keeping is a vital life skill which will help our children as they progress through their school life and out into the wider world. See **Appendix 7** for details of our punctuality systems.



7.5. Following up unexplained absence

Informing the school that your child is going to be absent is a legal obligation. It is a necessary procedure to ensure pupils are kept safe. Failure to inform the school of an absence could trigger a home visit or a referral to the Local Authority. Our absence reporting procedures are set out in **Appendix 3**.

7.6. Reporting to parents

The school will regularly inform parents (see definition of 'parent', as used in this policy, in section 1) about their child's attendance and absence levels.

8. Authorised and unauthorised absence

8.1. Approval for term-time absence

The Principal will allow pupils to be absent from the school site for certain educational activities, or to attend other schools or settings.

The Principal will only grant a **leave of absence** to a pupil during term time if the request meets the specific circumstances set out in the 2024 school attendance regulations. These circumstances are:

- Taking part in a regulated performance, or regulated employment abroad
- Attending an interview
- Study leave
- A temporary, time-limited part-time timetable
- Exceptional circumstances

8.2. Leave of Absence

A leave of absence is granted at the Principal's discretion, including the length of time the pupil is authorised to be absent for. To have requests for a leave of absence considered, the school will expect parents to contact the Attendance Officer and Principal in writing at least two weeks prior to the proposed start date of the leave of absence, providing the reason for the proposed absence and the dates during which the absence would be expected to occur.



Any requests for leave during term time will be considered on an individual basis and the pupil's previous attendance record will be considered. Where an absence is granted, the Principal will determine the length of time that the pupil can be away from school.

Leave may be granted on compassionate grounds only in an emergency (e.g after the death of a close relative).

Requests for leave will not be granted in the following circumstances:

- Immediately before and during statutory assessment periods
- When a pupil's attendance record shows any unauthorised absence
- Where a pupil's authorised absence record is already above 10 percent for any reason
- Taking part in protest activity during school hours.

If term-time leave is not granted, taking a pupil out of school will be recorded as an unauthorised absence and may result in sanctions, such as a penalty notice. The school cannot grant leave of absence retrospectively; therefore, any absences that were not approved by the school in advance will be marked as unauthorised.

8.3. Illness and Healthcare Appointments

Parents will be expected to make routine medical or dental appointments outside of school hours, wherever possible. Where such appointments in school time are unavoidable, parents will be expected to obtain approval for their child's absence to attend such appointments as far in advance as is practicable. Parents will be responsible for ensuring their child misses only the amount of time necessary to attend the appointment.

If the school has a genuine concern about the authenticity of the illness, the school may ask the pupil's parent/carer to provide medical evidence, such as a doctor's note, prescription, appointment card or other appropriate form of evidence.

Pupils who wish to leave school unattended for a medical appointment will need to seek written authorisation to do so. A pupil cannot leave school at any point without this authorisation.

8.4. Performances and Activities, Including Paid Work

The school will ensure that all pupils engaging in performances or activities, whether they receive payment or not, which require them to be absent from school, understand that they will be required to obtain a license from the LA which authorises the school's absence(s).

Where a license has been granted by the LA and it specifies dates of absence, no further authorisation will be needed from the school. Where an application does not specify dates, and it has been



approved by the LA, it is at the discretion of the Principal to authorise the leave of absence for each day. The Principal will not authorise any absences, which would mean that a pupil's attendance would fall below 96%. Where a license has not been obtained, the Principal will not authorise any absence for a performance or activity.

8.5. Religious Observance

The school will only accept requests from parents for absence on grounds of religious observance for days that are exclusively set apart for religious observance by the relevant religious body. The school will define this as a day where the pupil's parents would be expected by an established religious body to stay away from their employment to mark the occasion.

If necessary, the school may seek advice from the religious body in question to confirm that the day is set apart for religious observation. If a religious body sets apart a single day for a religious observance and the parent applies for more than one day, the school may only record one day as authorised on this basis; the rest of the request would be a leave of absence, and this is granted at the school's discretion.

8.6. Holiday Requests

It is the policy of the school, in line with that of the local authority, that only in exceptional circumstances can term-time holidays be authorised (see appendices). If a term time holiday is taken, then the school requires evidence of the holiday including;

- A copy of the return tickets that show the student's full name and the dates of the flights
- Details of accommodation
- A copy of the pupil's passport.

Photocopies of the documentation will be taken and stored on the pupil's file. This should all be provided in advance of any trip being taken. Failure to do so may put the pupil's place at the school in jeopardy. When a holiday results in an extended absence a Fixed Penalty Notice (FPN) may be issued. Please see Appendices for further details regarding the criteria and process for London Borough of Tower Hamlets.

There is no longer any entitlement in law for pupils to take time off during the term to go on holiday. In addition, the Supreme Court has ruled that the definition of regular school attendance is "in accordance with the rules prescribed by the school".

The Education (Pupil Registration, England) Regulations 2006 were amended in September 2013. All references to family holidays and extended leave have been removed. The amendments specify that Principals may not grant any leave of absence during term time unless there are "exceptional



circumstances" and they no longer have the discretion to authorise up to ten days of absence each academic year.

