



The Echelford Primary School
Family Handbook
2026 - 2027



Lumen Learning Trust

Learning together for a brighter future

Term Dates 2026-2027

Autumn Term 2026

Tuesday 1st September	INSET DAY 1
Wednesday 2nd September	INSET DAY 2
Thursday 3rd September	Children return to school
Friday 2nd October	INSET DAY 3
Monday 19th - Friday 30th October	Half term
Monday 2nd November	Children return to school
Friday 18th December	Last day of term - time TBC

Spring 2027

Tuesday 5th January	INSET DAY 4
Wednesday 6th January	Children return to school
Monday 15th to Friday 19th February	Half term
Monday 22nd February	Children return to school
Thursday 25th March	Last day of term - time TBC
Friday 26th March to Friday 9th April	Easter Holidays

Summer 2027

Monday 12th April	Children return to school
Monday 31st May - Friday 4th June	Half term
Monday 7th June	Children return to school
Tuesday 20th July	Last day of term - time TBC
Wednesday 21st July	INSET DAY 5
Thursday 22nd July	INSET DAY 6

OUR SCHOOL DAY STRUCTURE

School start and finish times

We operate a soft opening time and staggered finish time. Starting the school day correctly has an enormous impact on a child and establishes a calm and positive start to the day, giving them an opportunity to mix with their peer group and settle appropriately ready for effective learning.

The school is open for children to arrive from 8.30am each morning. Members of staff are present at the main gate and in the corridors to welcome children and ensure they make their way safely to class. The bell rings at 8.45am at which time the register is taken. Children arriving after this time will be marked as late in the register.

	Reception, Year 1 & Year 2	Year 3 & 4	Year 5 & 6
Start time	8.45am	8.45am	8.45am
Break time	10.25am	10.30am	10.30am
Lunch time	11.50am-12.40pm Year R 12-12.50pm Years 1 & 2	12.15pm-1.05pm	12.15pm-1.05pm
Finish	3.10pm	3.15pm	3.20pm

Children should enter the school from the following points –

Year 1	Enter via the classrooms at the front of the school, adjacent to the office reception entrance.
Years R & 2 - 6	Enter via the KS2 playground which can be accessed through the visitor car park gates. During school opening and closing times the car park is closed to vehicles to ensure the safety of our children.

Change to end of day collection for your child

We understand that even the best laid plans can be changed at short notice and that you may need an alternative person to collect your child from school at the end of the day. Parents and carers must share the dismissal password with the person who will be collecting their child. We are unable to dismiss a child to an unauthorised adult and we may need to contact the primary carer of a child to confirm the identity of the person collecting if they do not have the correct password.

Travelling to and from school safely

Our school community uses a number of transport options to get to and from school each day all of which present their own challenges which we need to be mindful of. We would ask parents to ensure that children using any form of transport, be it a bicycle or scooter do so safely and responsibly to ensure their wellbeing by wearing helmets and being aware of other pedestrians and vehicles.

Walking home alone

As children become older some parents feel it is suitable for their child to walk home from school without being accompanied by an adult. Please be aware that we are unable to release a child from the playground unsupervised unless this has been confirmed in writing. We would respectfully ask parents to discuss with their child the importance of behaving in a mature and considerate manner when walking home as well as how to keep safe while unsupervised.

ATTENDANCE AT SCHOOL

Attendance Policy

Our full attendance policy can be viewed on our website and we strongly encourage parents and carers to read it if you have not already done so. Below is specific information regarding the implementation of penalty notices. Our aim is that all children achieve 100% attendance. Any child not attending school without prior authorisation will have the session marked as an unauthorised absence and this will have a negative impact on their overall attendance percentage. Leave of absence for family holiday will be unauthorised unless it can be shown that there are exceptional circumstances. All requests are reviewed on a case by case basis by the Headteachers.

