

24th April 2026

Dear Parent / Carer,

Re: Appointments / Pupil Absence Reporting (0077-25PRU)

To help us better support pupils during the school day, we are introducing some important changes to how we manage parent/carer visits and pupil absence reporting. **These changes will take effect from Monday 27th April 2026.**

Visiting School

We have seen an increase in unplanned visits from parents/carers requesting to speak to staff. While we want to support you and your child, these visits can disrupt the school day and impact staff availability.

To avoid a wasted journey, please contact us in advance to arrange an appointment or telephone / email the member of staff directly.

Reception	enquiries@longfield.nalp.org.uk	01325 380815
Mrs Rutter, PA & Academy Office Manager	prutter@longfield.nalp.org.uk	01325 348113
Mrs Thomas, Year 7/8 Manager	kthomas@longfield.nalp.org.uk	07570 528023
Mr Craggs, Year 9 Manager	jcraggs@longfield.nalp.org.uk	07570 525326
Mr Scarr, Year 10 Manager	lscarr@longfield.nalp.org.uk	07825 401199
Miss Piggott, Year 11 Manager	rpiggott@longfield.nalp.org.uk	07570 527868

Reporting an unplanned absence (on the day illness)

If your child is unwell, please report their absence via the **Arbor Parent Portal/App**:
Attendance → **Log absence** → **Complete form** → **Log absence**

This is required for each day of absence and only takes a minute. It updates our system automatically meaning we should not need to contact you for further information. Further guidance (with screenshots) is available via: [Logging an Absence in Arbor](#)

If you have not used the Arbor Portal / App before, please check your emails (including junk/spam) for your Arbor registration email (resent on **Wednesday 22nd April 2026**).

If you are unable to use the portal or app, please contact the Attendance Office directly via: E: attendance@longfield.nalp.org.uk / T: 01325 348134 (please leave a voicemail if unanswered).

If your child is going to be late, please contact the Attendance Office as above.

Headteacher: Angela Sweeten

longfield.nalp.org.uk

📍 Longfield Road Darlington DL3 0HT

☎ 01325 380815 | 01325 380816 📧 enquiries@longfield.nalp.org.uk

Planned absences and appointments

For short-planned absences (e.g. medical appointments), please email or telephone the Attendance Office with the appointment date, time, and collection / leaving arrangements. Attaching evidence of the appointment is helpful and may prevent us having to contact you further.

Planned absences of a full day or more must be submitted using the [Leave of Absence Form](#) and emailed to the Attendance Office.

E: attendance@longfield.nalp.org.uk / T: 01325 348134 (please leave a voicemail if unanswered).

Please do not report any form of absence to reception or Year Managers as it may not be possible to pass on your message in a timely manner.

Thank you for your continued support as we work together for the benefit of all pupils and families.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Mrs Rutter', with a long horizontal flourish extending to the right.

Mrs Rutter
PA & Academy Office Manager