8.7. Unauthorised absences

Unauthorised absence include:

- Parents/carers keeping children off school unnecessarily e.g., because they had a late night or for non-infectious illness or injury that would not affect their ability to learn
- Absences which have never been properly explained
- Shopping trips
- Looking after other children or accompanying siblings or parents to medical appointments
- Their own or family birthdays
- Holidays taken during term time without leave, not deemed 'for exceptional purposes' by the Principal. This may result in the school applying to the local authority to issue a penalty notice. If the parent/carer has previously been issued a Penalty Notice, the school may request a direct prosecution by the local authority
- Day trips
- Religious Pilgrimages
- Festivals, International Holidays and other Observances, which have not been declared as official public holidays by the UK Government
- Other leave of absence in term time which has not been agreed.

8.8. Persistent Absence (PA)

A pupil is defined by the Government as a 'persistent absentee' when they miss 10% or more schooling across the school year for whatever reason. Absence at this level will cause considerable damage to any child's education and we need a parent/carer's full support and cooperation to tackle this. All the names of students whose attendance is 90% and below are shared regularly with the Local Authority. This is so they can be tracked and monitored. It is the responsibility of the Attendance Officer to do this.

We monitor all absences, and the reasons that are given, thoroughly. If a child is seen to have reached the PA mark, or is at risk of moving towards that mark, we will inform the parent/carer. PA pupils are tracked and monitored carefully. We also combine this with academic tracking where absence affects attainment.

Canary Wharf College works to ensure that every opportunity to minimise the rate of persistent absence is taken. The schools will look to work rigorously with any student who is persistently absent and their family to ensure that any barriers to the student's attendance are challenged and wherever possible overcome. The school employs a series of regularly monitored strategies developed specifically for students who are persistently absent.



The school expects that any student who has been absent from school for more than two weeks where possible has a reintegration meeting. The purpose of this meeting is to ensure smooth reintegration into lessons and any relevant pastoral support. In this meeting a plan will be agreed to maintain attendance moving forward.

9. Legal intervention

The school will allow sufficient time for attendance interventions and engagement strategies to improve pupils' attendance; however, where engagement strategies to improve attendance have not had the desired effect, the Attendance Officer will make a referral to the Local Authority.

The school is legally obligated to make a referral to the Local Authority under the following circumstances:

- 5 consecutive days of unauthorised absence
- 10 sessions of unauthorised absence in a 10-week period
- 10 late marks in a 10-week period
- Failure to return to school following a fixed term exclusion
- Failure to attend alternative provision after the fifth day of an exclusion

Where the school has serious concerns over the safety and welfare of the child, the process for referral to external agencies including MAST will be followed as set out in our Child Protection and Safeguarding Policy.

10. Strategies for promoting attendance

The school attendance target of all compulsory school age students for the academic year is 96%, in line with national targets. We aim to achieve this by being dedicated to supporting and promoting school attendance. We support our families and pupils by utilising the following strategies:

- Phone calls home
- Letters home
- Referrals to early help
- Referrals to MAST
- Certificates, attendance badges and
- Recognition in assemblies

See Appendix 6

11. Supporting pupils who are absent or returning to school

11.1. Soft starts and Part-time timetables

The school recognises that pupils may find it difficult to return to school after an absence, especially if it is due to Mental illness. In some instances, the school will support pupils and their families by offering a soft start or a reduced timetable. The aim is to help reintegrate the pupil into full-time education and make the transition back to school as smooth as possible. Soft starts and reduced timetables will be regularly reviewed and adjusted to meet the individual needs of the pupil. See **Appendix 8 and 9**.

11.2. Home Visits

Where a student has 3 days of consecutive unexplained absence all attempts should be made to conduct a home visit. If a child is linked to a safeguarding concern, it is at the discretion of the Attendance Officer and Safeguarding Team to organise a relevant visit. Details of the home visit protocol including roles and responsibilities are in **Appendix 12**. In the event of the absence of a child recorded as having Persistent Absence (PA), every effort will be made to carry out a home visit on the first day of absence.

11.3. Pupils absent due to physical or mental ill health or SEND

The school recognises that pupils with SEND and/or health conditions, including mental health issues, may face greater barriers to attendance than their peers, and will incorporate robust procedures to support pupils who find attending school difficult.

In line with the SEND Policy and Supporting Pupils with Medical Conditions Policy, the school will ensure that reasonable adjustments are made for disabled pupils to reduce barriers to attendance, in line with any EHCPs or IHPs that have been implemented. The school will secure additional support from external partners to help bolster attendance where appropriate.

Where the school has concerns that a pupil's non-attendance may be related to mental health issues, parents will be contacted to discuss the issue and whether there are any contributory factors to their child's lack of attendance. Where staff have a mental health concern about a pupil that is also a safeguarding concern, they will inform the DSL, and the Child Protection and Safeguarding Policy will be followed. All pupils will be supported with their mental health in accordance with the school's SEND Policy.

If a pupil is unable to attend school for long periods of time due to their health, the school will:

- Inform the LA if a pupil is likely to be away from the school for more than 15 school days
- Provide the LA with information on pupil's needs, capabilities, and programme of work
- Help the pupil reintegrate at school when they return
- Make sure the pupil is kept informed about school events and clubs



- Encourage the pupil to stay in contact with other pupils during their absence.

The school will incorporate an action plan to help any pupils with SEND and/or health issues cope with the stress and anxiety that attending school may cause them. Such plans will be regularly monitored and reviewed until the pupil is attending school as normal and there have been signs of significant improvement.

