

THORPE LEA PRIMARY AND NURSERY SCHOOL



A dedicated community working together, nurturing a safe, happy school where all children can achieve their potential

Attendance Policy

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1. Aims

At Thorpe Lea, we believe that school provides the essential foundations for every child’s future success. Research shows attendance plays a key role in both academic achievement and social development. The school sets high standards for attendance because we want every child to thrive and make excellent progress.

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

- › 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.

2. Legislation and guidance

This policy is based on the DfE’s statutory guidance on [Working together to improve school attendance](#) 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 [Education Act 2002](#)
- › Part 7 of the [Education and Inspections Act 2006](#)
- › [The School Attendance \(Pupil Registration\) \(England\) Regulations 2024](#)
- › [The Education \(Penalty Notices\) \(England\) \(Amendment\) Regulations 2013](#)
- › The [Equality Act 2010](#)

It also refers to:

- › [School census guidance](#)
- › [Keeping Children Safe in Education](#)

- › [Mental health issues affecting a pupil's attendance: guidance for schools](#)
- › [Ofsted's 2025 framework toolkit](#)

3. Roles and responsibilities

3.1 The governing board

The governing board is responsible for:

- › Setting high expectations of all school leaders, staff, pupils and families
- › Making sure school leaders fulfil expectations, statutory duties and comply with the law on school attendance, including:
 - Making sure the school records attendance accurately in the register, and shares the required information with the DfE and local authority
 - Making sure the school works effectively with local partners to help remove barriers to attendance, and keeps them informed regarding specific pupils, where appropriate
- › Recognising and promoting the importance of school attendance across the school's policies and ethos
- › Making sure the school's attendance management processes are delivered effectively, and that consistent support is provided for pupils who need it most by prioritising staff and resources
- › Making sure the school has high aspirations for all pupils, but adapts processes and support to pupils' individual needs
- › Regularly reviewing and challenging attendance data and helping school leaders focus improvement efforts on individual pupils or cohorts who need it most
- › Working with school leaders to set goals or areas of focus for attendance and providing support and challenge
- › Monitoring attendance figures for the whole school and repeatedly evaluating the effectiveness of the school's processes and improvement efforts to make sure they are meeting pupils' needs
- › Where the school is struggling with attendance, working with school leaders to develop a comprehensive action plan to improve attendance
- › Making sure all staff receive adequate training on attendance as part of the regular continued professional development offer, so that staff understand:
 - The importance of good attendance
 - That absence is almost always a symptom of wider issues
 - The school's legal requirements for keeping registers
 - The school's strategies and procedures for tracking, following up on and improving attendance, including working with partners and keeping them informed regarding specific pupils, where appropriate
- › Making sure dedicated training is provided to staff with a specific attendance function in their role, including in interpreting and analysing attendance data
- › Holding the headteacher to account for the implementation of this policy. Attendance is monitored by the **Children and Learning Committee**.

3.2 The headteacher

The headteacher is responsible for:

- › The implementation of this policy at the school
- › Monitoring school-level absence data and reporting it to governors
- › Supporting staff with monitoring the attendance of individual pupils
- › Monitoring the impact of any implemented attendance strategies
- › Issuing penalty notices, where necessary, and/or authorising the deputy headteacher to be able to do so
- › Working with the parents/carers of pupils with special educational needs and/or disabilities (SEND) to develop specific support approaches for attendance for pupils with SEND, including where school transport is regularly being missed, and where pupils with SEND face in-school barriers
- › Communicating with the local authority when a pupil with an education, health and care (EHC) plan has falling attendance, or where there are barriers to attendance that relate to the pupil's needs
- › Communicating the school's high expectations for attendance and punctuality regularly to pupils and parents/carers through all available channels
- › Sharing information from the school register with the local authority, including:

- Notifying the local authority when a pupil's name is added to or deleted from the school admission register outside of standard transition times
- Providing the local authority with the details of pupils who fail to attend school regularly, or who have been marked with an unauthorised absence for a continuous period of 10 school days
- Providing the local authority with the details of pupils who the school believes will miss 15 days consecutively or cumulatively because of sickness

3.3 The Designated Attendance Lead

The designated attendance lead is responsible for:

