



16th September 2026

STATION ROAD KNOWLE SOLIHULL B93 0PT
01564 773 348
WWW.ARDEN.SOLIHULL.SCH.UK

Dear Parents/Guardians,

As we begin a new academic year at Arden Academy, I would like to take this opportunity to introduce our dedicated pastoral team, who are committed to supporting every student throughout their time with us.

We are proud to provide a caring, inclusive and structured environment where students feel safe, valued and able to achieve their full potential, both academically and personally. Consistent expectations and strong pastoral support remain at the heart of our school community.

We have had some changes to our pastoral team since last year, and I am delighted to welcome back **Ms Berry**, who has returned to her role as **Director of Attendance**. I know many families will join me in welcoming her back. I would also like to introduce the pastoral staff who will be working closely with your children this year and playing a key role in their welfare, attendance and success.



Mr N Burke
Deputy Headteacher
Student Development, Care, and Standards



Mr D Last
Director of Pastoral Care
Key Stage 3



Mr B Smith
Director of Pastoral Care
Key Stage 4



Ms K Berry
Director of Attendance



Heads of Year



Mr M Fleeman
Head of Year 7



Mr J Luton
Head of Year 8



Miss C Mason
Head of Year 9



Miss V Andrews
Head of Year 10



Miss J Cooper
Head of Year 11

Sixth Form



Mr D White
Assistant Headteacher
Head of Sixth Form



Miss J Long
Head of Year 12



Mr M Lloyd
Head of Year 13



Intervention Support



Dr L Webb
Disadvantaged Lead



Mrs C Yeomans
Intervention teacher

Student Support Team



Mrs L Munn-Smith
Pastoral Support



Mr P King
Pastoral Support



Mr J Waller
Pastoral Support



Mrs S Bains
Education Welfare Officer



Mobile Phones and Social Media

As part of our commitment to maintaining a calm, focused and positive learning environment, we would like to remind families of our expectations regarding mobile phones and smart devices.

In line with updated Department for Education guidance, schools are expected to strengthen policies to ensure mobile phone-free environments throughout the school day. This supports improved concentration, behaviour, wellbeing and learning. At Arden Academy, we will continue to uphold high expectations and ask for the support of parents and carers in reinforcing these standards.

Families will also be aware of the Government's plans to introduce restrictions on social media use for under-16s from Spring 2027. These proposals reflect growing concerns about the impact of social media on young people's wellbeing, safety and mental health.

We encourage parents and carers to maintain regular conversations about responsible technology use, online safety and healthy digital habits. By working together, we can help our young people thrive both in and beyond school.

Best Regards,



Mr N Burke
Deputy Headteacher

Who to Contact – Communication Guidance for Parents and Guardians

Positive and timely communication between school and home plays a vital role in supporting every child's success, wellbeing and development.

Secondary schools operate differently from primary schools. While it is often possible to speak directly with a class teacher at the start or end of the day in a primary setting, this is not practical in a large secondary school. To ensure that enquiries are directed efficiently and responded to appropriately, we ask parents and guardians to follow the guidance below.

At Arden Academy, we use **Synergy** as our main platform for communication between school and home. We strongly encourage all parents and guardians to access Synergy regularly, as it provides valuable information about your child's experience in school, including attendance, behaviour, achievements, homework, reports and academic progress.



All communication should be directed through Synergy or the contact gateway on the school website. Synergy supports both school and parents/guardians communication; we firmly believe this will improve communication between school and home.

Contact Gateway: [Arden Academy - Contact Us](#)

Email: office@arden.solihull.sch.uk

Telephone: 01564 773348

We ask parents and carers to allow **up to 72 hours** for a response from the relevant member of staff.

The guidance below outlines the most appropriate first point of contact for common enquiries.

1. Safeguarding Concerns

If you have a concern about the safety or welfare of your child or another student, please contact the school immediately.

Example: You become aware of inappropriate online activity involving a student.

Contact: Designated Safeguarding Lead (DSL)

2. Subject-Specific Questions or Concerns

If your query relates to a particular lesson, detention, homework or classroom incident, the subject teacher is best placed to help.

Example: You would like clarification regarding a detention issued in History.

Contact: Subject Teacher

3. Progress in a Particular Subject

For concerns about attainment, effort or progress within an individual subject, please contact the relevant teacher in the first instance.

Example: You would like an update on your child's progress in Mathematics.

Contact: Subject Teacher, then Head of Department if required

4. Overall Academic Progress

If you have concerns across several subjects, your child's Form Tutor can help coordinate support and provide an overview.

Example: Your child appears to be struggling across a number of subjects.

Contact: Form Tutor, then Head of Year if further support is required



5. Friendships and Peer Relationships

Pastoral staff are available to support students experiencing friendship issues or difficulties with peers.

Example: Your child is experiencing challenges within their friendship group.

Contact: Form Tutor, who may liaise with the Head of Year

6. Changes in Home Circumstances

Please inform us of significant changes at home that may affect your child's wellbeing, attendance or learning.

Example: A bereavement, family separation or other significant life event.

Contact: Form Tutor or Designated Safeguarding Lead for sensitive matters

7. Behaviour or Attendance Concerns

If you have ongoing concerns regarding attendance, punctuality or behaviour, our pastoral team can provide support and guidance.

Example: You are becoming concerned about patterns of absence or behaviour.

Contact: Head of Year, Director of Attendance or Director of Key Stage for ongoing concerns

8. Bullying or Student Welfare Concerns

We take all reports of bullying and student welfare seriously and encourage parents to share concerns as early as possible.

Example: Your child reports behaviour from another student that is causing distress.

Contact: Form Tutor or Head of Year

9. Mental Health and Wellbeing Support

We have a range of support available for students experiencing emotional or mental health difficulties.

Example: Your child is feeling anxious, overwhelmed or struggling with their wellbeing.

Contact: Form Tutor or Head of Year

10. Special Educational Needs and Disabilities (SEND)

For enquiries relating to SEND provision, support plans or classroom adjustments, please contact our Learning Zone team.



Example: You would like to discuss your child's support plan or additional learning needs.

Contact: Learning Zone (SEND Team)

Working in Partnership

To help us respond efficiently, please include your child's **full name, year group** and a brief summary of the concern in all correspondence.

We also ask that parents and carers make appointments when wishing to meet with staff. Due to the size of the school and staff teaching commitments, we are unable to accommodate unannounced visits.

Designated Safeguarding Leads

Email: office@arden.solihull.sch.uk

Telephone: 01564 773348

Mr N Burke – Designated Safeguarding Lead

Deputy Designated Safeguarding Leads:

Ms K Berry

Mrs L Munn-Smith

Mr D Last

Mr B Smith

Mrs J Long

Mrs R Thompson

Thank you for your continued support. By working together and maintaining clear communication, we can ensure every student receives the guidance, care and encouragement they need to thrive at Arden Academy.