To support the attendance of pupils with SEND and/or health issues, the school will consider:

- Holding termly meetings to evaluate any implemented reasonable adjustments
- Incorporating a pastoral support plan
- Identifying pupils' unmet needs through the Common Assessment Framework
- Using an internal or external specialist
- Enabling a pupil to have a reduced timetable for a limited period, to support their transition to full-time attendance
- Ensuring a pupil can have somewhere quiet to spend lunch and breaktimes
- Phased returns to school where there has been a long absence
- Small group work or on-to-one lessons
- Tailored support to meet their individual needs.

11.4. Pupils returning to school after a lengthy or unavoidable period of absence

If a pupil is expected to be absent for a prolonged period, defined as one week or more, authorised on medical grounds, it is the responsibility of the class teacher to see that relevant work is collected and given to the pupil.

The expectation is that the work will be collected from the school by an individual nominated by the pupil's family wherever possible. Where this is not possible the school will make provision to have the work sent to the pupil's home address.

The expectation is that the work will either be returned in advance of the pupil's return, in the case of sustained absence or when the student returns to school. The work will then be marked by the pupil's class teacher.

The school follows the Child Missing from Education Statutory Guidance.

To ensure legitimacy of codes and to provide robust forms of accountability for absence, pupils who are absent for five consecutive days or whose overall attendance is below 90%, parents/carers will be expected to provide evidence for the absence, such as the following:

- Medical appointment card confirming attendance.
- Medical appointment letter, copy of prescription showing name and date



- Prescribed medication with pharmacist label showing name and date.
- Hospital discharge letter.

Failure to provide the evidence above could result in unauthorised absence which in turn can result in referral to the Local Authority and a Fixed Penalty Notice. The school reserves the right to decide on the appropriate interventions to take and the timing of these interventions whilst maintaining the legal statutory requirements.

12. Monitoring and analysing absence

The Attendance Officer will monitor and analyse attendance data regularly to ensure that intervention is delivered quickly to address habitual absence at the first signs. The school will collect data regarding punctuality, truancy and authorised and unauthorised absence, for:

- The school cohort as a whole
- Individual year groups
- Individual pupils
- Demographic groups, e.g. pupils from different ethnic groups or economic backgrounds
- Other groups of pupils, e.g. pupils with SEND, LAC and pupils eligible for FSM
- Pupils at risk of PA

The Leaders of Attendance in school will conduct regular thorough analysis of the above data to identify patterns and trends. This will include identifying, for each group:

- Patterns in uses of certain codes
- Particular days of poor attendance
- Historic trends of attendance and absence
- Barriers to attendance.

The Data Manager will provide regular reports to staff across the school to enable them to track the attendance of pupils and to implement attendance procedures. SLT will be responsible for monitoring how attendance data changes in response to any interventions implemented to increase attendance in future.

The Board of Trustees will regularly review attendance data, including examinations of recent and historic trends and will support the SLT in setting goals and prioritising areas of focus for attendance support based on this data.

The school will also benchmark its attendance data against local, regional, and national-level data to identify areas of success and areas for improvement and will share practice which has been shown to be effective with other schools.



Details of our reporting cycle can be found in **Appendix 5**.

13. School Trips

Proposals for trips should be submitted to the Personal Development Lead 6 weeks before the date of the trip, or 4 months in the case of residential, overseas, and adventurous visits. The trips and visits procedure must be carefully followed, including submission of a list of attendees which highlights those with SEND / Medical needs. It is the responsibility of the Trip Organiser to provide the Attendance Officer with a full list of pupils attending at least one week before the trip and with accurate registers on the day of the trip. The same applies to fixtures except the fixture proposal form can be submitted one week prior to the event.

14. Links with other policies

This policy links to the following policies:

- Child protection and safeguarding policy
- Behaviour policy
- School trips and Visits
- SEND Policy

15. Appendix 1: Attendance Codes

National Attendance and Absence Codes

Code	Meaning	Statistical Value
/	Present at school AM	Attending (Present)
\	Present at school PM	Attending (Present)
L	Late arrival before register is closed	Attending (Present)

K	Attending Education provision arranged the LA (cannot be used where the provision arranged is online tuition – must use C code for these circumstances)	Attending an approved educational activity (present)
V	Attending an Educational visit or trip	Attending an approved educational activity (present)
P	Participating in a Sporting Activity P code can only be used if the pupil is present at the activity	Attending an approved educational activity (present)
W	Attending Work Experience	Attending an approved educational activity (present)
B	Attending any other approved Educational Activity (must be physically supervised by someone who the school have commissioned to educate the pupil – cannot be their parent). This code cannot be used for online tuition)	Attending an approved educational activity (present)
D	Dual Registered at another school	Not a possible attendance (neither present or absent)

C1	Leave of absence – performance or regulated employment abroad	Authorised absence
M	Leave of absence for Medical or dental Appointment	Authorised absence
J1	Leave of absence for Interview	Authorised absence
S	Leave of absence for Studying for public examination	Authorised absence
X	Non – Compulsory School age pupil not required to attend school	Not a possible attendance
C2	Leave of absence – compulsory school age pupil subject to part time / reduced timetable	Authorised absence
C	Leave of absence for exceptional circumstances (includes online tuition/remote learning circumstances – whether arranged by the school/LA)	Authorised absence
T	Parent travelling for occupational purposes	Authorised absence
R	Religious Observance	Authorised absence
I	Illness (not medical appointment)	Authorised absence
E	Suspended or Permanently excluded with no alternative provision made	Authorised absence
G	Leave of absence not granted by school	Unauthorised absence
N	Reason for absence not yet established	Unauthorised absence
O	Absent in other or unknown circumstances	Unauthorised absence
U	Arrived in school after registration closed	Unauthorised absence