- › Leading, championing and improving attendance across the school
- › Setting a clear vision for improving and maintaining good attendance
- › Evaluating and monitoring expectations and processes
- › Having a strong grasp of absence data and oversight of absence data analysis
- › Regularly monitoring and evaluating progress in attendance
- › Establishing and maintaining effective systems for tackling absence, and making sure they are followed by all staff
- › Liaising with pupils, parents/carers and external agencies, where needed
- › Building close and productive relationships with parents/carers to discuss and tackle attendance issues
- › Creating intervention or reintegration plans in partnership with pupils and their parents/carers
- › Delivering targeted intervention and support to pupils and families

The designated attendance lead is Jack Turner and can be contacted via 01784 456398 or office@thorpe-lea.surrey.sch.uk

3.4 The attendance officer

The school attendance officer is responsible for:

- › Monitoring and analysing attendance data (see section 9)
- › Benchmarking attendance data to identify areas of focus for improvement
- › Providing regular attendance reports to school staff and reporting concerns about attendance to the designated senior leader responsible for attendance, and the headteacher
- › Working with education welfare officers to tackle persistent absence
- › Advising the headteacher/deputy headteacher (authorised by the headteacher) when to issue fixed-penalty notices

The attendance officer can be contacted via 01784 456398 or office@thorpe-lea.surrey.sch.uk

3.5 Class teachers

Class teachers are responsible for recording attendance for both morning and afternoon sessions on a daily basis via **Studybugs**. This information is imported into our MIS and checked by office staff to ensure correct coding.

3.6 School admin staff

School admin staff will:

- › Take calls and messages (via Studubugs) from parents/carers about absence on a day-to-day basis and record it on the school system
- › Relay relevant messages to the class teachers or senior leaders where appropriate.

3.7 Parents/Carers

Where this policy refers to a parent, it refers to those who have parental responsibility for a child or young person. Parents are expected to:

- › Ensure their child attends every day on time
- › Report absence using the Studybugs app or call the school to report their child's absence before 8.30am on the day of the absence and each subsequent day of absence, and advise when they are expected to return

- Provide the school with more than 1 emergency contact number for their child. If the child is in the Early Years Foundation Stage, provide more than 2 emergency contact numbers, where possible
- Ensure that, where possible, appointments for their child are made outside of the school day
- Keep to any attendance contracts that they make with the school and/or local authority
- Seek support, where necessary, for maintaining good attendance, by contacting the school's leadership team, who can be contacted via the school office

3.8 Pupils

Pupils are expected to:

- Attend school every day, on time
- Be ready for the school day
- Engage actively in lessons and school life

4. Recording attendance

4.1 Attendance register

The attendance register will be taken at the start of the morning session of each school day and at the start of the afternoon session. This is the responsibility of the class teacher to complete using Studybugs.

Any amendment to the attendance register will be undertaken by the attendance officer.

See Appendix 1 for the DfE attendance codes.

We will keep every entry on the attendance register for 6 years after the date on which the entry was made. The school day starts at 08.40 and ends at 15.15.

Pupils must arrive in school by 08.55 on each school day.

The register for the first session will be taken at 08.55 and will be kept open until 09.20. The register for the second session will be taken at 13.00 and will be kept open until 13.30.

4.2 Unplanned absence

The pupil's parent must notify the school of the reason for the absence on the first day of an unplanned absence by 08.30, or as soon as practically possible, reporting via Studybugs or calling the school office staff, who can be contacted via 01784 456398 or office@thorpe-lea.surrey.sch.uk.

We will mark absence due to physical or mental illness as authorised, unless the school has a genuine concern about the authenticity of the illness.

Where there are doubts about the authenticity of the illness, the school will ask for medical evidence, such as a doctor's note, prescription, appointment card or other appropriate form of evidence. We will not ask for medical evidence unnecessarily.

4.3 Planned absence

Attending a medical or dental appointment will be counted as authorised as long as the pupil's parent notifies the school in advance of the appointment. This can be communicated via Studybugs or through the school office.

However, we encourage parents to make medical and dental appointments out of school hours where possible. Where this is not possible, the pupil should be out of school for the minimum amount of time necessary.

The pupil's parent must also apply for other types of term-time absence as far in advance as possible of the requested absence. See section 5 to find out which term-time absences the school can authorise.

4.4 Lateness and punctuality

A pupil who arrives late:

- Before the register has closed will be marked as late, using the appropriate code
 - After the register has closed will be marked as absent, using the appropriate code
- The school will monitor lateness and inform parents when patterns develop – offering support where required.

