



# Staff Handbook

Last reviewed: December 2025
Next review due by: December 2026

We do things differently.....

**H.E.R.E**

*High Standards  
Empathy  
Resilience  
Emotional Response*

## Introduction

### *We do things differently Here*

Arbour Academy provides a broad, balanced and engaging curriculum delivered in a small nurturing environment, for young people unable to access a mainstream school setting due to anxiety and mental health needs.

Arbour aims to re-engage each young person with their education, develop social skills and learn coping strategies to support their mental health and wellbeing. Through tailored therapeutic support, skilled staff and a small nurturing environment we aim to ensure learners feel safe, secure and supported and as a result are able to access the education they deserve.

### Staff list

Senior Leadership Team	
Joanne McQueen	Acting Head of School
Nic Curran	Deputy Headteacher
Alex Jones	Assistant Head and Science Lead
Liz Cohen	Head of SEND and Inclusion
Sophie Booth	Inclusion Manager

Teaching and Support Staff	
Lisa Anderson	English Lead
Claire Lea	Maths Lead
Anna Lee	PBL Lead
Sangeeta Shakos	Classroom Teacher
Alex Smyth	Classroom Teacher
Ewan Martin	Outdoor Education and Careers Lead
Luke Parsons	Cover Supervisor
Jenna Legg	Classroom Support
Allie Bourne	Acting Learning Mentor
Joe Hickman	Classroom Support
Gill Hickford	Classroom Support
Jade Howard	Learning Mentor
Laura Stock	Family Support Worker
Oliver Palaez	1:1 Classroom Support

Admin and Site Team	
Colette Heavey	Executive School Business Manager
Natalie Cookson	Senior Admin Lead
Allison Mockridge	Exams and Data Officer
Lauren Silk	Administrative Assistant
Colin Newton	Facilities Manager

### Local Governing Body

For further information regarding Governance, please see our website: [Local Governing Body |](#)

## [Arbour Academy](#)

### Safeguarding

The Head of School, Joanne McQueen is the appointed Designated Safeguarding Lead. There are also 4 Deputy Designated Safeguarding Leads, Alex Jones, Elisabeth Cohen, Jade Howard and Laura Stock.

Matters of a sensitive nature should be discussed only with them. A record will be kept of any learners who are especially vulnerable and all information will be treated in strictest confidence.

All Safeguarding concerns are recorded on CPOMS and can be accessed by all members of staff. All staff should sign that they have read and understood Keeping Learners Safe in Education (2025)

For more information on our safeguarding policies and procedures, please see our website: [Policies & Procedures | Arbour Academy](#)

### Whistleblowing

Openness, probity and accountability are vital components of public service. Employees and other workers who discover lapses in these areas are encouraged to come forward and disclose their concerns to someone who can be trusted to take action.

This process is known as 'whistle-blowing'. These issues will be taken seriously and treated in a confidential manner

Please see our whistleblowing policy for more information and guidance: [Local Governing Body | Arbour Academy](#)

### Staff Dress Code

All staff working at the Trust or Academies within it are expected to present a high standard of dress and appearance. We are role models for learners in the school and professionals dealing with the public.

The image we present is very important in inspiring confidence about our ability to deliver a good education. Your dress style must also reflect appropriate health, safety and security considerations.

Casual wear, such as jeans, beach style flip-flops, sloppy sweaters, baggy sweatshirts, leggings without longer tops (mid-thigh for example), particularly low cut or strappy tops, shorts, trainers (except where necessary for the activity) etc. are not considered suitable for work at the school. Extremes of fashion should be avoided, as should jewellery in unusual places and untidy hair. Tattoos should be covered wherever possible.

Staff have the option of wearing a branded polo t-shirt. 3 per person are provided. All staff are provided with a branded fleece.

All administration staff/site are asked to wear a uniform. This consists of black suit/dress/trousers along with a blouse.

The administration team are asked to purchase their own suits, but are provided with three matching blouses each academic year. Orders are placed via the standard requisition process through the School Business Manager.

