

Dear Parents and Carers,

We have received feedback from staff, students and parents over the past few weeks and months, and there is a strong determination from everyone to see our behaviour improve, particularly at break and lunch times, and around the school site. Detailed staff and student voice surveys have identified some clear areas where we can improve the learning experience at Little Heath School.

Satchel One Behaviour App

To support with closer monitoring and greater communication of student praise, behaviour and sanctions, all record keeping and communication will be held in the Satchel One Behaviour App.

When staff award praise or behaviour points, students and parents will receive immediate notifications through the Satchel One app or web browser. These contain details of the point awarded, including the member of staff awarding the point and the reason why. We have been using this process with a trial group since the students returned on Tuesday and the initial feedback has been very positive.

From Monday 24th April, we will be further expanding our use of Satchel One. If students are set detentions, parents and guardians will receive instant notification through the Satchel One app. Clicking on the detention will enable you to see the reason for the detention, the member of staff setting it and all details relating to when and where the detention will be held.

From Monday 24th April, this will be our primary form of communication with parents relating to praise points; behaviour points and sanctions, replacing initial phone calls and emails. We hope this will simplify the process and make it more efficient. Where there are significant concerns or incidents, we may still call you to discuss the incident, but the initial information will be communicated through the app.

If a student receives a same day sanction, we will telephone parents / guardians to inform them of the detention and request they check the Satchel One app for further details. Our new processes relating to the communication of each detention type are summarised below:

Detention type	Duration	Notice period	Method of communication
Lunch time detention	1.20pm-1.50pm	No notice required.	Satchel One app & email*
Department after school detention	3.30pm-4.15pm	24 hours	Satchel One app & email*
Same Day Sanction (SDS)	3.30pm-4.30pm	1.30pm the same day	Courtesy phone call to request parents / guardians check Satchel One app & email*
Head Teacher's detention	3.30pm-5.00pm	24 hours	Satchel One app & email*

*To receive email notifications from Satchel One, you must enable your email notifications to green through the account settings option on either the Satchel One web browser, or the app. For further guidance, please see: [Managing email and push notifications | Satchel Help Center \(satchelone.com\)](#) Without doing this, you will only receive notifications through the app and not your email. We

recommend all parents and guardians enable their notifications for 'detentions' to avoid missing any communication. If issued a detention on Satchel One, students will be required to sit the detention at the specified time. If there is an exceptional circumstance that would require a detention being rearranged, please contact the school via the main office.

From today, students will bring home a copy of the Satchel One sign up instructions along with your parent code, in case you have not yet registered. Please ensure you have registered for your account by Monday, so you are able to view and be notified about your child's praise, behaviour and sanctions.

If you have previously registered for an account with Satchel One, but haven't logged in for a while:

1. Go to <http://satchelone.com/login> or open the mobile app
2. Enter your email address and password
3. If you have forgotten your password, click 'Reset Password' to reset it.
4. Log in. Click on 'account settings' and toggle the email notifications to green for 'detentions'

For help and more details on the above please go to <http://help.satchelone.com>

If you already have a Satchel One account, ensure you have clicked on 'account settings' and toggled the email notifications to green for 'detentions'.

Students in Lessons, Learning

We have been explaining our expectations to students in assemblies this week, with an emphasis on **students being in their lessons and learning**, something I am sure everyone agrees with. If students are out of lessons, they are not learning. To help encourage and enforce this, students will only be allowed out of lessons in exceptional circumstances, and will be given an 'Out of Class pass' to do so. Students out of lessons without permission will receive an SDS. There should be no need for students to be out of lessons if they go to the toilet and fill their water bottle at break or lunch, if they arrive to their lessons on time, and if they access any out of lesson support staff at break or lunch. Pupil Reception, Key Stage and Student Voice Offices will be closed during lesson times. We will make exceptions for genuine emergencies, but these need to be exceptional. In-school appointments will continue to be made during the school day.

Uniform and Equipment

As we start a new term we are also asking that you support your child with ensuring they have the correct uniform and equipment for lessons. We have attached our uniform expectations, which tutors will be enforcing closely this term. Students must also bring their basic equipment to lessons; if you need a top up, equipment packs can be purchased via ParentMail. We will use the Satchel One app to inform you if your son or daughter does not have their equipment.

Enforcing Sanctions

We also want to be clear that sanctions issued by staff at Little Heath will be enforced, even if a child or parent dispute it. By sending your child to our school you are agreeing to our reasonable and fair behaviour policy, and any results rewards or sanctions. We will, of course, continue to keep in close dialogue with parents and are always happy to explain any decisions that have been made. We always

have the best interests of every child at heart, and we are grateful for family support on the occasions when we do need to impose a sanction.

These small but important changes are part of a wider strategy to improve behaviour at Little Heath, with more changes due in May and in September. They aim to improve the learning experience and outcomes for students and improve communication between school and home.

We greatly appreciate family support with the way we support your children with their behaviour, and the partnership between home and school is critical in ensuring students are supported and encouraged.