Hillborough Junior School

Attendance Policy

Adopted: September 2020 Reviewed: September 2022

Next review: September 2023



The aim of Hillborough Junior School's attendance policy is to enable the school to provide a consistent practice that encourages and facilitates the regular attendance of all pupils. Regular attendance at school is key to steady pupil progress and enjoyment of learning, and for this reason the school is dedicated to ensuring its attendance policy is adhered to.

Hillborough Junior School takes a whole-school approach to maintaining excellent attendance and it is the joint responsibility of parents, pupils and all staff members to ensure that children are attending school as they should be. We endeavour to work with families to make sure that any problems or circumstances which may lead or be leading to poor attendance are given the right attention and appropriate support.

We are committed to meeting our obligation with regards to school attendance through our whole school culture and ethos that values high expectations including attendance. We will ensure this by:

- Promoting good attendance.
- Reducing absence, including persistent and severe absence.
- Acting early to address patterns of absence.
- Building strong relationships with families to ensure pupils have the support in place to achieve good attendance.
- Promote and support punctuality.

2. Legislation and Guidance

This policy meets the requirements of the 'Working together to improve attendance' guidance from the Department for Education (DfE) (May 2022) and refers to the DfE's statutory guidance on 'School attendance parental responsibility measures'. These documents are drawn from the following legislation setting 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 (and 2010, 2011, 2013, 2016 amendments.
- The Education (Penalty Notices) (England) (Amendment) Regulations 2013

This policy also refers to the DfE's guidance on 'School Census' which explains the persistent absence threshold.

Hillborough Junior School is dedicated to complying with attendance laws set out by this legislation and has set out this document accordingly.

3. Roles and responsibilities

Improving attendance is everyone's business. The barriers to accessing education are wide and complex, both within and beyond the school gates, and are often specific to individual pupils and families. In considering the roles and responsibilities we have taken note of the 'Summary table of responsibilities for school attendance' (DfE) to ensure that all know their part to play in identifying and addressing barriers to attendance at school for pupils including:

- All pupils
- Pupils at risk of becoming persistently absent
- Persistently absent pupils
- Severely absent pupils
- Cohorts of pupils with lower attendance than their peers
- Pupils with medical conditions or SEND with poor attendance.
- Pupils with a social worker

3.1 Governing body

As part of our whole-school approach to maintaining high attendance, the governing body is responsible for:

- Promoting the importance of school attendance across the school's policies and ethos.
- Making sure that school leaders fulfil expectations and statutory duties.
- Regularly reviewing and challenging school attendance data and helping school leaders focus support on the pupils that need it.
- Monitoring the attendance figures of the whole school.
- Making sure staff receive appropriate training on attendance.
- Holding the Headteacher to account for the implementation of this policy.

3.2 Headteacher

As part of our whole-school approach to maintaining high attendance, the Headteacher is responsible for:

- Promoting good attendance to pupils and their parents, which includes forming positive relationships with families.
- 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.
- Ensuring staff are up to date with school attendance processes and are able to recognise and deal with attendance issues.
- Ensuring that systems to record and report attendance are in place and working effectively.
- Issuing fixed penalty notice, where necessary.

The Headteacher, Mr. D. Bradshaw, will assume the position of designated senior leader with overall responsibility for championing and improving attendance. This role will be responsible for:

- Leading attendance across the school.
- Offering a clear vision for attendance improvement.

- Evaluating and monitoring expectations and processes.
- Having an oversight of data analysis.
- Working with senior leaders and family workers to devise specific strategies to address areas of poor attendance.
- Meet with parents to discuss attendance issues.
- Engaging with multi-agency relationships to help with poor attendance and support families who are having difficulties getting their child to attend school.

3.3 School leadership team

As part of our whole-school approach to maintaining high attendance, the school leadership are responsible for:

- Promoting good attendance to pupils and their parents, which includes forming positive relationships with families.
- Ensuring that they are fully aware and up to date with the school's attendance processes.
- Ensuring that teaching and learning experiences encourage regular attendance and that pupils are taught the value of high attendance for their own progression and achievement.
- Engaging with multi-agency relationships to help with poor attendance and support families who are having difficulties getting their child to attend school.
- Working with the Headteacher as designated senior leader for attendance and family workers to devise specific strategies to address areas of poor attendance.
- Document any specific interventions or steps taken to work with families to improve their child's attendance in case of future legal proceedings.
- Notify the LA and provide all necessary information when a pupils name is to be removed from the admission register or when a child's name is added to the register other than at the usual point of transition. (This will be done alongside the Office Manager.)