## Code of Conduct

This Code of Conduct is designed to provide guidance about what is expected from you in your daily work and in your dealings with learners and their families, colleagues and the public.

All Academy employees must be familiar with the Code of Conduct. This document forms a professional expectation from the Trust Board and you are required to comply with its contents. Failure to do so may result in disciplinary action, which could include dismissal.

For this reason, it is important that you read the whole of the document and ask your Line Manager or the Head teacher for clarification if there is anything in it that you do not understand and needs explaining.

There is an acknowledgement form of the Code of Conduct contents, which can be found at the back of the handbook. Once you have signed and returned the acceptance section on the final page of this document, it will be assumed that you understand its contents and agree to comply with all the rules and policies, etc. that it refers to.

If you have management responsibilities, you need to ensure that employees reporting to you have access to the Code and are given opportunities for training where appropriate.

## Staffroom

The staffroom is a place for staff only.

Under no circumstances should learners be in the staffroom.

Personal belongings left in the staff room are done so at your own risk.

The staff room should be left clean and tidy after use (including the microwave)

Do not leave for others to do, please ensure any unwanted items are removed from the fridge/cupboards at the end of each day.

## Communication

You must check emails daily.

The school calendar is available on Microsoft 365. Staff should record any relevant meetings, visitors and events in the whole school calendar, which is kept up to date by the school office.

## ICT Support

Arbour Academy have a service level agreement with Edac for all of our I.T Support requirements. Support is available Monday to Friday, with weekly visits every Monday.

All I.T concerns must be logged, so that a ticket can be raised and allocated. Please email [support@edac-solutions.co.uk](mailto:support@edac-solutions.co.uk) in order to raise a ticket.

If you are experiencing difficulty accessing the internet in order to log a call, please speak to a member of

the administration team, who will be more than happy to assist you.

## ICT Code of Conduct

Strong filters and measures are applied in order to protect learners from accessing inappropriate websites in school, however it is also important to teach the learners what to do should they encounter one, including immediately informing the teacher.

The learners are also educated with regard to their response to online bullying and inappropriate material accessed via a social networking website.

## ICT Acceptable Use Policy

In line with the high standards expected of Arbour Academy staff, staff conduct online should be professional and appropriate. For more information, please see our ICT Acceptable Use Policy on our website: [Policies & Procedures | Arbour Academy](#)

## ICT Equipment

ICT equipment is stored in a lockable cupboard in the meeting room. All request for equipment must be made via the school receptionist. All items need to be signed in and out and must be locked away on their return. All items are recorded on the school asset register.

## Mileage Claims

Where possible, the school minibus should be used for travel during school hours. There will be occasions however, where you are required to travel offsite for meetings, home visits etc. Mileage is reimbursed at £0.45 pence per mile.

Mileage claim forms can be found on the OneDrive, in the staff room or obtained from the Administration Team.

They must be fully completed and signed by both yourself and The Head of School

They should then be scanned and emailed by the last working Friday of each month (at the latest) to the School Business Manager for processing.

Failure to submit your mileage claim form on time will result in a delay in reimbursement.

## Payroll Queries

Whilst every endeavor is made to ensure prompt and correct salary payments, there may be rare occasions where there is an issue with your wages.

Pay slips are uploaded to the pay slip portal prior to pay day, to ensure any anomalies can be identified and rectified before the BACS payment is processed.

It is your responsibility to check your pay slip each month. Errors identified after payday, can only be

rectified in the following months' pay.

Any queries relating to pay/pay slips should be directed to Roshna Kakkat, Trust Finance Officer.

### Pension Queries

If you have any issues regarding your pension, please direct them to Roshna Kakkat, Trust Finance Officer.

### Leave of Absence Requests

Leave of absence forms can be found on the one drive, and in the staff room. Please see the below process:

- There is a deadline of Thursday at 12pm for any absences for the following week. LOAS not received by the deadline may not be authorised.
- If you need to submit a leave of absence an LOA form should be completed and passed to the Cover Manager in the first instance (who will check cover requirements) Once checked by the Cover Manager, the form will then be passed to the Head of School to decide if the leave is approved/rejected and/or paid/unpaid.
- Any urgent requests should be discussed directly with the Head of School.
- Where possible medical/dental appointments should be made outside of working hours. However, we appreciate this may not always be possible. Proof of appointments must be provided - if this is on text, attach a screenshot to your form.