Updated September 2024 As parents, you have a legal responsibility to ensure your child's attendance at school. During the academic year, pupils are at school for 190 days and at home for 175 days. Please be aware that The Education (Pupil Registration)(England)(Amendment) Regulations 2024, state that Headteachers may not grant any leave of absence during term time unless there are exceptional circumstances. The Headteacher is also required to determine the number of school days a child can be away from school if leave is granted. Please complete and submit this form if you want the Headteacher to consider your request for your child's leave of absence for exceptional circumstances. We may ask for proof to validate your request. Requests must be made a minimum of 2 weeks prior to the absence, requests received less than 2 weeks before the absence may mean you are not notified of the outcome before the absence occurs, this includes where the absence has not been authorised. Unauthorised absence of 5 days or more will result in the following action being taken:

- 1. If you have not incurred a penalty notice relating to this child/children since 19 August 2024, then the penalty notice will be charged at the rate of £160.00, per parent/carer per child, if paid within 28 days. This will be reduced to £80.00 if paid within 21 days of receipt of the notice. Failure to pay the Penalty Notice will result in Surrey County Council considering legal proceedings against you in the Magistrates Court.*
- 2. If you have incurred a penalty notice relating to this child/children since 19 August 2024, the rolling 3 year period will be activated from the date of the first penalty notice and the second penalty notice will be charged at the flat rate of £160.00, per parent/carer per child, if paid within 28 days. There will be no reduction for payment within 21 days. Failure to pay the Penalty Notice will result in Surrey County Council considering legal proceedings against you in the Magistrates Court.*

3. *If you have incurred 2 penalty notices relating to this child/children in the rolling 3 year period since the first penalty notice was issued, then you will NOT receive a third penalty notice – Surrey County Council will have no option but to consider a prosecution, per parent/carer per child, in the Magistrates Court under s 444 Education Act 1996.*

Absence from school

Please can we remind parents, in the event that your child is too ill to attend school, to call the absence line for every morning that your child is poorly using any of the following methods:

01784 253233 option 1

or

<https://www.echelfordprimary.co.uk/form/?pid=108&form=19>

We appreciate that may seem a little onerous but it would be unsafe to assume your child's whereabouts without confirmation from a parent or carer and therefore, for safeguarding purposes, **a call or online form is required every day**. If a message is not left on the absence reporting line, a text is automatically sent to the parent asking for the reason for absence. If no contact is made with the school by a parent or carer the absence will be marked as unauthorised which will have a detrimental effect on your child's attendance record.

Vomiting and Diarrhoea

For children who have vomiting and/or diarrhoea it is the policy of the Lumen Learning Trust that they remain off school for 48 hours after the last episode of vomiting or diarrhoea to stop the potential spread of infection to other children and staff.

Requests for school absence

If your child is going to be absent from school for any amount of time complete the Exceptional Leave of Absence form. This can be completed online via our website under the Parents – Online Forms section.

SCHOOL MEALS

What is on offer?

Parents and carers can choose from four options for their children including a hot meal, a vegetarian option, jacket potato or a deli option which will include sandwiches/rolls with a variety of fillings along with a salad bar and fruit. Seasonal fresh vegetables, fresh salad, yoghurts, fruit and a fresh dessert will also be available daily.

Orders and payment is via SchoolGrid, a link to create an account will be shared with you.

Packed lunches

We understand that some children may wish to bring their own packed lunch from home. We are proud of our Healthy School's accreditation from Surrey and in line with expectations the following items are not acceptable to bring into school –

- Fizzy drinks
- Chocolate
- Sweets
- Nuts or nut based products
- Chocolate spread in sandwiches

SCHOOL UNIFORM

We encourage our children to take pride in their appearance. To this end all pupils are expected to wear the prescribed school uniform, as we believe this is an important element in helping to develop a sense of belonging to Echelford. We ask parents to support us in this policy by ensuring that children are sent to school correctly dressed.

Our school uniform is available to purchase from KS Team wear in Shepperton either in person or online. Current price lists can be found on their website.

From September 2026 a new limit on the number of compulsory branded items of school uniforms for all pupils will begin. Only 3 branded items; sweatshirt/cardigan, tie and PE t-shirt will be compulsory.

