

THE HAVEN

Operated by the Autistic Girls Network charity — 1196655 (England and Wales), SC054837 (Scotland)

Attendance & Engagement

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For Parents, Guardians & Learners

Our Intention

At The Haven, we see attendance not as a box-ticking exercise, but as part of a much wider picture of wellbeing, connection, and readiness to learn.

We recognise that many of our learners particularly those with SEND or mental health challenges have had difficult or even traumatic relationships with conventional schooling. As a result, attendance may be inconsistent, and that's okay. We meet each learner where they are.

We encourage regular attendance because we believe in the power of consistent connection. But we will never punish absence. Instead, we aim to understand it, respond with care, and co-create a path back to learning.

What Is The Haven?

The Haven is an online learning partner — not a school. We work with:

- Home-educating families seeking support and structure
- Schools and local authorities looking for specialist online provision

In all cases, the responsibility for a child's education remains with either the parent/carer or the school/AP we are here to support, not replace.

Our Commitment

We promise to:

- Maintain accurate and respectful records of attendance
- Share those records with relevant parties (e.g. parents, schools, LAs)
- Offer creative, flexible, and positive support when attendance is low
- Never exclude learners from our provision due to missed sessions
- Understand the difference between disengagement and unmet need

Expectations Around Attendance

We encourage learners to:

- Attend all their timetabled live sessions (40 mins per lesson)
- Log in on time, where possible
- Let their educator know if they need to leave early or can't focus

We ask parents/carers to:

- Let us know about any absence by 8:45am via our form
- Keep us informed about ongoing health or SEND-related needs
- Work with us if engagement becomes challenging

Authorised Absences

We understand that life isn't linear. The following are considered authorised absences:

- Physical or mental health issues
- Neurodivergent shutdowns
- Therapy appointments
- Religious or cultural observance
- Family emergencies
- Digital access issues or technical disruption

We don't require proof unless there are serious safeguarding concerns.

SEND & Mental Health

We know that anxiety, sensory overload, executive functioning difficulties, and trauma can impact attendance. Our team will work with you to:

- Adjust timetables
- Offer phased returns
- Provide asynchronous content
- Create calm, non-triggering learning environments
- Check in gently with no judgment

We believe that every learner can re-engage when given the right conditions.

Attendance Monitoring

We keep track of:

- Who attends live sessions
- When learners drop off or seem withdrawn
- Submissions of tasks, messages, or recorded lesson views
- Mentoring session attendance
- Trends in engagement over time

This isn't about punishment — it's about noticing patterns early and responding with support.

Truancy & Non-Engagement

We understand that non-engagement can have many roots. However, if there is sustained unexplained absence (e.g. 10+ missed sessions), we will:

- Reach out to parents/carers and/or schools with compassion
- Offer a review meeting
- Explore adjustments and alternatives
- Signpost to other support if Haven is no longer the right fit

We will never "off-board" a learner without a conversation and a plan.

Working Together

Strong relationships are the foundation of our approach. If attendance becomes a concern, we'll:

- Invite you into dialogue, not disciplinary action
- Use tools like individual attendance plans or mentoring check-ins
- Liaise with external professionals (with your permission)
- Prioritise care and dignity in every step

How We Track Attendance

We use a secure online register. Each session is marked as:

- Present
- Authorised absence
- Unauthorised absence (very rare — and never used without context)
- Attending via alternative method (e.g. watching a recording)

Your child's attendance may also include engagement with:

- Recorded content
- Mentoring conversations

- Coursework completion

Data, Consent & Support

We comply with GDPR and safeguarding law. We may share attendance info with:

- Parents/carers
- School staff
- Local authorities (where commissioned)

We do so in line with our Privacy Policy v10.25 and only with a clear educational or safety purpose.

Questions or Need Support?

We're here. Contact our *Attendance & Engagement* Lead:

attendance@autisticgirlsnetwork.org

This PDF was generated from the published policy at policies.thehavenonline.school on 26 August 2026. The website is the authoritative, most current version of this policy.