3.4. Teachers and support staff

As part of our whole-school approach to maintaining high attendance, the school's teachers and support staff are responsible for:

- Promoting good attendance to pupils and their parents, which includes forming positive relationships with families.
- Ensuring that the school's teaching and learning experiences encourage regular attendance and that pupils are taught the value of high attendance for their own personal progression and achievement.
- Ensuring that they are fully aware and up to date with the school's attendance processes.
- Recording attendance twice daily (a.m. and p.m.) using the correct codes and submitting this to the office. (This is done by saving your register once completed).
- Contributing to strategy meetings and interventions where they are needed.
- Working with external agencies to support pupils and their families who are struggling with regular attendance.

3.5. Family Worker

As part of our whole-school approach to maintaining high attendance, the family worker is responsible for:

- Promoting good attendance to pupils and their parents, which includes forming positive relationships with families.
- Ensuring that they are fully aware and up to date with the school's attendance processes.

- Monitoring and analysing attendance data.
- Working with the Headteacher as designated senior leader for attendance and other senior leaders to devise specific strategies to address areas of poor attendance.
- Working with the Education Welfare Officer (EWO) to tackle persistent absence.
- Reporting concerns about attendance to the designated senior leader for attendance.
- Arranging meetings with parents to address attendance issues.
- Engaging with multi-agency relationships to help with poor attendance and support families who are having difficulties getting their child to attend school.

3.6 School Administration staff

As part of our whole-school approach to maintaining high attendance, the school administration staff are responsible for:

- Promoting good attendance to pupils and their parents, which includes forming positive relationships with families.
- Ensuring that they are fully aware and up to date with the school's attendance processes.
- Taking calls from parents about absence on a day-to-day basis and recording it on the school's management system.
- Transferring calls from parents to appropriate school personnel in order to provide them with more detailed support on attendance.

3.7 Parents and carers

As part of our whole-school approach to maintaining high attendance, we expect that parents:

- Ensure that their children arrive at school on time, appropriately dressed and with the necessary equipment.
- Provide the school with more than one emergency contact where possible.
- Engage with their children's education support their learning and take an interest in what they have been doing at school.
- Promote the value of good education and the importance of regular school attendance at home.
- Encourage and support their children's aspirations.
- Call the school to report their child's absence before 9am on the day of absence (and each subsequent day of absence) and advise when they are expected to return.
- Ensure that, where possible, appointments for their child are made outside the school day.
- Use the school as a support when they or their child are having difficulties, and work to form a positive relationship with the school so that there is easy communication if a problem arises.
- Keep the school informed of any circumstances which may affect their child's attendance.
- Do not take their children out of school for holidays during term time.
- Respond to absence texts from the school by 10;30a.m

3.8 Pupils

As part of our whole-school approach to maintaining high attendance, we expect that pupils:

- Attend school every day on time.
- Speak to their teacher or another member of staff if they are experiencing difficulties at school or at home which may impact on their attendance.

4. Recording attendance

4.1 Attendance register

We will keep an attendance register and place all pupils onto this register. The attendance register will be taken twice a day, at the start of the first session and at the start of the second session (afternoon). It will mark whether a pupil is:

- Present
- Attending an approved off-site educational activity
- Absent
- Unable to attend due to an exceptional circumstance
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Any amendment to the register will include:

- The original entry.
- The amended entry.
- The reason for the amendment.
- The date on which the amendment was made.
- The name and the position of the person who made the amendment.

(See appendix one for register codes)

We will also record:

- Whether the absence is authorised or not.
- The nature of the activity if a pupil is attending an approved educational activity.
- The nature of circumstances where a pupil is unable to attend due to exceptional circumstances.