Q	Unable to attend school because of lack of access arrangements (travel)	Not a possible attendance
Y1	Unable to attend due to transport normally provided not being available	Not a possible attendance
Y2	Unable to attend due to widespread travel disruption (e.g. train strikes)	Not a possible attendance
Y3	Unable to attend due to part of the school premises being closed (e.g. RAAC)	Not a possible attendance
Y4	Unable to attend due to the whole school site being unexpectedly closed (e.g. burst water mains)	Not a possible attendance
Y5	Unable to attend as pupil is in criminal justice detention	Not a possible attendance
Y6	Unable to attend in accordance with public health guidance or law (e.g. Covid self-isolation, measles 21 days where contact if unvaccinated)	Not a possible attendance
Y7	Unable to attend because of any other unavoidable cause	Not a possible attendance

16. Appendix 2: Roles and responsibilities

16.1. The Trustees

The Trustees are expected to:

- Monitor the implementation of this policy and all relevant procedures across the school.
- Promote the importance of school attendance through the school's policies and ethos.
- Make sure school leaders fulfil expectations and statutory duties.
- Work with the Leadership team to set goals for attendance and provide support around delivery of these goals.
- Regularly review and challenge attendance data.
- Monitor attendance figures for the whole school.
- Hold the Principal and Senior Leadership Team to account for the implementation of this policy.
- Ensure there is a Children Missing Education Policy in place and that this is regularly reviewed and updated.
- Promote the importance of good attendance through the Trust's ethos and policies.
- Work with the school leaders to set goals for attendance and provide support and challenge around delivery against these goals.
- Ensure that this policy, as written, does not discriminate on any grounds including, but not limited to, ethnicity/national origin, culture, religion, gender, disability, or sexual orientation.
- Handle complaints regarding this policy as outlined in the Trust's Complaints Policy.
- Consider 'Keeping Children Safe in Education' when making arrangements to safeguard and promote the welfare of children.



16.2. Principal

The Principal is expected to:

- Oversee the day-to-day implementation of attendance and punctuality systems.
- Offer a clear vision for attendance improvement.
- Monitor school-level absence data and report it to the CEO and Trustees.
- Provide regular attendance report summaries data including strategies and actions.
- Monitor the impact of any implemented attendance strategies, including targeted interventions.
- Ensure stakeholders fulfil their role and responsibilities in line with the attendance policy.
- Ensure parents are aware of the attendance expectations and procedures.
- Ensure that every pupil has access to full-time education and that the school acts as early as possible to address patterns of absence.
- Source and provide relevant CPD for stakeholders involved in the attendance and punctuality system.
- Organise weekly attendance meetings with the Attendance Officer and Safeguarding Leads.
- Authorise / reject parental absence requests
- Contact parents/carers to discuss attendance in line with the CWC Primaries attendance stages system.
- Oversee reintegration plans for students with long term absences as and when required.
- Lead and organise weekly attendance celebrations in assemblies.

16.3. The Attendance Officer

The Attendance Officer is expected to:

- Provide weekly attendance reports to the Principal. These reports detail attendance for key groups as well as the attendance stages for every pupil in the school.
- Analyse attendance data and identify areas of intervention and improvement.
- Arrange calls and meetings with parents to discuss attendance issues on behalf of the Principal.
- Identify pupils in need of home visits & attend alongside the safeguarding team.
- Complete relevant actions from tracker meetings, including;
- Providing 1st, 2nd, 3rd and 4th warning letters as detailed in the tracker
- Parental Meetings
- Referrals to Local Authority
- Recommendations for fines
- Attending court hearings regarding FPNs
- Inform the Tower Hamlets Attendance & Welfare Officer of pupils with unauthorised absence from school for three consecutive days or more
- Initiate the process of fining parents if a pupil has an unauthorised absence from school for five consecutive days or more
- Work closely with the safeguarding team to offer support
- Attend TAC meetings/lead TAC meetings for students with attendance/safeguarding issues



- Have a general overview of students whose attendance is below 90% and those with long-term health issues.
- Send details to Local Authority every Half-Term of all pupils whose attendance is below 90%.
- Send Attendance Return to the Local Authority.
- Meet with Principal weekly to discuss the attendance and punctuality strategy.

16.4. The School Receptionist

The School Receptionist is expected to:

- Carry out first day calling
- Access emails and answer any requests / queries.
- Input absence messages onto Arbor (School Information Management System)
- Sign in pupils who arrive late
- Monitor and manage the punctuality system.
- Listen to absence messages from voicemail and input absence codes.
- Input paper registers and supporting in staff absence with attendance data entry
- Review codes and ensure accuracy.

16.5. Class Teachers

Class teachers are expected to:

- Ensure that the school registers are taken accurately and within the specified time period.
- Support and build a culture of 100% attendance for all pupils in their class.
- Follow this attendance policy.
- Use professional judgement and knowledge of individual pupils to inform decisions as to whether any welfare concerns should be escalated.
- Make phone calls home to parents/carers.