Our basic minimum requirement of school branded items, available only from our school uniform supplier are:

- Branded sweatshirt (V-neck, sweatshirt material) or branded cardigan (V-neck, sweatshirt material)
- Branded tie (if not wearing polo shirt in Reception, Y1 or Y2)
- Branded PE t-shirt

Optional school branded items include:

- Branded polo shirt (Reception, Y1 and Y2)
- Branded book bag (Reception, Y1 and Y2)
- Branded PE bag
- Cap with school logo

Non-branded items that are accepted are:

- Grey trousers or shorts
- Grey skirt or pinafore dress
- White collared shirts / blouses (KS2)
- Plain white polo shirt (in addition to 1 branded white polo)
- Black or grey socks (NOT trainer socks)
- Black or grey tights
- Black sensible outdoor shoes with velcro, buckle or laces (NOT Vans, canvas shoes, jelly shoes, sandals, high heels, ballerina/dolly shoes)
- Warm and waterproof outdoor coat or anorak
- Blue and white checked summer dress (can be worn with white socks from Easter to October)
- PE - Plain navy blue shorts
- PE - Plain navy tracksuit bottoms without logos e.g. Nike, Puma
- PE - Plain navy jumper without logos, e.g. Nike, Puma
- Plimsolls
- Trainers for PE (Years 1- 6)
- Swimsuits / towels (Year 4)
- All head coverings to be white, black or navy or royal blue

Expectations for accessories and cosmetics:

A small wrist watch (or one that can count steps) is permitted. Smart watches that can be used to communicate are not permitted even if it is disabled.

A maximum of one small & discreet stud earring per ear (these earrings must be removed for PE in compliance with Lumen Learning Trust's Physical Education Policy). No other jewellery is permitted;

Nail varnish, false nails, make-up and temporary tattoos are not appropriate for school and a pupil will be asked to remove these accessories if seen by a member of staff.

Expectations for hairstyles:

The school reserves the right to make a judgement on whether a pupil's hairstyle, hair colour or headwear is inappropriate for the school environment; however, the school will ensure that any such judgements do not discriminate against any pupil by virtue of their protected characteristics. Each individual pupil's scenario will be taken into account where any judgements are to be made.

- All children with shoulder-length or longer hair must have it completely tied back; hair should not be worn in a half-up-half-down style;
- Hair bands should be small and plain in the neutral colours of white, black, brown, beige and blue only;
- Extreme hair styles are not permitted in school; this includes patterns cut into hair e.g. tram lines, excessive use of hair products e.g. gel, the use of hair dye in non-natural colours or bleach.
- Short hair should be uniform in length i.e. not shaved in one part and excessively long elsewhere;
- Decorative and large accessories such as bows, headbands and long ribbons are not appropriate for school as they serve no functional purpose, pupils will be asked to remove these if worn.

The Headteacher may grant exceptions to any of the above, but only where this is required as a matter of sincere religious observance and where this can be substantiated by a letter from the leader of the relevant religious community.

Weather conditions and appropriate clothing

Our weather can change very quickly and so we ask that parents and carers ensure children have suitable clothing for the weather (i.e. sun hat, rain coat) as we endeavour to give the children fresh air every day unless we are absolutely prohibited by rain, ice or extreme heat. There are lots of 8-hour sunscreen protection varieties available, which are perfect for protecting your child throughout the school day. Staff are unable to apply sunscreen to children, however, children are able to bring in sunscreen if it is clearly labelled with their name and they can apply this themselves.

Please be aware that it is only in exceptional circumstances that parents/carers should request their child/ren be kept indoors and a doctor's note for medical reasons may be requested. There is no special provision for children who are missing their playtime and experience suggests that children respond much more positively to learning following an opportunity to expend energy outside.

Spare clothing

If your child has come home from school wearing spare school clothing please ensure that this is washed and returned to the school office as soon as possible as our supplies are limited.

St. George's Day

On this national saints day those children that are part of an affiliated organisation such as the Brownies, Cubs and Scouts are invited to wear their uniform to celebrate the occasion. Please note that this is not compulsory and the Echelford uniform will be worn by all other pupils on that day.

YOUR CHILD'S WELLBEING AT SCHOOL

Snacks

Children in Reception, Year 1 and Year 2 have a healthy snack provided free of charge each day which they are able to enjoy should they wish. The snack varies on a daily basis and can be either a fruit such as an apple or banana or a vegetable such as mini carrots.