Entries will be kept for 3 years from the date the entry was made

Pupils must arrive at school by 8:55am on each school day. The register for the morning session will be taken at 9:00am and will be kept open until 9:20am. The registration for the afternoon session will be taken at 1:20pm and will be kept open until 1:40pm.

Staff should save registers once completed no later than 9:05a.m. Late pupils will be recorded by the front office.

4.2 Reporting to parents

The school will regularly inform parents/carers about their child's attendance and absence levels during parent consultation meetings in the autumn and spring term with a final report within the child's end of year report. We may inform parents more regularly if there are concerns over increasing patterns of absence.

5. Categories of absence and procedure for reporting absences

Absences will be treated as unauthorised unless a satisfactory explanation for the pupil's absence is given to the school. Parents cannot authorise absences.

Staff should make it clear on the school register when taking attendance whether a child's absence is authorised or unauthorised. Where staff have concerns regarding absences, they should follow the schools safeguarding procedures.

When a child is to be absent from school without prior permission, parents should inform the school by telephone on the first day of absence and let them know what date they expect the child to return. Alternative arrangements will be made individually with non-English speaking parents or carers.

5.1 Illness

Most cases of absence due to illness are short term, but parents will need to make a phone call to alert the school on each day of absence. The school will make a note of the reason for absence on its SIMs system as a record of absence. This will be authorised unless the school has concerns about the authenticity of the illness

For prolonged absence due to illness or concerns about the authenticity of the illness, parents may be asked to provide the school with medical evidence such as a note from the child's doctor, an appointment card or a prescription paper. If these are not provided on request it may result in the absence continuing to be classed as unauthorised. We will not ask for medical evidence unnecessarily.

5.2 Medical or dental appointments

Parents should make every effort to ensure these appointments are made outside school hours. Where it cannot be avoided, children should attend school for as much of that day as possible. This absence will be counted as authorised as long as the pupil's parent/carer notifies the school in advance of the appointment.

5.3 Authorised absences

There may be some exceptional instances where the school will authorise absence such as for a family bereavement.

5.4 Suspension (formerly Fixed Term Exclusion)

Suspension is treated as an authorised absence. The head teacher will arrange for the class teacher to provide work to be sent home. It is expected that the pupil remains at home throughout the school day unless there is an exceptional reason for them to be out and about.

5.5 Religious observance

Absence from school for religious observance is allowed and will be marked as authorised where the school is satisfied that the day has been set aside by the religious body and that the parents and children are members of that religious community.

- The Headteacher will authorise absence only for a day 'exclusively set apart for religious observance'.
- Absence taken on a school day for a festival falling on a weekend or school holiday will not be authorised.
- Additional days taken either side of a day exclusively set apart for religious observance would not be authorised.

5.6 Family holidays and extended leave

Parents should make every effort to ensure that family holidays and extended leave are arranged outside of school term time. Parents may request a leave of absence during term time where there are exceptional circumstances. Requests for leave of this type must be made in writing to the head teacher in advance of the leave being taken. In the case of unforeseen circumstances, this will be taken into consideration. All applications will be considered on an individual basis taking into account the specific facts, circumstances and relevant context behind the request. The school may ask for proof of flights or booking details when making a decision to authorise or not authorise leave of absence.

Retrospective applications will not be considered and this time taken will be processed as unauthorised absence. The Headteacher may only grant such requests in exceptional circumstances and the Headteacher's decision is final on whether the request is approved and the length of absence approved.

All requests for authorised absence will be responded to in writing, and will outline the details of when the child is expected to return to school. Parents should contact the school immediately if there will be a cause for delay from the stated date of return.

It remains the Headteacher's decision whether to authorise any request for absence during term time.

If permission is not granted, but the child is still absent, the absence is classed as unauthorised and parents may be subject to further action or prosecution by the local authority.

5.7 Late arrival

The attendance register will be taken at the start of the school day and again in the afternoon. In the morning registration begins at 8.55a.m. Pupils who arrive after 9:05a.m will be recorded as late. The morning registration period ends at 9:20 a.m. Parents/carers will receive a text notifying them that their child is late.

