

**The Head of Year:** This teacher will have overall pastoral responsibility for your child's year group. The Head of Year will be available on the first Wednesday of each month from 4.45pm. This is to enable you to discuss problems or worries. If you need to make an appointment, please telephone Mrs Jacques (Senior Pastoral Coordinator) by 3.00pm on the Friday before the date you would like to meet.

Phone calls into school will usually be taken in the first instance by Mrs Jacques, who will then pass on any messages to the appropriate member of staff. Staff will return phone calls to parents and carers within 24 hours.

Heads of Year also work closely with the Attendance Improvement Officer (AIO) to monitor student's attendance and to take necessary action when there are concerns.

**The Form Tutor: The form tutor is the first port of call for parents and carers and will be able to direct you to who is best able to support your child.** Each student is a member of a mixed ability form that meets for 5 minutes in the morning for registration and notices for the day. There is a longer 20 minute period following lunch where a structured pastoral programme is carried out, including a year group assembly each week.

**ACE: The Achievement Centre.** Within the ACE Centre, our aim is to offer young people a safe environment where they feel supported to work through issues, allowing them to achieve their full potential during their time at Taverham High School. ACE Staff support students with issues such as behavioural problems, family trauma, bullying and crisis situations. We offer supported integration back into school for students who have been absent for a long period of time due to illness, bereavement etc. Our aim is to work with students, parents and carers, offering support and advice which will include signposting to appropriate external agencies.

**ELF: Everyone's Listening Friend.** The ELF team is a group of year 10 peer support students who are selected and trained to listen. The role of the ELF is to support, listen and encourage positive relationships and social interactions within school. They are easily identified by their green hoodie or identity badge. ELF students are available when they are on duty at break and lunchtimes. The ELF's also work closely with the year 7's and are involved on the new intake day. They are allocated to a form in year 7 and spend at least one tutor time per week supporting the form tutor and students.

**School Nurse:** Students have access to the school nurse through referrals to a central point. Students are also able to self refer via the central referral system. Referral forms are available from Heads of Year, ACE and reception.

**Parent Support Adviser (PSA):** The role of the PSA is to assist in tackling underachievement by working in partnership with families, parents, carers and students in a school context to enable students to have full access to educational opportunities. The PSA will listen and support the family to deal with issues or concerns which they may be facing. Referrals are made through the Heads of Year or by direct contact.