All children are able to bring a snack to school to consume during morning break. We are proud to follow the Surrey Healthy Schools guidelines which aim to ensure that snacks are nutritional and more valuable in terms of concentration and energy levels as well as highlighting to children the importance of moderation within our diets. We operate 'Healthy Snacks Days' all week.

Children place their snack in their class snack box upon arrival in the morning which they then collect at the beginning of break. If a snack is not appropriate, it will be sent home by the class teacher.

Snacks can include –

Appropriate Healthy Snacks Monday – Friday
Fruit Vegetable slices e.g. carrot batons Dried fruit Plain wrap/pitta (no filling) Plain rice cracker Bread sticks Yoghurt tube

No nut school

We are a no-nut school. All staff and children are asked not to bring in any food items that contain nuts including Nutella chocolate spread and muesli bars.

Sickness/Injury while at school

Our Welfare Assistant is available throughout the school day to assist and support any child who is taken unwell or may have injured themselves.

If your child bumps their head during the school day, parents will receive an email from Medical Tracker with the information of the injury or they will come home with a Surrey 'bumped head' leaflet. You do not need to call the school in these instances. For more serious injuries we will contact the parent or carer by phone. If a child becomes too unwell we may call a parent or carer to collect their child.

Administering medicines

If your child requires prescribed medication or pain relief medication during the school day, a medication form needs to be completed using the online form which can be found on the Echelford website, under Parents - online forms. We are unable to administer the medication (including Asthma Inhalers, antibiotics, pain relief or cream without receiving the online form. All prescribed medication must have the child's name on the prescription label. Once the medication has been administered, parents will be sent an email from Medical Tracker. The email will contain an acknowledgement link that parents/carers will need to click on to alert the school that the information has been received. A dedicated medication fridge and lockable medicine cupboard are available in our Welfare Room to store medications.

We are also able to support children who have the need for life supporting medication such as inhalers, auto injectors (Epi-pens, Jext) or diabetic monitoring. These children are flagged to all staff within Echelford via their Individual Health Care Plan so that we can ensure swift and effective action should your child require it.

Head lice

It is essential for all parents to take responsibility for their own child and thoroughly check their hair on a weekly basis and take appropriate remedial action if necessary. Long hair should always be worn up to reduce the possibility of cross contamination with other children and staff. We ask that a child's hair is treated as soon as headlice are discovered. Most treatments take immediate effect so a child should be able to attend school as usual. Please note that absence from school due to treating headlice is not classed as an illness absence and will not be authorised.

Sickness and Diarrhoea

For children who have sickness and/or diarrhoea it is the policy of the Lumen Learning Trust that they remain off school for 48 hours after the last episode of vomiting or diarrhoea to stop the spread of infection to other children and staff

Home School Link Worker and Pastoral Co-ordinator

We are extremely fortunate to have a dedicated Home School Link Worker (HSLW) and Co Emotional Literacy Support Assistant's (ELSA) based on site. Being a parent or carer is a very rewarding job but it can also be very challenging. Our HSLW is able to help with any worries or concerns you may have about your child or home circumstances, as well as reduce stressful situations and remove any barriers to your child's learning. In addition to this support, we have a Trust wide Pastoral Co-ordinator who ensures a cohesive approach to family support is in place across our network of schools, thereby increasing our access to a valuable support framework.

Support can include –

- Advice on how to manage behavioural issues
- Helping families who are reacting to change such as parental separation or family bereavement
- Assistance in completing forms and documentation e.g. benefit or assisted housing applications, school applications for secondary schools
- Ensuring children feel happy and secure in their school environment
- Provision of group support sessions in key topics e.g. positive behaviour management, managing the transition to secondary school

How to contact the team

Any parent or carer that requires help is welcome to visit the school office to speak with our HSLW. If available they will be more than happy to discuss your needs or concerns immediately. Alternatively, you are able to call or email, leave your details and our HSLW will get back to you.