Pupils who arrive late should go straight to the school office to sign in and give a reason for their lateness. Any unjustifiable reason for lateness, if after morning registration has closed, will be marked as unauthorised. It is vital that pupils sign in at the office to ensure that appropriate health and safety regulations are followed and that all pupils are accounted for.

The School also takes the attendance register during the afternoon of each school day. If a pupil is not present at the time that the afternoon registration takes place they will be marked absent. Any unjustifiable reason for absence will be marked as unauthorised.

In the afternoon registration begins at 1:30 p.m. Pupils who arrive after this time but within the registration period will be marked as late.

Persistent lateness may result in disciplinary action being taken against the pupil and/or criminal action being taken against the parent.

5.8 Legal sanctions

The school or local authority can fine parents for unauthorised absence of their child from school, where the child is of compulsory school age.

If issued with a fine, or penalty notice, each parent must pay £60 within 21 days or £120 within 28 days. The payment must be made directly to the local authority. If payment is not made within 28 days, the local authority can make the decision to prosecute.

Penalty notices can be issued by the head teacher, local authority officer or the police. At Hillborough the school will consider this sanction along with our Education Welfare Officer.

The decision on whether or not to issue a penalty notice may take into account:

- The number of unauthorised absences occurring within a rolling academic year.
- One-off instances of irregular attendance, such as holidays taken in term time without permission.
- Where a suspended pupil is found in a public place during school hours without a justifiable reason.

6. School action: following up absences

Class registers are passed to the school office at the end of the registration period. Where there are unexplained or unauthorised absences, the school will:

- Contact the parents or carers usually by text message and will follow this up if required. This could involve a home visit.
- Decide whether the absence is authorised 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.
- Call the parent/carer on each day that the absence continues without explanation to ensure proper safeguarding action is taken where necessary. If absence continues the school will consider involving the Education Welfare Officer (EWO).
- If a pattern of unauthorised absences emerges the family worker will contact the parents or carer to discuss possible reasons and school support systems that could help. This could involve a supportive meeting with the family worker and head teacher.

Teachers will ask pupils about their absence.

When it has been identified that there are some emerging attendance issues (not of a persistent or severe absence nature), school will follow the process set out below:

- Attendance drops below 95% the 'Below 95%' attendance letter will be issued. (Appendix 2)
- Attendance drops below 92% the 'Below 92%' attendance letter will be issued. (Appendix 3)
- Reduced attendance cause by unauthorised absence the 'Unauthorised Marks' letter will be issued.
 (Appendix 4)
- Attendance affected by leave or absence (illness) the 'Start of Term Leave' letter (Appendix 5) or 'Start of Term absence ' letter (Appendix 6) will be issued to alert parents/carers to the reduced attendance figure.

All the above will include a registration certificate so that parents/carers can see the impact of absences.

If a pattern of absence is identified – checks will be made with the year group staff in an attempt to identify any particular reasons behind the pattern. Contact home will be made, either by the class teacher or family worker, to discuss this matter further.

If there is further absence after the above processes have been followed, direct telephone contact will be made with the parent/carer to discuss the issue. The steps identified in 7.1 will be followed should a child fall below 90% attendance.

Where a child has been absent from school for a period of more than 20 school days, and where the absence was unauthorised and both the school and LA have been unable to contact the parents, the school may

remove the child from the school roll. The school will notify the local authority when such action is taken. The school will follow 'Children Missing Education (CME)' guidance during this time and will conduct home visits to ascertain the whereabouts of the child.

The school will take disciplinary action against any pupils who are discovered to be persistently truanting and parents or carers will be contacted to discuss possible reasons and school support systems that could help. The school may take further action against the parents, including referral to the local authority to begin criminal proceedings against the parents.

7. Monitoring Attendance

Hillborough Junior School will monitor all areas of school attendance half-termly, termly and yearly and at an individual pupil level. In doing so, we will identify whether or not there are particular groups of children whose absences may be a cause for concern.

All class teachers receive a half term attendance report sheet for their class highlighting pupils that are causing concern with regard to attendance (those that are below 92% or those that are developing a pattern of absence). The aim is for teachers to intervene quickly and decisively to address any issue that the child may be having with regard to attending school.