As per our school policy, teachers and support staff are not permitted to take holidays during term time. This policy is in place to ensure continuity and stability in our learners' education, which is our top priority. This also forms part of your contractual obligation.

We understand that there may be exceptional circumstances where leave is unavoidable. In such cases, please ensure you discuss the matter with the Executive Headteacher directly as early as possible so that appropriate arrangements can be made. If leave is permitted this would always be unpaid.

### Sickness Protocol

- If you are not fit enough to attend work, please contact the Head of School directly on her mobile between 7.00 -7.30am. Do not send a text message unless you have attempted to call twice.
- Staff who teach, should email cover work over to their line manager and Cover Manager before 8am. They should repeat this for the duration of their sickness absence.
- All staff should inform the Head of School at the end of each day (by 3pm) if they will be in the following day or if they are to remain off sick. This allows appropriate time to sort cover arrangements.
- All doctor's notes should be submitted in a timely manner by email to the School Business Manager

### Placing an Order/Purchase Order Requisitions

If you need to order an item for your department/unit you must follow the below process:

- First of all, check and see if we do not already have the item in stock, for example, stationery - check with the administration team etc. We are finding that duplicated items are being ordered. We are working to a strict, set budget for the year. This must be adhered to. Ordering duplicate

items, puts a real strain on the budget and prevents money being spent elsewhere. Please look after equipment and resources and ensure they are collected in and put away after lessons. We simply do not have the money in the budget to keep replacing things throughout the year.

- If, after checking current supplies, the item is still needed, then you must complete a requisition form (attached)
- The form needs to be completed fully, reason for purchase, including the supplier, product codes, unit amount and total amounts. You then need to sign this form. If the form isn't completed fully, it will be returned to you.
- If the item does not have a product code (for example Amazon) fill the requisition form in as above and send the link of the item via email to the School Business Manager. You must still follow the next steps.
- The form then needs to go to the Head of School, who will then check the budget and reason for purchase. If agreed, she will authorise, sign and pass back to me to place the order.
- Please do not order items with suppliers/providers directly, for examples courses, IT packages, trips etc. You must seek prior approval via the above process, so that budgets can be checked.

## School Credit Card

The credit card should be used for **2 reasons only**:

- When we cannot pay via invoice (via the requisition process above)
- For emergencies - repairs to site, materials etc.

If we cannot pay via invoice, then you must follow the below process:

- If you require the credit card for a student reward/trip below £25.00, then you must use petty cash and not the credit card. Petty cash policy is attached.
- Petty cash needs to be requested for in advance (at least 48 hours' notice) via a petty cash request form (attached) Please do not leave requests to the last minute, we need to ensure we have enough cash on site to facilitate the request.
- The form needs to be fully completed and signed by the Head of School to check the budget and approve/reject accordingly.
- As stated above, please do not leave petty cash forms with the administration team for signing off. This is not the process. If the Head of School is unavailable, please come back when he is free as there may have questions regarding the reason for the request.
- You must ensure that you obtain a receipt, this must be handed into reception on return to site along with any change. If you do not obtain a receipt/lose a receipt you need to inform the Executive Headteacher via email on your return to site. This provides an audit trail. The trust will then decide if the money is to be reimbursed at your own cost.
- The credit card will now be held in the Head of Schools office. If you have any questions regarding the use of the credit card, please see the Head of School.

## Petty Cash

There may be occasions, where you need to submit a request for Petty Cash.

Petty cash forms can be found in the staff room or obtained from a member of the Administration Team.

