

September 2026

Dear parent/carers,

RE: ATTENDANCE UPDATE

As part of our ongoing efforts to improve attendance for our students at Chase Terrace Academy, from September we are introducing a 4-stage monitoring process via a new platform, which is intended to improve attendance and help us support you or address any issues early. This process has been rolled out across some of our other trust schools and has had a positive impact.

It's worth pointing out that any letters or communication that we send via the attendance system, won't have our normal Chase Terrace email address, but instead it will be from A Star Attendance Solutions. Their logo looks like this for clarity:



The 4 stages are as follows:

Stage 1	Students who have an attendance percentage below the threshold. An initial concern letter will be sent to remind parent/carers of the importance of good attendance.
Stage 2	Students that continue to have an attendance percentage below the attendance threshold and have further absences from school, parents will be sent an ongoing concern letter along with a parent survey requesting more information to be provided regarding school absence.
Stage 3	Students that continue to show little, or no improvement, continue to have absences from school and where attendance has not reached the school's set attendance threshold. A serious concern letter will be sent to parents/carers advising that the student will commence a 4-week monitoring period. During this period 100% attendance is required unless medical evidence can be provided.
Stage 4	Where a student has unauthorised absences during the 4-week monitoring period, they will be considered for referral to the Local Authority Attendance Team. Parent/carers will be notified of this decision.

As a parent there are many ways in which you can support your child with their attendance. Encouraging your child to attend school every day and be punctual.

- Reporting any absence prior to 8:25 am including the reason for absence.
- Informing school, confidentially, of any changes or circumstance that may affect your child.
- Avoid taking holidays during term time. Headteachers are no longer able to grant leave of absence during term time unless there are exceptional circumstances.

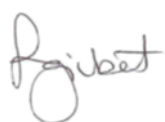
We will also be referring to attendance in terms of days, rather than percentages, where possible. Students will be given more information about this from September, but we feel this will enable everyone to have a better understanding of what their attendance profile looks like.

Number of days absent	Attendance Tiers
 0	100% attendance
 1-6	Tier 1 Strategies
 7-11	Tier 2 Strategies
 12-18	Tier 3 Strategies
 19+	Tiers 2 & 3 Strategies

We want to support your child and you as parents/carers, and remind you that you can arrange to speak to the attendance team about any concerns or support you may need via attendance@chaseterraceacademy.co.uk We will also be more proactive with students if we notice a change in their attendance profile.

Thank you for your continued support and we look forward to working together to improve outcomes for all our students.

Yours sincerely



Mrs F Gilbert
Attendance & Cover Manager