The Local Authority, via an Education Welfare Officer (EWO), analyses pupil attendance information every month. The parent/guardian of pupils with less than 92% attendance will be sent a letter or will be telephoned explaining that their child's attendance is being monitored by the school and the EWO.

Each term the head teacher's report will include information about attendance for governors including comparisons with local and national data where possible. This will include a breakdown for the attendance of groups of children such as pupil premium, looked after children, children with a social worker and those with special educational needs and disability.

Pupil-level absence 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 allowing the school to make comparisons with national absence data.

7.1 Persistent and severe absence

Pupils whose attendance is 90% or less are referred to as 'persistent absentees' by the DfE and will be considered for referral to the Local Authority via the Education Welfare Service. Severe absence is where a pupil misses 50% or more of school. Our aim at school is to intervene at an early stage to avoid a child being a persistent absentee.

Class teachers and teaching assistants will identify pupils at an early stage through daily registers who may be absent more regularly than others. They will speak to the child to ascertain if there are any reasons why they are having time off school regularly. It is accepted that there may be legitimate reasons. Class based staff will support the individual and remind them of the importance of regular good attendance. Colleagues will contact parents/guardians if necessary. Any safeguarding concerns disclosed will be reported following the school's safeguarding procedures.

If attendance continues to be a concern then parents/guardians will be invited into school to have a meeting with the family worker and head teacher. The aim is to be as supportive as possible and identify strategies to

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improve the attendance of the child including access to wider support services to remove barriers to attendance. The impact of poor attendance on academic progress and attainment will be a focus of these meetings as well as the possible legal consequences should absence continue to increase.

The EWO and school staff will begin a programme of monitoring and support if attendance is less than 90%:

- **Step 1**: parent/guardian, family worker, head teacher and the EWO meet to discuss the absences and agree an action plan to improve attendance.
- **Step 2**: After 6 weeks the attendance report for the child is reviewed by the family worker and the EWO.
 - If the percentage has improved to above 90%, half termly monitoring is implemented.
 - If the percentage remains below 90% the parent/guardian is invited to a second meeting with the head teacher, family worker and the EWO to discuss the absences where further, more formal support will be outlined.
- Step 3: If concerns around attendance remain following more formal support, school may consider:
 - Statutory children's social care involvement where there are safeguarding concerns.
 - Attendance prosecution in the Magistrates Court (or FPN for irregular attendance) where all other routes have failed or are not deemed appropriate.

8. Strategies for promoting good attendance.

School will utilise the following ways to promote and reward good or improving attendance.

- Weekly attendance certificate for the class with the highest attendance.
- Attendance league and cup competitions.
- Certificates for highest and most improved attendance.
- Reporting attendance in newsletters and on school notice boards.
- Attendance and Punctuality page on the school website.

9. Monitoring arrangements

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

10. Links with other policies

This policy links with the following policies:

- Child Protection and Safeguarding Policy
- Behaviour Policy
- Exclusions Policy

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 registration has closed
В	Off-site educational activity	Pupil is at a supervised off-site educational activity approved by the school
D	Dual registered	Pupil is attending a session at another setting where they are also registered
J	Interview	Pupil has an interview with a prospective employer/educational establishment
Р	Sporting activity	Pupil is participating in a supervised sporting activity approved by the school
V	Educational trip or visit	Pupil is on an educational trip/visit organised or approved by the school
W	Work experience	Pupil is on work experience placement

Code	Definition	Scenario		
Authorised absence				
С	Authorised leave of absence	Pupil has been granted a leave of absence due to exceptional circumstances		
E	Excluded (Suspended)	Pupil has been excluded but no alternative provision has been made		
н	Authorised holiday	Pupil has been allowed to go on holiday due to exceptional circumstances		
I	Illness	School has been notified that a pupil will be absent due to illness		
М	Medical/dental appointment	Pupil is at a medical/dental appointment		
R	Religious observance	Pupil is taking part in a day of religious observance		

		set apart by the religious body	
S	Study leave	Year 11 pupil is on study leave during their public examinations	
Т	Gypsy, Roma and Traveller absence	Pupil from a traveller community is travelling, as agreed by the school	
Unauthorised absence			
G	Unauthorised holiday	Pupil is on holiday not approved by the school	
N	Reason not provided	Pupil is absent for an unknown reason (this code should be amended when the reason emerges, or replaced with a code 'O' if no reason for absence has been provided after a reasonable amount of time)	
0	Unauthorised absence	School is not satisfied with the reason for the pupil's absence	
U	Arrival after registration	Pupil arrived at school after registration closed	