BELONGING AT ECHELFORD

Our Ethos

The Echelford Primary School puts the children's needs at the heart of its provision. Our whole school community is committed to enabling the children to become successful lifelong learners and happy, fulfilled adults who can make positive choices about their future.

Our Values



Growing together as a community

Everyday we grow together by encouraging and empowering each other to be our best selves for our children. We work collaboratively sharing our ideas, not as individual voices but as one, and supporting each other to flourish. We approach each day with a growth mindset, recognising opportunities to learn and building trust and positivity as a team.

We can all learn from each other by supporting and encouraging each other, sharing knowledge and skills. We meet regularly to strengthen our community and share skills.



Respecting everyone and everything

We understand that everyone is different and we respect this. As staff, we help each other when needed, and are approachable even at our busier times. We listen to each other, and help to problem solve any situation. We courteously build and challenge each other's ideas to ensure we are the best role models for our children.

At Echelford we respect each other professionally and personally. We support each other in our work. We watch out for our colleagues to spot the signs of when a helping hand would be appreciated. We also work professionally to ensure that we always fulfill our responsibilities.



Embracing new experiences

We are open-minded and embrace changes and developments in a positive way, with a growth mindset. Through this, we are also able to positively challenge, with a view to improve our practice and our school with both tiny steps and huge leaps.

We support each other on our good and bad days, while all striving to give our children the best experiences and opportunities for learning that we can.

We use a critical eye to look at our trips and visits and our curriculum and we are not afraid to make changes and develop them year-on-year to give the best experiences for our children. We try things out with positivity and flexibility, as we are willing to make changes along the way to benefit the success of our children.

We embrace flexibility and are open to developing our professional skills. We acknowledge that in order to be our best selves we need to adapt and develop our mindsets in line with new understanding of initiatives, procedures and guidelines, by using the Holistic approach we can support the fundamental understanding of our school community.



Everyone is valued and thrives

All staff are treated equally and with kindness in all areas of school life. Teamwork is important and we are a community of supportive colleagues. We value everyone's strengths and strive to support one another. We show respect for each other by thanking one another and showing appreciation for others' efforts.

At Echelford we believe that supporting one another is essential to developing a healthy functional individual. Having a purpose and sense of belonging enables everybody to grow together, which in turn creates a sense of feeling valued and leads to a greater understanding of one another. We believe that opportunity should be available to continue personal development.



Nurturing and kind to all

Echelford staff are kind, welcoming, look out for one another and greet each other with a smile. We share our expertise to help balance the workload and support each other. We have a range of mentoring roles that enable staff to feel supported, have someone to confide in and have their well-being at the forefront. Our Staff Well-being team arrange events to recognise mental health and promote staff community. We take opportunities to encourage each other and are respectful of one another's feelings.

At Echelford we look out for each other and know a friendly smile and greeting can go a long way. We are kind to all and welcoming to new staff members. We look out for our colleagues and each other and offer support if, and when, needed. We know offering positive feedback along with new ideas will help each other.

Home School Agreement

When joining our school every parent or carer is provided with a copy of our Home School Agreement signed by our Headteachers. This document explains the expectations of behaviour for parents, carers, children and staff. You will be asked to sign this form via the electronic admissions form to demonstrate our shared commitment to ensuring our ethos is upheld at all times.

The Echelford School Council

We have a School Council consisting of representatives of every class and year group who meet regularly. The school council is an effective tool for hearing the voice of our children and to know that they are genuinely driving improvements and positively impacting school life. Representatives are chosen by their class at the beginning of each academic year.

Our School Houses

We have three houses – Fire, Air and Water. New starters are allocated a house when they join us and siblings (as well as parents and carers) become members of the same house. A child will remain with the same house throughout their time at Echelford. A number of exciting intrahouse competitions and initiatives take place throughout the academic year that children as well as staff and parents take part in on behalf of their respective houses.

Volunteering at Echelford

We understand that many jobs and other life commitments just don't provide parents and carers with the freedom to spend time in your child's school. However, if you would like to make a valued contribution, we would be delighted to hear from you via our volunteer application form found on our website. A variety of tasks are available for volunteers to assist with such as listening to children read, helping on day trips and visits or in classroom based activities. Please email the office if this is of interest to you.