4.5 Following up unexplained absence

Where any pupil we expect to attend school does not attend, or stops attending, without reason, the school will:

- Message parent via Studybugs on the morning of the first day of unexplained absence to ascertain the reason
- Identify whether the absence is approved or not
- Identify the correct attendance code to use and input it as soon as the reason for absence is ascertained – this will be no later than 5 working days after the session(s) for which the pupil was absent
- Follow up on each day that the absence continues without explanation, to make sure proper safeguarding action is taken where necessary. This may include carrying out a welfare check at the child's address.
- Where relevant, report the unexplained absence to the pupil's social worker and/or youth offending team officer
- Where appropriate, offer support to the pupil and/or their parents to improve attendance
- Identify whether the pupil needs support from wider partners, as quickly as possible, and make the necessary referrals
- Where support is not appropriate, not successful, or not engaged with: consider issuing a notice to improve, penalty notice or other legal intervention (see section 7 below), as appropriate

4.6 Reporting to parents

The school will regularly inform parents (see the definition of 'parent', as used in this policy, in section 3.7 above) about their child's attendance and absence levels:

- during autumn and spring parent consultations
- end of year report
- when the pattern of attendance becomes a concern (see appendix)

5. Authorised absence

5.1 Approval for term-time absence

The headteacher 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 for admission to another educational institution
- A temporary, time-limited part-time timetable
- Exceptional circumstances

A leave of absence is granted at the headteacher's discretion, including the length of time the pupil is authorised to be absent for.

We define 'exceptional circumstances' as rare and unexpected circumstances which are unlikely to reoccur. Examples include:

- Medical emergencies
- Family emergencies (e.g. death of a relative)

Leave of absence will not be granted for a pupil to take part in protest activity during school hours.

In line with DfE guidance, school will not consider a need or desire for a holiday or other absence for the purpose of leisure and recreation to be an exceptional circumstance.

The school considers each application for term-time absence individually, taking into account the specific facts, circumstances and relevant background context behind the request.

Any request should be submitted as soon as it is anticipated and, where possible, at least two weeks before the absence, and in accordance with any leave of absence request form, accessible via www.thorpe-lea.surrey.sch.uk. The headteacher may require evidence to support any request for leave of absence.

5.2 Other reasons for authorised absence

Other valid reasons for **authorised absence** include (but are not limited to):

- Illness (including mental-health illness) and medical/dental appointments (see sections 4.2 and 4.3 for more detail)
- Religious observance – where the day is exclusively set apart for religious observance by the religious body to which the pupil’s parent(s) belong(s). If necessary, the school will seek advice from the parent’s religious body to confirm whether the day is set apart for religious observance
- Parent(s) travelling for occupational purposes – a pupil is a mobile child if their parent is travelling in the course of their trade or business and the pupil is travelling with them. In these circumstances a pupil will be considered as a mobile child, provided they are of compulsory school age and have no fixed abode and whose parent is in a trade or business that requires them to travel from place to place
- If the pupil is currently suspended or excluded from school (and no alternative provision has been made)

5.3 Absences from the school site (which are not classified as absences)

The headteacher will allow pupils to be absent from the school site for certain educational activities, or to attend other schools or settings. These are not classified as absences. Reasons include (but are not limited to):

- Attending an offsite approved educational activity, sporting activity or visit or trip arranged by the school
- Attending another school at which the pupil is also registered (dual registration)
- Attending provision arranged by the local authority
- If there is any other unavoidable cause for the pupil not to attend school, such as disruption to travel caused by an emergency, a lack of access arrangements, or because the school premises are closed

6. Strategies for promoting attendance

As a school, we want to reward high attendance and not just penalise poor attendance.

- Weekly class attendance winners during celebration assembly
- 100% attendance awards / 96%+ awards during summer awards.
- Keep parents informed about the benefits of regular school attendance in the weekly Swan’s Bill

7. Supporting pupils with poor attendance

Our school will make use of the full range of support and potential sanctions – including, but not limited to, those listed below – to tackle poor attendance. Decisions will be made on an individual, case-by-case basis.