- Petty cash should only ever be used for small monetary items under £25.00 per claim.
- You should give at least 48 hours' notice for a petty cash request.
- Any transaction greater than £25 must go through requisitions and the PSF purchase system.
- The authorised budget holder (Head of School) must sign the petty cash form.
- Petty cash expenditure forms must be fully completed. Both the person giving the cash and receiving it should sign it.
- If the authorised budget holder is claiming the petty cash, he/she will need his/her line manager to sign the claim.
- Payment should not be made without a valid receipt. Where a receipt is not provided and /or petty cash forms are not signed, reimbursement will not be made.

## Money

The school is 'cashless' where possible and as such, all payments for school trips, pupil damages etc. must be paid via debit/credit card.

The only exception to the 'cashless' rule is charitable donations, for example when learners bring in a monetary donation for a charitable event such as non-uniform day.

This should be collected by the class teacher and given to the office in a marked envelope.

## Pupil Dress Code (Uniform)

Uniform is a vital part of our High Standards ethos and culture. All of our learners must wear full uniform:

- White plain polo T Shirt
- School skirt or dark school trousers
- Arbour Branded Jumper
- Dark trainers

Arbour School jumpers are available from the office at Arbour.

## The School Day

All staff are to meet for a daily briefing each morning at 8.35am.

The school day begins at 08.45am and ends at 2.30pm (2.10pm on a Friday)

All learners are 'wanded' on arrival with a handheld security scanner. Personal belonging such as mobile phones, drinks and snacks are collected.

These items should be locked away until the learners leave at the end of each day. CPD or a whole staff meeting takes place every Wednesday.

## Attendance/Registers

Learners should be marked present on Arbor with a diagonal stroke. (/) Absences of all kinds should be marked with an (N).

The office will then take appropriate action and will update Arbor with the relevant code for absence.

The class register should be marked at the beginning of the morning and afternoon sessions and saved on the system by 9.10am and 1.30pm.

All teachers must keep their registers open until 9:10am every morning.

Any child coming through the office before 9:00am will not be signed in by the office. Learners should be marked late from 9am onwards.

The school attendance policy can be found on our website: [Policies & Procedures | Arbour Academy](#)

### School Dinners

There is no school canteen on site. School meals are provided by an external company.

All pupils who are having school dinners must have ordered their meals in form time each morning. Teaching Assistants will then place all orders directly with the school receptionist. All learners and staff are entitled to a free school meal.

### Educational Visits

Out of school, learning is an essential part of a child's education and well-being. Educational visits should take place on at least a termly basis. Local area walks and visits are encouraged alongside other trips to museums, galleries and other educational sites.

Risk Assessments for educational visits must be carried out in good time, with an electronic record made via the Evolve site. Please coordinate with the Deputy Headteacher in completing a written risk assessment.

Written permission must be sought from parents. The school office will help with booking coaches, ordering pack lunches and sending out letters with full details. Please ensure enough time is given to make these arrangements.

Learners entitled to Free School Meals can have a packed lunch prepared but numbers for this must be provided to the kitchen in good time.

Staff ratio to learners must be maintained.

A first aid kit must be carried during all trips. The teacher leading the visit must also take a list of contact numbers in case of emergency or delay and appropriate medical items (e.g.: inhaler, epi- pen). A paper register should be taken on the school site on the morning of the trip and handed in along with an Educational Visit form.

All learners must be signed in/out at Reception.

### Health & Safety

Overall accountability for Health & Safety lies with the employer – Kings Academy Trust

The day to day running of the school including responsibility for the Health & Safety of staff and learners is the Executive Headteacher and Senior Leadership Team

All staff have a contractual obligation to adhere to Health & Safety Policies, Procedures and Legislation. Failure to do so may result in disciplinary action.

It is the responsibility of all members of the school to act in a safe manner and report any potential hazards.

## General Housekeeping

Please ensure all personal possessions are locked away securely. Do not leave any hazardous items unattended.

If an item goes missing, please report this immediately to a member of the SLT, radio, keys, ID pass, IT equipment etc.

Please ensure classrooms, offices, doors etc. are always locked behind you and when not in use.