16.6. Parents

Parents are expected to:

- Provide accurate and up-to-date contact details.
- Provide the school with more than one emergency contact number.
- Update the school if their details change.
- Make sure their child attends every day (at least 96% or more) and on time.
- Proactively engage with any attendance support offered by the school and /or the LA.
- Notify the school before 8:30am when their child has to be unexpectedly absent (and on each subsequent day of absence, unless medical evidence is provided which defines the necessary length of absence).
- Request leave of absence only in exceptional circumstances, and in advance.
- Book medical appointments outside of school hours where possible.
- Follow any family-based support implemented by the school to improve attendance.

East Ferry attendance contacts		
Principal	Melisa Akis	Makis@canarywharfcollege.co.uk
Attendance Officer	Jemma Jeeves	Jjeeves@canarywharfcollege.co.uk
School Receptionist	Gabriella Kusi-Appiah	Eastferryoffice@canarywharfcollege.co.uk

Glenworth attendance contacts		
Principal	Shireen Sinem	Ssinem@canarywharfcollege.co.uk
Attendance Officer	Krisztina Peto	Kpeto@canarywharfcollege.co.uk
School Receptionist	Priscilla Monnie	Glenworthoffice@canarywharfcollege.co.uk

17. Appendix 3: Absence reporting procedures

17.1. Absence Procedures

If a child is absent from school the parent/carer must follow the below procedures:

- Contact the school on the first day of absence before 8.30am. The school has an answer phone available to leave a message if nobody is available to take your call.
- Contact the school on every further day of absence, again before 8.30am.
- Complete the Absence Form via the school website.
- Ensure that their child returns to school as soon as possible and that they provide any evidence if requested to support the absence.
- The school will request parents and carers to provide medical evidence for any child who is absent for five or more days or if they have attendance at below 90%.

17.2. If Your child is Absent:

- We will telephone you on the first day of absence if we have not heard from you, however it is your responsibility to contact us
- If we have not heard from you by 9.30am then we will start to call all the contact numbers that you have provided to gain an explanation for the absence.
- If we still have not been able to ascertain your child's whereabouts, then we may make a home visit.
- However, if we still haven't been able to get a response, we may report it to the police as your child will then be classed as a 'missing child'



- If your child's attendance is below 96%, we will initiate our 'stage' system outlined below in **Appendix 4.**

Parents will be fined if their child has five consecutive days of unauthorised absence in line with Tower Hamlets guidance.

17.3. Logistics and Processes

- The school door opens from 8:15am and pupils are admitted into the building up until 8:30am.
- Any pupil who arrives after 8:30am will be marked as a 'L' on the register.

17.4. Accuracy of Attendance Codes

All registers must be accurate by 4.00pm every Friday. It is the responsibility of the Attendance Officer to ensure all registers have correct relevant codes. This includes all N codes being accounted for both AM and PM sessions. In addition, all reasonable attempts must be made to account for (O) codes. At the end of each week, the Data Manager is responsible for refreshing all data in the Attendance Tracker using the latest export from our MIS system. This is to ensure validity of data in the tracker accounting for individual changes that may have been made.

18. Appendix 4: Stage System

Attendance figures are based on a rolling total attendance for the year.
For each student this starts at the beginning of the academic year.

Attendance Description	Level	Stages	
98-100%	Excellent	0	Bronze, Silver, Gold certificates and badges for 100% attendance, starting with Bronze for the Autumn Term and aiming for Gold by the end of the academic year.
96-97.9%	Good	0	Verbal praise and recognition from class teacher
94-95.9%	Satisfactory	0.5 Pre-emptive Intervention	Conversation between class teacher and pupil. This may be followed by a phone call to parents from the class teacher exploring barriers and specific concerns.
92-93.9 %	Unsatisfactory	1 First Intervention	First letter of concern highlighting that attendance has dipped below 94% sent to parents. Phone calls made by the Personal & Operations Assistant exploring barriers and specific concerns.
90-91.9 %	Poor	2 Second Intervention	Second letter of concern highlighting that attendance has dipped below 92% sent to parents. Personal & Operations Assistant contacts parents and carers and warns of potential next steps should attendance continue to fall.

90% or below	Persistent Absence	3 Persistent Absence	Third letter of concern highlighting that attendance has dipped below 90% sent to parents including Tower Hamlets Notice to improve letter. Parents invited to a meeting with Principal.
84.9% or below	Persistent Absence	4 Persistent Absence	Final meeting with Senior Leaders, where a final warning letter is served. If attendance continues to decline after this meeting, then Personal & Operations Assistant will make a referral to the Local Authority and issue a Fixed Penalty Notice.

Stage Responsibilities						
Stages	0	0.5	1	2	3	4
Actions	Reward	1-1 Phone call	Phone call and warning letter 1	Warning phone call and warning letter 2	Meeting and warning letter 3	LA referral and fine issued
Person responsible	Principal	Class teacher	Attendance Officer (Call) Personal & Operations Assistant (Letter)	Personal & Operations Assistant (Call and Letter)	Principal (Meeting) Personal & Operations Assistant (Letters)	Final meeting with Principal Personal & Operations Assistant (LA Referral)

18.1. Referral to Local Authority

The school is legally obligated to make a referral to the Local Authority under the following circumstances:

- 5 consecutive days of unauthorised absence
- 10 sessions of unauthorised absence in a 10-week period
- 10 late marks in a 10-week period
- Failure to return to school following a fixed term exclusion
- Failure to attend alternative provision after the fifth day of an exclusion



19. Appendix 5: Tracking and reporting

19.1. School and National Attendance Targets:

The school attendance target of all compulsory school age students for the academic year is 96%, in line with national targets.