All adults are required to carry out a Disclosure and Barring Service (DBS) check as well as additional safeguarding checks before they are able to have direct and unsupervised contact with children. We will assist you in completing the necessary checks and can be assured that all information shared with us will be treated in the strictest confidence.

PTFA

The Parent Teacher Association at Echelford works tirelessly to support the school in fundraising initiatives. It also stages a number of social activities for our school community during the year including fairs and discos. The committee is always grateful for new members. If you are interested in learning about the PTFA and how you can get involved, please email them at pta@lumenlearningtrust.co.uk and they will contact you with further information.

CELEBRATING OUR CHILDREN

Weekly achievement awards

Each week, one child from each class will be chosen by their class teacher and presented with a GREEN Values Award. The award recognises their effort that week to demonstrate one of our school GREEN Values and is celebrated in our whole school Friday celebration assembly.

For each award a certificate will be presented to the child and their name will appear in the 'Learning and Behaviour Celebrations' section of our school newsletter.

Weekly Gold Leaf awards

Children who have earned gold leaves by moving through the Stay on Green restorative consequence hierarchy system in class will be celebrated in their weekly assembly and invited to display their leaf on the tree in the main hall. Their name will appear in the 'Gold Leaf Achievers' section of our school newsletter.

Termly Headteacher Awards

Headteacher Awards are presented in end of term assemblies. This is an opportunity to celebrate the exceptional achievements of children in school with one child per class per term being nominated by their teacher. Parents or carers of each child are invited to attend the assembly to join in our celebrations.

Achievements outside of school

If your child would like to celebrate success within the school community, please email the office your news which will then be included in the weekly school newsletter.

ENRICHING YOUR CHILD'S LEARNING

Reading Records

Each child will be issued with a reading record throughout their time at Echelford. Your child's teacher and their Teaching Assistant (TA) will comment in their reading record each week. Therefore, reading records will need to be in school every day. Your child is also free to detail the reading they undertake at home. For younger children, we would ask that you fill in the record book, whilst older children can fill the record in themselves. However, even with children not on the reading scheme reading experiences are more effective when accompanied by discussion and we would ask that you continue to engage your children in conversations, for example, about character, plot, vocabulary and opinion and to provide brief details of this within their reading record. Again, the ability to read and read well is at the crux of all learning and we would ask that you continue to support your child to engage with regular reading.

Library Books

Our library is a wonderful resource, exposing our children to a wealth of different reading materials which they are able to borrow and read at home. Opportunities to borrow books on a weekly basis are in place. We remind parents and carers to ensure that children respect the books they have access to, treating them with care and consideration. In the unfortunate case of a book being damaged or lost, parents are notified via letter and requested to make a contribution towards the cost of a replacement book.

Curriculum Enrichment Clubs

Each term parents and carers are given the opportunity to apply for a place at a number of activity clubs. There are a variety of clubs such as sports, gardening, cooking and change on a termly basis. The cost for each club is kept as low as possible to ensure all children are able to access these enrichment clubs. These clubs are incredibly popular and spaces are allocated on a first come, first served basis but we do our utmost to ensure that any child that applies for club spaces receives at least one of their choices.

One day and longer Residential Trips

While key concepts are learnt in class, there is no substitute for real experience in the wider world. School trips provide an opportunity for pupils to gain such experience which in turn can contribute significantly to their personal development, acquisition of knowledge and development of skills. Children in Years 1 – 6 are all given the opportunity to take part in one day school trips. Information will be sent to the relevant year group prior to a trip which will contain details on the destination, the educational aim of the trip, timings of the day as well as lunch and uniform expectations.

Residential trips take place in Years 4 and 6. Such trips are an incredible opportunity for children to take part in - they may feel that they know their classmates and teachers well from day-to-day contact in school, but the experience of living with them in a residential community can add a completely new dimension. It builds on interpersonal skills, including leadership, team work and trust and respect as well as building self-confidence, self-esteem and resilience. Teachers frequently report that children who are less confident in the classroom have excelled on a trip. This can all help to improve performance and relationships when back in the classroom. Parents and carers will receive information on a planned residential trip in a timely fashion, often with an information evening scheduled, as we understand that such trips can lead to some uncertainty which we wish to allay at the earliest possible opportunity as well as minimise the financial impact a trip can incur.