## Site Security

*It is extremely important that we remain vigilant at all times when it comes to site security.*

Ensuring the safety of our learners, staff, and visitors is our top priority, and your **attention to this matter is crucial.**

Please keep the following points in mind:

- Secure Entry Points: Ensure that all doors and gates are securely closed and locked after use. This includes fire doors - do not leave them propped open under any circumstances. This includes the one in the hall. Do not do this. If you see that a door has been left propped open, please close it and report it to the SBM for further investigation.
- Visitor Protocols: All visitors must be signed in at the main office and escorted while on school grounds. If you see anyone without a visitor badge, please direct them to the office immediately.
- Tailgating: Do not allow visitors to tailgate onto site without being challenged. If somebody follows you into site, please report this directly to myself or a member of the SLT without delay. We can then locate the person immediately and ask them for their I.D and purpose of their visit.
- Be Observant: Report any suspicious activity or individuals on or near the premises to the administration without delay.
- Emergency Procedures: Familiarise yourself with our emergency procedures and ensure that learners are aware of safety protocols.
- Signing in and out: Please ensure you are signing in and out when you enter/leave site.

## Accident Reporting

If an accident occurs on site, please ensure that this is reported immediately to the SBM.

If a learner/staff member is injured and taken to hospital a HSA1 form must be completed by the SBM.

An investigation will then take place; statements will be needed from all parties involved (including any witnesses).

The investigation report is then sent to the Trusts, Health and Safety Co-ordinator.

She will then determine if the accident needs to be reported to the Health and Safety Executive.

### Fire, Bomb and Lockdown Procedures

- Fire – In the event of the fire alarm sounding, please vacate the building immediately and assemble at the fire evacuation point. Do not re-enter site until told to do so, by the SLT team.
- Bomb – In the event of a bomb evacuation, please vacate the building and assemble the evacuation point.
- Lockdown – If the school needs to go into a lockdown 'code red' will be announced over the radio. Please close all nearby windows, and turn off any lights/machinery. This area will then be locked until the emergency services arrive.

### First Aid and Fire Wardens

First Aiders and Fire Wardens are identified on posters throughout the school site.

The school site has 1 defibrillator. First aid kits are maintained by the Site Manager.

### Pupil Medication

Please see Administration of Medicine Policy: [Policies & Procedures | Arbour Academy](#)

### Staff Medication

Staff are requested to inform the School Head and/or Senior Admin Lead about any prescription and non-prescription medication that they bring on the school premises for personal use.

Staff are discouraged from taking any medication into the classroom and requested to leave it in the school staff room or, in a locked drawer if the medication is needed through the day.

Staff are permitted to keep medicines in the medical fridge if needed, once agreed with the Head of School.

Medicines should not be brought into the school if they are not needed. Staff members must inform the Head of School/Senior Admin Lead if any medication is lost or goes missing from the school premises.

### Site Maintenance/Cleaning Arrangements

The Site Manager maintains the school site.

All site issues should be reported on the site and environment maintenance log (located in reception) Any urgent issues should be reported directly to the Site Manager or the Head of School.

The whole site is cleaned at the end of each day. Citywide provides this service. Any concerns regarding cleaning standards, should be reported immediately to the Site Manager or the Head of School.

## Fire Evacuation Procedure

Fire is always a potential risk to our school community. We must always be vigilant in identifying potential fire hazards.

Fire Notices are posted in every room of the school and in all communal areas.

The Head of School has responsibility for overseeing Health and Safety at our School Premises.

The Head of School is responsible for the organisation and safe evacuation of the building during school hours.

Outside of core hours, any member of the Leadership Team who is present, or the Site Manager, will take responsibility for the evacuation of the building.

In the absence of the Executive Headteacher, the Head of School and/or the Deputy Headteachers will take responsibility for evacuation.

Should they both be absent a member of the Senior Leadership Team will assume this responsibility. Activating a fire break glass call point will immediately sound the school alarm system.

If the fire alarm sounds, immediately, evacuate the building with your learners by the nearest exit

Upon hearing the fire alarm, the administration Team will collect the printed copy registers and take them to their assembly point at the rear of the school. These will be required if a learner is unaccounted for following the evacuation.