Levels of Communication

	What happens at each stage?
Level 1	Phone call to parents/carers to discuss barriers to regular attendance
Level 2	Letter 1 issued as attendance is a concern Attendance to be monitored (every 15 days)
Level 3	Phone call or meeting in school offered to parents/carers to discuss barriers to regular attendance Informal support plan created between parents/carers and school, if necessary In school support measures put in place, if necessary Attendance to be monitored weekly
Level 4	Letter 2 issued as medical evidence is now required Attendance continues to be monitored weekly
Level 5	Parents/carers meeting in school offered Attendance contract put in place Further supportive measures put in place, if necessary – these may include referrals to outside agencies such as The Family Centre, Children’s Services, CAMHS

	Attendance continues to be monitored weekly
Level 6	Review meeting in school offered to assess the actions from the Attendance contract Attendance continues to be monitored weekly
Level 7	Second Review Meeting to assess the actions from the Attendance contract If no improvement, warning of penalty notice via a Notice to Improve letter and/or a referral to Surrey for an Interview Under Caution (IUC)
Level 8	School to refer parents/carers to Surrey for legal intervention

7.1 Attendance contract

We may use attendance contracts as a form of attendance support.

An attendance contract is a formal written agreement between a parent and the school to address irregular attendance at school. An attendance contract is not legally binding, but it provides a more formal route where previous support has not worked or would not have been appropriate.

Parents cannot be compelled to enter an attendance contract, and the school cannot agree an attendance contract in a parent's absence.

Where an attendance contract would be an appropriate form of support, the school will arrange a meeting with the parent (and pupil if they are old enough to understand) to discuss how we can work in partnership to improve the pupil's attendance.

Where parents fail to comply with an agreed attendance contract, the school may seek an alternative course of action. In the first instance, this will include discussions with the parents to seek explanations and determine whether the attendance contract remains useful. Where there is further non-compliance following these discussions, the school may take further action.

7.2 Education supervision order

In cases where voluntary early help plans and attendance contracts have been unsuccessful, we may work with the local authority to issue an education supervision order. If an education supervision order is considered, the local authority will inform the parent(s) in writing and will set up a meeting.

An education supervision order is a formal intervention but **not** criminal prosecution.

An education supervision order initially lasts for 1 year, but it can be extended within the last 3 months for a period of up to 3 years at a time.

In cases where parents persistently fail to meet the directions given under the education supervision order, they may be liable to a fine of up to £1,000 upon conviction.

7.3 Notice to improve

If the national threshold has been met and support is appropriate, but parents do not engage with offers of support, the school may offer a notice to improve to give parents a final chance to engage with support.

A notice to improve will be issued in line with processes set out in the local code of conduct for the local authority area in which the pupil attends school.

It will include:

- Details of the pupil's attendance record and of the offences
- The benefits of regular attendance and the duty of parents under [section 7 of the Education Act 1996](#)
- Details of the support provided so far
- Opportunities for further support or to access previously provided support that was not engaged with
- A clear warning that a penalty notice may be issued, or prosecution considered, if attendance doesn't improve within the improvement period, along with details of what sufficient improvement looks like, which will be decided on a case-by-case basis
- A clear timeframe of between 3 and 6 weeks for the improvement period
- The grounds on which a penalty notice may be issued before the end of the improvement period

7.4 Penalty notices

The headteacher (or a deputy or assistant headteacher, authorised by the headteacher), local authority or the police can fine parents for the unauthorised absence of their child from school, where the child is of compulsory school age, by issuing a penalty notice.

If the school issues a penalty notice, we will check with the local authority before doing so, and send the local authority a copy of any penalty notice issued.

Before issuing a penalty notice, the school will consider the individual case, including:

- Whether the national threshold for considering a penalty notice has been met (10 sessions of unauthorised absence in a rolling period of 10 school weeks)
- Whether a penalty notice is the best available tool to improve attendance for that pupil
- Whether further support, a notice to improve or another legal intervention would be a more appropriate solution
- Whether any obligations that the school has under the Equality Act 2010 make issuing a penalty notice inappropriate

Each parent who is liable for the pupil's offence(s) can be issued with a penalty notice, but this will usually only be the parent/parents who allowed the absence.

The payment must be made directly to the local authority, regardless of who issues the notice. If the payment has not been made after 28 days, the local authority can decide whether to prosecute or withdraw the notice.

If issued with a **first** penalty notice, the parent must pay £80 within 21 days, or £160 within 28 days.

If a **second** penalty notice is issued to the same parent in respect of the same pupil, the parent must pay £160 if paid within 28 days.

A **third** penalty notice cannot be issued to the same parent in respect of the same child within 3 years of the date of the issue of the first penalty notice. In a case where the national threshold is met for a third time within those 3 years, alternative action will be taken instead.