19.2. Reporting Cycle:

The attendance data will be evaluated in terms of overall school attendance but also with respect to all sub-groups of students within the school. This will include, but is not necessarily limited to;

- Age
- Gender
- Pupil Premium
- SEN (Special Educational Needs)
- Ethnicity
- EAL (English as an Additional Language)
- LAC (Looked After Children).

It is the responsibility of the Attendance Officer to share the updated Attendance Tracker every Friday.

It is the responsibility of the Principal to ensure that the attendance tracking is a standing agenda item in pastoral and safeguarding meetings.

The school will undertake a series of actions based upon the attendance and/or punctuality of each individual student. This includes interventions to help students improve their attendance and punctuality by working with families as well as providing rewards for those who have excellent attendance and punctuality and those making rapid progress towards it. The nature of the intervention is varied upon the attendance and punctuality levels.

19.3. Attendance Tracker

The Attendance Tracker for the school provides weekly details of the following:

- Headline figures for the school year to date, including persistent absence (at or below 90%), serious absence (below 50%), % authorised, % unauthorised.
- Headline figures for the school weekly breakdown
- Key Group monitoring figures (SEN, PP)

All registers for the week must be accurate by 4.00pm on Friday. It is the responsibility of the Attendance Officer to ensure all registers have relevant correct codes. This includes all N codes being accounted for AM and PM tutor sessions. In addition, all reasonable attempts must be made to account for (O) codes.

20. Appendix 6: Rewards

Pupils who achieve excellent attendance in a half-term will be celebrated by receiving a certificate in assembly, starting with Bronze for the Autumn Term and aiming for Gold by the end of the academic year.

21. Appendix 7: Punctuality

The school door is open from 8.15am, at which time children can come into school and sit in their classroom with their class teacher supervising. At 8:30 am, doors close and registers are taken by class teachers. Any child arriving in school after 8:30 am will miss the window for the AM registration session and will be recorded as 'Late' on their attendance record, which then contributes as an unauthorised absence.

Description	Level	Stages	Action
3 or more lates within 5 weeks is persistent lateness	Requires improvement	1	Concern letter
5 or more lates within 5 weeks is persistent lateness	Poor Punctuality	2	Stage 2 letter sent home by Attendance Officer
10 or more lates within a 10-week period will result in a fine being issued in line with Local Authority Expectations	Extremely Poor Punctuality	3	Stage 3 letter (Referral to Tower Hamlets)

22. Appendix 8: Soft Start Protocol for Pupils

22.1. Purpose

A Soft Start is a temporary arrangement that allows students to arrive later or leave earlier to support their well-being, reintegration, or other specific needs. This must be a structured and time-limited intervention, agreed upon by school staff and parents, with clear objectives and a phased return to full-time education.



22.2. Eligibility Criteria

The Principal may consider a Soft Start for students who:

- Experience anxiety or mental health challenges affecting attendance.
- Are reintegrating after a long absence.
- Have medical needs requiring a temporary adjustment.
- Face exceptional personal circumstances impacting school engagement.

22.3. Approval Process

Initial Identification:

- A teacher, pastoral lead, or safeguarding team raises concerns regarding a student's attendance or well-being.
- The Principal reviews the case and determines if a Soft-Start is an appropriate intervention.

22.4. Consultation & Agreement:

- Meet with the student (if appropriate) and their parents/carers to discuss the rationale, expected duration, and reintegration plan.
- Explain that this is a temporary measure and not a long-term solution.

22.5. Documentation:

- Complete the Soft Start Agreement Form
- Ensure the arrangement is recorded in the school's attendance system with appropriate coding.
- Notify relevant staff (teachers, attendance officer, safeguarding team).

22.6. Review & Reintegration Plan:

- Implement a phased approach with a clear end date (4-6 weeks maximum).
- Conduct weekly check-ins with the student and parents.
- If concerns persist, consider alternative support (e.g., referrals to external services, pastoral interventions).
- Provide a Return to Full-Time Agreement upon completion.

22.7. Monitoring & Safeguarding:

Ensure attendance is closely monitored.

If a student is persistently absent despite a Soft Start, escalate concerns through safeguarding and attendance procedures.



22.8. Key Reminders for Staff

- Ensure documentation is completed before implementing a Soft Start.
- Monitor and review progress weekly to prevent students from remaining on reduced hours indefinitely.
- Communicate with parents clearly, setting expectations that this is a temporary measure.
- Work towards a structured full-time return, using targeted support if necessary

23. Appendix 9: Reduced Timetable Protocol

23.1. Purpose:

A reduced timetable is a temporary measure designed to support students in gradually reintegrating into full-time education while accommodating their individual needs. The plan will be regularly reviewed to ensure it remains appropriate and effective.

23.2. Key Principles:

- Individualised Support: The timetable will be tailored to [Name's] needs, with structured breaks and calm spaces to support well-being.
- Gradual Reintegration: School hours will increase progressively, with clear milestones to transition to a full day.
- Safeguarding Measures: Any early departure arrangements must include proper supervision and parental communication.
- Regular Monitoring: Weekly reviews will assess progress, adjusting as necessary.
- Collaboration: The school, family, and professionals (e.g., CAMHS) will work together to ensure consistency and support.