One member of the administration team will collect a plan of the building, showing the Fire Zones, to hand to the Fire Crew on their arrival at the Main Gate of the school

If the Administration Team suspect that the incident is a real emergency, i.e., not a drill or a possible false activation, then they should ensure that 999 is dialed immediately.

**DO NOT RETURN TO THE BUILDING UNTIL INSTRUCTED BY A MEMBER OF THE SENIOR LEADERSHIP TEAM.**

## Fire Safety

Everyone is responsible for being vigilant in identifying potential fire hazards. These should be brought to the attention of the Head of School or to the Senior Leadership Team, straightaway.

Particular points to consider are;

- Combustibles - Staff should be aware of anything that is likely to combust in the areas of school that they have responsibility for.

- Sources of Ignition /Heat - It is everyone's responsibility to note and make safe any potential sources of
- heat. Particular care should be taken in relation to switching off electrical equipment All of the school buildings are a non-smoking environment.
- Unsafe acts - Learners should be made aware of the consequences of potentially unsafe acts, e.g. bringing matches or cigarette lighters onto school premises.

## REMEMBER

Everyone is at risk from FIRE!

- Learners
- Staff
- Visitors

Each day a visual scan should be completed of your room and the areas of school that you use. Any potential hazards must be highlighted and reported immediately to the Site Manager and to the Head of School.

## Mini Bus

Arbour Academy has 1 mini-bus.

Please ensure mini bus checks are carried out before leaving site. Forms should be fully completed and passed to the Site Manager.

If you notice any issues with the minibus, please report immediately to the Site Manager.

Please ensure the mini bus is cleared of any rubbish after each use

The Site Manager is responsible for the refueling of the bus and arranging servicing, MOT's etc.

## Classroom Environment

Teachers and Support Staff should ensure that their classrooms, areas outside and circulation areas are kept tidy.










Equipment should be stored tidily to make it accessible to the learners.

Displays of learner's work should be created with care and maintained regularly. Display materials can be location in the art cupboard. The key is stored on reception.

## Policies and Procedures

A full list of all policies and procedures can be located on our website: [Policies & Procedures | Arbour Academy](#)

## Guidance Notes

<p><b>You are responsible</b></p> <p>Be aware, that along with the employer, you are responsible for your own and others health and safety at work.</p>	
<p><b>Fire</b></p> <p>Be aware of fire hazards. If a fire breaks out raise the alarm, leave by your nearest exit and go to your assembly point.</p>	
<p><b>First aid</b></p> <p>Find out how and where to get first aid.</p>	
<p><b>Accidents can be avoided</b></p> <p>Always report accidents, incidents, near misses and dangerous occurrences to your manager. An accident / incident report form should be completed and sent to the HR Service Centre.</p>	
<p><b>Machinery and equipment</b></p> <p>Ensure you know how to use your work equipment safely and be aware of the health risks associated with your equipment. Follow the manufactures guidance and your Safe Working Practices. You should also ensure maintenance arrangements are in place and followed.</p>	
<p><b>Manual handling</b></p> <p>Assess all loads and if you think they are too heavy do not lift them. Correct use of lifting aids is essential and colleague assistance should be considered where necessary.</p>	
<p><b>Control of Substances Hazardous to Health (COSHH)</b></p> <p>Ensure you know how to use all substances safely. Make yourself aware of the COSHH assessments and health risks associated with the substances.</p>	
<p><b>Personal Protective Equipment (PPE)</b></p> <p>It is your responsibility to use and store your PPE as instructed and report damage or request replacements to your manager.</p>	
<p><b>Hazard awareness and housekeeping</b></p> <p>If you notice something that that may cause harm to you or others report it to your manager. It is also your responsibility to keep your workplace clean and tidy to avoid accidents.</p>	

### **Mandatory health, safety and wellbeing training**

Employees should attend health, safety and wellbeing awareness training (available online via [x]).

Managers should attend Managing health, safety and wellbeing training.

Other service specific health, safety and wellbeing training should be identified and attended.