A penalty notice may also be issued where parents allow their child to be present in a public place during school hours without reasonable justification, during the first 5 days of a suspension or exclusion (where the school has notified the parents that the pupil must not be present in a public place on that day). These penalty notices are not included in the National Framework, not subject to the same considerations about support being provided, and do not count towards the limit as part of the escalation process.

In these cases, the parent must pay £60 within 21 days, or £120.

8. Supporting pupils who are absent or returning to school

8.1 Pupils absent due to complex barriers to attendance

If the school becomes aware of barriers that relate to the pupil's needs, we will inform the local authority.

As a school, we take a proactive and collaborative approach to supporting pupils with complex barriers to attendance. We work closely with families to understand the root causes and build positive, trusting relationships. In school, we reduce barriers by providing personalised support—such as adapted timetables, access to key adults, structured routines, and targeted pastoral or SEND interventions. We also work alongside external agencies where needed. Through regular monitoring and early intervention, we ensure support is responsive, coordinated, and focused on helping each pupil re-engage and attend consistently.

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

Where pupils have had an extended period of absence, the school will work with families to ensure that pupils reintegration is successful by implementing supportive, appropriate measures and working to ensure a positive experience on their return to school.

8.5 Prolonged absence for children in the EYFS

In cases of prolonged absence, or when a child is absent without notification, we will attempt to contact the child's parents and alternative emergency contacts.

When deciding whether a child's absence should be considered prolonged, we will consider the:

- Patterns and trends in the child's absences and their personal circumstances
- Vulnerability of the child and their parents, as well as the circumstances of their home life

We will also implement our safeguarding procedures (see our child protection/safeguarding policy and refer any concerns to local children's social care and/or request a police welfare check.

9. Attendance monitoring

9.1 Monitoring attendance

The school will monitor attendance and absence data (including punctuality) fortnightly, half-termly, termly and yearly across the school and at an individual pupil, year group and cohort level.

Specific pupil information will be shared with the DfE on request.

Data will be collected each term and published at national and local authority level through the DfE's school absence national statistics releases. The underlying school-level absence data is published alongside the national statistics.

The school will benchmark its attendance data at whole school, year group and cohort level against local, regional, and national levels to identify areas of focus for improvement, and share this with the governing board.

9.2 Analysing attendance

The school will:

- Analyse attendance and absence data regularly to identify pupils, groups or cohorts that need additional support with their attendance, and
- Identify pupils whose absences may be a cause for concern, especially those who demonstrate patterns of persistent or severe absence
- Conduct thorough analysis of half-termly, termly, and full-year data to identify patterns and trends
- Look at historic and emerging patterns of attendance and absence, and then develop strategies to address these patterns

9.3 Using data to improve attendance

The school will:

- Develop targeted actions to address patterns of absence (of all severities) of individual pupils, groups or cohorts that it has identified via data analysis
- Provide targeted support to the pupils we have identified whose absences may be a cause for concern, especially those who demonstrate patterns of persistent or severe absence, and their families (see section 9.4 below)
- Provide regular attendance reports to class teachers, to facilitate discussions with pupils and families, and to the governing board and school leaders (including special educational needs co-ordinator, designated safeguarding lead and pupil premium lead)
- Use data to monitor and evaluate the impact of any interventions put in place in order to modify them and inform future strategies
- Share information and work collaboratively with other schools in the area, local authorities and other partners where a pupil's absence is at risk of becoming persistent or severe, including keeping them informed regarding specific pupils, where appropriate

9.4 Reducing persistent and severe absence

Persistent absence is where a pupil misses 10% or more of school, and severe absence is where a pupil misses 50% or more of school. Reducing persistent and severe absence is central to the school's strategy for improving attendance.

The school will:

- Use attendance data to find patterns and trends of persistent and severe absence
- Consider potential safeguarding issues and, where suspected or present, address them in line with Keeping Children Safe in Education
- Communicate with the parents of pupils who the school (and/or local authority) considers to be vulnerable or at risk of persistent or severe absence, or who are persistently or severely absent, to:
 - Discuss attendance and engagement at school
 - Listen, and understand barriers to attendance
 - Explain the help that is available
 - Explain the potential consequences of, and sanctions for, persistent and severe absence
 - Review any existing actions or interventions
- Provide access to wider support services to remove the barriers to attendance, in conjunction with the local authority, where relevant
- Consider alternative support that could be put in place to remove any barriers to attendance and re-engage these pupils. In doing so, the school will sensitively consider some of the reasons for absence
- Implement sanctions, where necessary (see section 7, above)

10. Monitoring arrangements

This policy will be reviewed as guidance from the local authority and/or DfE is updated, and annually by At every review, the policy will be approved by the governing board.