Code	Definition	Scenario
х	Not required to be in school	Pupil of non-compulsory school age is not required to attend
Y	Unable to attend due to exceptional circumstances	School site is closed, there is disruption to travel due to a local/national emergency or pupil is in custody
Z	Pupil not on the admission register	Register is set up but pupil has not yet joined the school
#	Planned school closure	Whole or partial school closure due to half term/ bank holiday/ INSET day

Appendix 2 – Below 95%

(Date)

To Parent/Carer of (name):

We have noticed that your child has had some recent illness that has affected their attendance figure and we would like to alert you to this. We have enclosed a copy of your child's Registration Certificate for your information.

If you have any concerns regarding your child's health and would like further support, you might find it useful to be aware of the School Nursing service called Parentline.

Parentline: for parents and carers of those aged 0-19 TEXT 07507 331886

Parentline offers advice and support on a range of issues such as weaning, sleep and emotional health. You can also find out how to access other local services.

For more information please

visit: www.cambscommunityservices.nhs.uk/luton/parentline-luton or watch our animation: https://vimeo.com/424779163/afd0181750

Please ensure your child has the maximum attendance in future to enable this figure to rise to the desired percentage of 96% or above.

If you require any further information, please contact one of our Family Workers, Lisa or Sandra.

Yours sincerely,

Mr. D. Bradshaw

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(Date)

To Parent/Carer of (name):

We have noted that your child's attendance still appears to be of concern, despite previous correspondence alerting you to this.

Our Education Welfare Officer visits school regularly to undertake Register Checks. As your child's attendance has been reduced to 92% or below, this will be looked at during a Register Check and may lead to further intervention from their service.

If we continue to see a decline in attendance, we will be in contact again to arrange a meeting in school to discuss this further. If you would like further support or information regarding attendance, please contact one of our Family Workers, Lisa or Sandra.

Yours sincerely,

Mr. D. Bradshaw

Headteacher

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For more information please visit: www.cambscommunityservices.nhs.uk/luton/parentline-

Appendix 4 – Unauthorised marks

(Date)

To Parent/Carer of (name):

We have enclosed a copy of your child's Registration Certificate to alert you to the unauthorised absences that have arisen recently. These are marked as 'o' and will be because we have not been contacted by you on the day of the absence.

We are alerting you to this matter as our Education Welfare Officer is due in shortly to undertake a Register Check and your child's attendance is likely to be looked at because of these 'o' marks.

Please ensure school is notified for any future absences so that we are able to authorise them as 8 'o' marks within a certain amount of time could mean further intervention by the Education Welfare Officer.

If you require any further information, please contact one of our Family Workers, Lisa or Sandra.

Yours sincerely,

Mr. D. Bradshaw

(Date)

To Parent/Carer of (name):

We have enclosed a copy of your child's Registration Certificate to alert you to your child's attendance percentage. As you will see, this has been greatly reduced by the leave taken at the beginning of this term. Please ensure your child has the maximum attendance to enable this figure to rise to the desired percentage of 96% or above.

If you require any further information on this matter, please contact one of our Family Workers, Lisa or Sandra.

Yours sincerely,

Mr. D. Bradshaw

Appendix 6 – Start of Term absence

(Date)

To Parent/Carer of (name):

We have enclosed a copy of your child's Registration Certificate to alert you to your child's attendance percentage. As you will see, this has been greatly reduced by the absences at the beginning of this term. Please ensure your child has the maximum attendance to enable this figure to rise to the desired percentage of 96% or above.

Parentline: for parents and carers of those aged 0-19 TEXT 07507 331886

Parentline offers advice and support on a range of issues such as weaning, sleep and emotional health. You can also find out how to access other local services.

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If you require any further information on this matter, please contact one of our Family Workers, Lisa or Sandra.

Yours sincerely,

Mr. D. Bradshaw