23.3. Timetable Implementation:

- Start Date: [Insert Date]
- Initial Hours: [Specify e.g., 9:00 am – 12:00 pm]
- Planned Increase Schedule: [E.g., +30 minutes per week, subject to review]
- Support Provisions
- Small group learning opportunities
- Supervised breaks
- Communication Plan: Regular updates between school, family, and professionals

23.4. Exit Strategy:

The reduced timetable will be reviewed [e.g., 4 weeks] to determine readiness for increased hours. Full reintegration is the goal, ensuring that adjustments align with the student's needs and progress.

23.5. Reduced Timetable Tracker

- Date
- Start Time
- End Time
- Subjects Covered: Indicate key learning areas for the day.
- Breaks Taken: Document any breaks and their duration.
- Notes on Engagement & Well-being: Observations on participation, mood, and any challenges faced.
- Next Steps: Actions to take based on observations (e.g., timetable adjustments, additional support required).

23.6. Review & Adjustment Plan:

- Weekly Review Meetings: Conducted by [e.g., SENCO, Key Worker, Parent, CAMHS Representative].
- Criteria for Progression: Increased engagement, improved well-being, and ability to manage extended hours. Final Review Date: [Insert Date]

Signed:

[School Representative] _____

[Parent/Guardian] _____

[Student Name] if applicable _____

24. Appendix 10: Trip Procedures

24.1. Pupils:

- Trips leaving before school: meet at the meeting point and complete register with trip lead
- For Trips leaving during the school day pupils must attend their class and complete registration.

24.2. Staff:

- For trips leaving before/after school, the trip organiser completes registers and pass them on to the Attendance Officer or SLT.
- The full trip register of all pupils expected to attend must be completed, including those who have not turned up.
- For trips leaving during the school day, the trip organiser completes the register and passes it to the Attendance Officer.



25. Appendix 11: Attendance and Punctuality Letters

25.1. Stage 1 Letter sample:



RE: Attendance concern – Stage 1, below 94%

«Full name» - «Year and class»

Dear Parent/Carer,

Re: Attendance concern for «forename»

«forename»'s is currently at xx%

Whilst we appreciate that some of these absences from school may have been unavoidable, we would expect that you work hard to ensure that «forename» does not miss any further time from school. This will enable their end of year attendance figure to fall within an acceptable percentage in line with national expectations.

We hope that you will work hard to have 100% attendance during the following term, in order to raise «forename»'s overall attendance this year.

We will continue to monitor «forename»'s attendance and we look forward to seeing an improvement. If possible, and again if it is medical, please ensure we have relevant doctor's notes and appointment details. If «forename»'s attendance doesn't improve, then you may be invited into school to discuss this with their Teacher.

Yours sincerely

Principal
Canary Wharf College



25.1. Stage 2 Letter sample:



RE: Attendance concern – Stage 2 below 92%

«Full name» - «Year and class»

Dear Parent/Carer,

I am writing to you, as I am growing increasingly concerned about «forename»'s attendance. To date, «forename»'s attendance has fallen to «percentage attendance»%, which means that they are now a cause for concern. Regular attendance is extremely important as missing school will have an impact on learning and as I am sure you are aware, is a legal requirement. On-going low attendance is a factor often linked to low levels of academic success and it is therefore important that low attendance is dealt with as early as possible, to prevent «forename» from developing poor habits of attendance.

Please be advised that:

- Parents and carers have a duty to ensure that their child attends school regularly
- Schools have a statutory obligation to record non-attendance and follow up on absences
- Schools are required to report periods of unexplained absences to the local authority

If your child is feeling slightly unwell, please encourage them to come to school. Coughs, colds, headaches, tiredness, tummy aches, period pains, sore throat, bumps, and grazes can be managed in school. We have trained first-aiders on duty at all times so please be rest assured that if they are too unwell to stay in school, we will contact you and arrange for them to go home.

I will continue to monitor «forename»'s attendance and I look forward to seeing an improvement. If possible, and again if it is medical, please ensure we have relevant doctor's notes and appointment details. If «forename»'s attendance continues to fall, you will be contacted by your child's Form-tutor, and risk receiving a further intervention, including a potential fine.

We ask for your support in raising «forename»'s attendance and ultimately, helping «forename» to achieve his/her full potential whilst at Canary Wharf College.

Yours sincerely

Principal
Canary Wharf College



25.3. Stage 3 Letter sample:



RE: Attendance concern – Stage 3 at or below 90%

«Full name» - «reg» - «date of birth»

Dear Parent/Carer,

I refer to the attendance concern letters for stages 1 and 2 that we sent to you. Since then «forename» has had further sessions of absences and their attendance is now «percentage attendance»%.

I am writing to inform you that «forename»'s attendance is still causing much concern. I am very worried that continued poor attendance is affecting «forename»'s progress and we need to discuss this with you urgently.

Regular attendance is extremely important, as missing school can have an impact on learning, and as I am sure you are aware, is a legal requirement. Your child has missed valuable days of learning, which will affect your child's future progress. Although your child's absences may have been due to illnesses and other unavoidable circumstances, it is even more important that you ensure your child's regular attendance for the remainder of the academic year.

I would like to remind you that it is your legal responsibility to ensure that your child receives a full-time education and that you must contact the school if «he/she» is absent from school; a reason for absence from a parent/carer is required for safeguarding purposes.