11. Links with other policies

This policy links to the following policies:

- Child protection and safeguarding policy
- Behaviour policy
- Supporting pupils with medical conditions
- Pupil mental health and wellbeing
- EYFS policy

Appendix 1: attendance codes

The following codes are taken from the DfE's [guidance on school attendance](#).

Code	Definition	Scenario
/	Present (am)	Pupil is present at morning registration
\	Present (pm)	Pupil is present at afternoon registration
L	Late arrival	Pupil arrives late before register has closed
Attending a place other than the school		
K	Attending education provision arranged by the local authority	Pupil is attending a place other than a school at which they are registered, for educational provision arranged by the local authority
V	Attending an educational visit or trip	Pupil is on an educational visit/trip organised or approved by the school
P	Participating in a sporting activity	Pupil is participating in a supervised sporting activity approved by the school
W	Attending work experience	Pupil is on an approved work experience placement
B	Attending any other approved educational activity	Pupil is attending a place for an approved educational activity that is not a sporting activity or work experience
D	Dual registered	Pupil is attending a session at another setting where they are also registered
Absent – leave of absence		
C1	Participating in a regulated performance or undertaking regulated employment abroad	Pupil is undertaking employment (paid or unpaid) during school hours, approved by the school
M	Medical/dental appointment	Pupil is at a medical or dental appointment
J1	Interview	Pupil has an interview with a prospective employer/educational establishment
S	Study leave	Pupil has been granted leave of absence to study for a public examination
X	Not required to be in school	Pupil of non-compulsory school age is not required to attend

C2	Part-time timetable	Pupil is not in school due to having a part-time timetable
C	Exceptional circumstances	Pupil has been granted a leave of absence due to exceptional circumstances
Absent – other authorised reasons		
T	Parent travelling for occupational purposes	Pupil is a 'mobile child' who is travelling with their parent(s) who are travelling for occupational purposes
R	Religious observance	Pupil is taking part in a day of religious observance
I	Illness (not medical or dental appointment)	Pupil is unable to attend due to illness (either related to physical or mental health)
E	Suspended or excluded	Pupil has been suspended or excluded from school and no alternative provision has been made
Absent – unable to attend school because of unavoidable cause		
Q	Lack of access arrangements	Pupil is unable to attend school because the local authority has failed to make access arrangements to enable attendance at school
Y1	Transport not available	Pupil is unable to attend because school is not within walking distance of their home and the transport normally provided is not available
Y2	Widespread disruption to travel	Pupil is unable to attend because of widespread disruption to travel caused by a local, national or international emergency
Y3	Part of school premises closed	Pupil is unable to attend because they cannot practicably be accommodated in the part of the premises that remains open
Y4	Whole school site unexpectedly closed	Every pupil absent as the school is closed unexpectedly (e.g. due to adverse weather)
Y5	Criminal justice detention	Pupil is unable to attend as they are: <ul style="list-style-type: none"> • In police detention • Remanded to youth detention, awaiting trial or sentencing, or • Detained under a sentence of detention
Y6	Public health guidance or law	Pupil's travel to or attendance at the school would be prohibited under public health guidance or law

Y7	Any other unavoidable cause	To be used where an unavoidable cause is not covered by the other codes
Absent – unauthorised absence		
G	Holiday not granted by the school	Pupil is absent for the purpose of a holiday, not approved by the school
N	Reason for absence not yet established	Reason for absence has not been established before the register closes
O	Absent in other or unknown circumstances	No reason for absence has been established, or the school isn't satisfied that the reason given would be recorded using one of the codes for authorised absence
U	Arrived in school after registration closed	Pupil has arrived late, after the register has closed but before the end of session
Administrative codes		
Z	Prospective pupil not on admission register	Pupil has not joined school yet but has been registered
#	Planned whole-school closure	Whole-school closures that are known and planned in advance, including school holidays



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"A dedicated community working together, nurturing a safe happy school, where all children can achieve their potential"

Letter 1 – Attendance Concern

Dear parent/carer

Re «forename» «surname»

Attendance:

During a recent review of our registers, it has come to our attention that your child's attendance is falling below our expected level. A copy of «forename»'s Registration Certificate is enclosed.