Special Educational Needs

We follow the Department for Education Code of Practice for pupils with special educational needs (SEND 2014). We aim to identify and act upon any special need quickly and support our children with our own resources and if required, those of outside agencies and specialists. Our Inclusion Team work extremely closely with our teachers, parents and external agencies to ensure the best possible support and guidance is in place for each applicable child.

Wraparound Club – Breakfast

We understand that some parents and carers have commitments that necessitate their child being brought into school before the start of the school day. Our Breakfast Club is an on-site provision led by members of our staff. The club opens at 7.35am each morning and allows children the opportunity to come into school and

prepare for the school day in a safe, settled and well equipped dedicated area. Food and drink is available for children as well as learning resources such as games, books and iPads. Sessions must be booked and paid for in advance using your child's SCOPAY account.

Wraparound Club – After School

Echelford After School Club runs Monday to Friday each week during term time. There are two options for the After School Club, Option 1, collect at 4.30pm (limited availability) and Option 2, collect at 6pm. Our clubs are run mainly by Echelford staff, in this way we are able to offer consistency and continuity to the children.

You are able to book via SCOPAY 24 hours in advance of the sessions required using your SCOPAY account. Parents are able to pay by card or childcare vouchers. A parent or carer must sign a declaration form prior to their child using the clubs for the first time. **For full details of both clubs and the declaration form please see the terms and conditions booklet on our website.**

HOW TO CONTACT US

Speaking with the School Office

The school office is open every day from 8.00am to 5.00pm. You are most welcome to visit the office in person or alternatively you are able to speak to a member of office staff by calling 01784 253233 and someone will gladly assist with your query and pass the relevant information on to the correct member of staff. You are also able to email the office on office.echelford@lumenlearningtrust.co.uk if more convenient.

Speaking to your child's class teacher

Parents are encouraged to speak with their child's class teacher at the end of the school day if required. If you do need to talk to your child's class teacher, please wait until the class are fully dismissed before approaching the relevant member of staff. If a teacher's attention is diverted, they cannot take responsibility for seeing everyone to their parent safely.

Please note that teachers are not available whilst children are in class. Should you have an urgent query or message to pass on to a teacher in the morning, please email it to the main office and the message will be passed on. The relevant teacher will be able to contact you at the end of the school day when teaching has finished or occasionally during break or lunch periods if arranged with prior notice via the school office.

Concerns and complaints

Whilst we hope that the seven years your child spends with us are productive and happy, we understand that as in any partnership or relationship, sometimes things happen which give rise to some concern. The best person to make contact with in the first instance is your child's class teacher. As they are working with your child all day every day, they are best-placed to take the necessary action that will alleviate the issue or concern quickly and without causing further upset.

Should the concern remain then there are a number of other team members you can meet with to discuss the issue and identify a way forward starting with your child's Year Group Leader and moving onto their Phase Leader. If the matter is still a concern you are welcome to ask for an appointment with the Co Headteachers or Deputy Headteacher. If, following a meeting with one of the Co Headteachers, you feel the issue remains unresolved contact should be made in writing with Mrs. McCarthy, Executive Principal of the Lumen Learning Trust, who has overall responsibility for the schools within the Trust. Mrs. McCarthy will investigate the matter and respond to you within 10 working days. If Mrs. McCarthy's response is unacceptable, parents are welcome to contact the Trust's Chair of Directors via the school office. Our full complaints policy can be found on our website.

GENERAL HOUSEKEEPING

Our school newsletter – The Echelford Echo

Our weekly newsletter is distributed to all parents via email and on our website every Friday. The newsletter contains a wealth of information including events that have taken place during the week, achievements of our children, general housekeeping information and upcoming events. We strongly encourage you to read our newsletter each week so that you can fully immerse yourself in the life of your child at Echelford.