Due to the level of absences, you are now required to attend a formal meeting with your child's Teacher. Hopefully this discussion will allow us to work together to resolve «forename»'s attendance issues. Failure to improve «forename»'s attendance will result in us making a referral to Tower Hamlets Council and could result in a fine being issued by the Local Authority.

Under section 444(A) of the Education Act 1996, the Local Authority may issue Penalty Notices to parents of children with unauthorised absences from school.

The fines are issued to each parent, for each child. Only in very limited circumstances can a Penalty Notice, once issued, be withdrawn. Failure to pay the fine will result in a prosecution in the Magistrates' Court under Section 444(1) of the Education Act 1996.

Yours sincerely

Principal
Canary Wharf College



25.4. Stage 4 Letter sample:



RE: Attendance concern – Stage 4 below 85%

«Full name» - «reg» - «date of birth»

Dear Parent/Carer,

I refer to the attendance concern letter, stages 1, 2 and 3 that we sent to you. Since then «forename» has had further sessions of absences and their attendance is now «percentage attendance»%.

A referral to Tower Hamlets Council has now been made.

Under section 444(A) of the Education Act 1996, the Local Authority may issue Penalty Notices to parents of children with unauthorised absences from school.

The fines are issued to each parent, for each child. Only in very limited circumstances can a Penalty Notice, once issued, be withdrawn. Failure to pay the fine will result in a prosecution in the Magistrates' Court under Section 444(1) of the Education Act 1996.

Yours sincerely

Principal
Canary Wharf College



25.5. Punctuality Notice to Improve Letter:



RE: Stage 1 Requires Improvement Concern Letter

«Full name» - «reg» - «date of birth»

To date, <<Forename>> has been late to school on <<NoOfSessionsLate>> occasions between <<Dates>>

I am writing to express my concern about <<Forename>>'s persistent lateness to school. On 5 or more occasions <<Forename>> has arrived after the designated start time of 8.30 am.

Regular punctuality is essential for academic success. Arriving late disrupts the learning environment for both <<Forename>> and <<his>> classmates. It also means <<Forename>> misses out on important information and instructions at the beginning of lessons, which can have a detrimental impact on <<his>> understanding.

We are committed to supporting <<Forename>> in achieving <<his>> full potential, and we believe that with your cooperation, we can resolve this issue.

If you have any queries regarding this matter or if there are any issues/difficulties that you wish to discuss with us that we are not aware of, please email:

Thank you for your support.

Yours Sincerely

Principal
Canary Wharf College



25.6. Punctuality Notice to Improve Letter 2:



RE: Stage 2 Poor Punctuality – Requires Improvement Letter

Dear Parent/Carer,

To date, <<Forename>> has had <<NoOfSessionsLate>> unauthorised lateness sessions at Canary Wharf College between **xx – xx**.

Regular attendance and punctuality at school are your parental responsibility, as defined in Section 7 of the 1996 Education Act.

I am now writing to inform you that unless there is an immediate improvement with no more avoidable late marks within the next **4 weeks** (once school re-commences) then a Penalty Notice is likely to be issued against you.

You were previously informed in the stage 1 punctuality concern letter that if you were having any issues/difficulties that you wish to discuss with us that we were unaware of, that you were to get in touch with us. But this was not engaged with fully. The support continues to be available to support your child's regular and punctual attendance.

Please note that a Penalty Notice can be issued if your child has 10 or more sessions of unauthorised absences and/or lateness within a 10-week school period. You can find more information about Penalty Notices in the school Attendance Policy. Copies of the policy are on the school website.

If you have any queries regarding this matter, please email the school at:

Principal
Canary Wharf College



25.7. Punctuality Notice to Improve Letter 3:



RE: Stage 3: Extremely Poor Punctuality Tower Hamlets Referral letter.

Date: xxx

Dear Parent/Carer,

Stage 3 punctuality concern for: <<Forename>> <<Surname>> - <<reg>>

I refer to the punctuality concern letter and the Notice to Improve letter that we sent to you. Since then, <<Forename>> has had further sessions of lateness, between dates.

To date, <<Forename>> has been late to school on <<NoOfSessionsLate>> occasions.

A referral to Tower Hamlets Council has now been made.

The fines are issued to each parent, for each child. Only in very limited circumstances can a Penalty Notice, once issued, be withdrawn. Failure to pay the fine will result in a prosecution in the Magistrates' Court under Section 444(1) of the Education Act 1996.

Principal
Canary Wharf College

26. **Appendix 12:** Home Visits Protocol

- Visits will always be conducted between 11am-4pm
- Visits will always be conducted by two members of staff
- An assessment of the geographical area will be conducted
- In high risk cases a risk assessment needs to be completed (See home visits risk assessments).
- A VENs (visit enforcement notification) to the police in extremely high risk cases can be conducted.
- If requested PPE (personal protective equipment) can be provided.
- The use of a personal car should be discouraged.
- If the home visit is becoming threatening in any way, staff should leave immediately. They should contact the school and the police if needed.
- The home visit lead (Attendance Officer) will use their judgement as to whether to proceed with a visit or not. If the home visit need deemed it to be unsafe, the visit should be abandoned.
- Once staff arrived at and leave each property, they are to notify the attendance lead.
- In the event of no response from the property, a calling letter should be posted.
- A tracker, detailing notes, records and further actions from the visit should be logged.