At Thorpe Lea, we are committed to working closely with families to ensure that every child has the best possible chance to learn, thrive, and reach their full potential. Regular attendance and punctuality are key parts of this, and we know that every day in school really does make a difference.

Currently, «forename»'s attendance stands at X%, which means they have missed XX sessions (please note that two sessions make up one school day). We understand that sometimes absences are unavoidable, but we want to make sure that any challenges you are facing are fully supported.

We kindly ask for your help in making sure that «forename» attends school every day and arrives on time. Working together, we can help your child make the most of every learning opportunity.

If there is any information you would like to share with us about «forename»'s absences, or if you would like support or advice, please do not hesitate to get in touch using the contact details at the top of this letter.

Thank you for your continued support.

Yours sincerely,



Thorpe Lea Primary School and Nursery

Huntingfield Way
Egham
Surrey
TW20 8DY

Tel: 01784 456398

e-mail: office@thorpe-lea.surrey.sch.uk
www.thorpeleaprimary.co.uk

Headteacher: Mr A Collin
Deputy Headteacher: Miss S Mazzaschi

"A dedicated community working together, nurturing a safe happy school, where all children can achieve their potential"

Letter 2 – Attendance Concern

Dear parent/carer,

Re «forename» «surname»

Attendance:

Further to our meeting on [X date], we wanted to follow up with you regarding ongoing concerns about «forename»'s attendance.

As you know, we are committed to working together with families to ensure that every child has the opportunity to enjoy school, achieve their very best, and reach their full potential. We are concerned that «forename»'s level of attendance remains low, despite the support we have been offering.

To help us better support «forename» moving forward, we now require medical evidence to be provided if your child is absent from school due to illness from now on. This will help us to accurately record absences and work in partnership with you to encourage regular attendance.

Acceptable forms of medical evidence include:

- An appointment card or text message confirming the appointment date and time
- A named and dated prescription
- Medication purchased from a pharmacy for the specific illness
- A phone log showing attempts to contact your GP if you are unable to get through
- An email or text message from your GP confirming that the illness has been logged

If illness continues to affect «forename»'s attendance, we may ask for your consent to contact healthcare professionals for further advice on how we can best support their needs.

If you have any questions, concerns, or if you would like to discuss anything further, please do not hesitate to contact us. We are here to help and want to work together to find the best way forward for «forename».

Thank you for your continued support.

Yours sincerely,



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Letter No. 3 (Attendance Contract)

Dear parent/carer,

Re «forename» «surname»

Attendance:

We previously wrote to you on [X date] to share our concerns about «forename»'s attendance. Following this, we met in school on [X date] to discuss the reasons for «forename»'s absences and to explore any support or interventions that could help improve their attendance.

After a period of monitoring, where we unfortunately did not see the improvement we had hoped for, we wrote to you to explain that, where appropriate, we would require medical evidence for any further absences in order for them to be authorised.

After reviewing «forename»'s recent attendance, it appears that appropriate medical evidence has not been received, and as a result, some absences have remained unauthorised.

As attendance continues to be a concern despite the support we have provided, we would now like to invite you to a further meeting to complete a formal Attendance Contract. This meeting is scheduled for «insert date>>. We understand that there can be many challenges in maintaining regular school attendance, and our intention is to work closely with you to support «forename» in attending school more consistently.

If you have any questions, concerns, or if you would like to discuss anything before the meeting, please do not hesitate to contact us.

Thank you for your continued support.

Yours sincerely,



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Letter No. 4 (Referral to Local Authority)

Dear parent/carer,

Re «forename» «surname»

Attendance:

We have recently reviewed «forename»'s attendance and, despite the support and interventions we have put in place, we remain concerned that there has been little or no sustained improvement.

The support offered so far includes:

(Insert brief chronology of meetings, phone calls, letters, and other actions taken)

We want to reassure you that we are committed to working with you to support «forename»'s education and wellbeing. However, as attendance has not improved to the level required, we need to inform you that Town Farm has made a referral to Surrey County Council. This is to allow them to consider the next steps, which may include legal intervention.

We understand that this may be concerning news, and we are still here to offer our support.

If you have any questions, or if there are any further challenges you would like to discuss, please do not hesitate to get in touch with us.

Thank you for your understanding.

Yours sincerely