How to make payments for trips and curriculum enrichment clubs

All payments are made online via SCOPAY which works from any smartphone or computer with internet access. We will supply each parent/carer with a login code so you will be able to check current balances for your child's trips, clubs and workshops and can top up your account ahead of a trip or dinner being purchased. You will also be able to make bookings for parent/carer consultations and other school events.

Lost Property

Lost property can be located in our Community Room, accessed from the KS2 playground and is open every day for parents after school only until 3.30pm. We encourage you to look in this area if there is anything your child has mislaid. We would also like to advise you to use permanent markers when naming all of your child's belongings as biro can be washed out of fabric labels over time making it difficult to distinguish names.

Mobile Telephones

We understand that it is necessary for some children to bring mobile phones to school. Please can we remind parents and carers that all children bringing mobile phones into school are expected to hand them in to a member of staff first thing in the morning. In the event that a child does not hand their phone in, they will have the handset confiscated for 24 hours and their parent notified. This policy is an effective way to ensure that phones are not lost and do not cause a distraction during the school day.

Parking

We would like to politely remind everyone of the need to park considerably outside school without stopping on double yellow lines, zig zag lines and blocking any gates or driveways. Until such time as the children are on our site at 8.30am they remain the responsibility of the adult who accompanies them to school. Red barriers are also erected each day when the junior entrance becomes pedestrianised; please ensure they are respected despite being a temporary construction. Please do not park across our car park entrances at any time.

Conduct while on the School Premises

For our Home School Agreement to work and help to ensure the best outcomes for our children, everybody needs to respect the professional relationships required in schools. Our staff work to the highest expectations of professional conduct and are held to account should their behaviour fall short of our expectations. We therefore ask that all parents frame questions and concerns in a calm and respectful manner to prevent parental behaviour becoming an issue in itself. Swearing, raised voices or threatening behaviour will not be tolerated in any way and serious breaches in behaviour will result in a ban from entering the school site to ensure the safety and wellbeing of others.

We would also like to remind parents and carers of the following –

- smoking (including e-cigarettes) is not permitted on the school site at any time.
- no dogs are to be brought onto school premises at any time of the day - this includes carried dogs. If you incorporate your dog walk into the school run, please coordinate with your child's class teacher so that you can meet your child at the gate. Due to the weight of numbers outside the school at the beginning and end of the day and the obvious distress this may cause an animal, it would not be acceptable to tie your dog to any of the school gates.

The Parent and Visitor Code of Conduct including outside of school and online expectations is on the Parents section of our website.

Our website

Our website is a powerful tool we use to communicate with our community.

We have improved accessibility on our home page:

- 'device friendly' so you can easily view and read content via your PC, laptop, mobile or tablet
- translate feature available in a number of languages
- read out loud function

Parents and carers often share a desire to feel more involved in their child's schooling. Here are just a few features included on the website. Why not spend a few minutes checking them out if you haven't already spotted them:

- Parent calendar with a quick link found on our homepage displays events going on across the school.
- Class timetables can be found by clicking on our Learning tab and selecting the relevant Year group to give you a start when talking to your child about their school day.

- Picture galleries and news articles showing the exciting events that take place across school, such as residential trips, sporting achievements and visitor workshops.

We have also looked at ways in which we can help save families time when you are asked to complete administrative tasks such as updating your contact details, changing between school lunches and packed lunch or applying for after school club spaces. Online forms means you have 24/7 easy access to complete school forms electronically from your phone, tablet or PC. Responses are immediately forwarded to our office team who action your requests during the school day.

The Echelford school app makes it even easier for you to keep up to date, it is available free of charge on your mobile device via the App Store, Google Play or the Phone Store, just search for 'School News' and download.

The Echelford Facebook page

You can view our Facebook page using this link:

<https://en-gb.facebook.com/The-Echelford-Primary-School-162388420966564/>

Our Facebook page includes information on what the children do within class, photographs, general notices and any other information we think you may find helpful. Our primary goal is to provide inspirational teaching and learning to your child at all times and social media will be used to provide snapshots of this happening. Not all classes will be featured every week, however we aim to post content (be it photographs, news articles linked from our website, brief descriptions of what a particular class achieved that day) on a regular basis and ensure that the page has an even mix of Reception, KS1 and KS2 classes.