



**The Echelford Primary School**  
**Family Handbook**

**2021 - 2022**

## TERM DATES 2021-2022

### Autumn Term 2021

Wednesday 1st September	INSET Day 1
Thursday 2nd September	Children return to school
<b>Mon 25<sup>th</sup> – Fri 29<sup>th</sup> October</b>	<b>HALF TERM</b>
Monday 1st November	Children and Staff return to school
Friday 17 <sup>th</sup> December	End of term for children 1.45pm

### Spring Term 2022

Tuesday 4th January	Children and Staff return to school
Friday 11 <sup>th</sup> February	INSET Day 2
<b>Mon 14<sup>th</sup> – Fri 18<sup>th</sup> February</b>	<b>HALF TERM</b>
Monday 21st February	Children and Staff return to school
Friday 1st April	End of term for children 1.45pm

### Summer Term 2022

Tuesday 19th April	Children and Staff return to school
<b>Mon 30<sup>th</sup> May – Fri 3<sup>rd</sup> June</b>	<b>HALF TERM</b>
Monday 6th June	Children and Staff return to school
Tuesday 19 <sup>th</sup> July	End of term for children 1.45pm
Wednesday 20th July	INSET Day 3
Thursday 21st July	INSET Day 4
Friday 22nd July	INSET Day 5

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## OUR SCHOOL DAY STRUCTURE

### School start and finish times

We operate a staggered start and 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. Parents of children in Reception Year and Year 1 are able to take their children directly to their class. Children in all other Year groups are able to enter via their allocated playground and make their way directly and immediately to their class. 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. A bell is rung internally at 8.50am at which time the register is taken. Children arriving after this time will be marked as late in the register.

Parents and carers are reminded that children in Years 3-6 are required to start school 5 minutes earlier than those children in Reception, Year 1 and Year 2. Therefore if you have children in more than one year group please ensure that older children enter the school first before taking younger children to their playground/class to avoid older children being marked as late arriving.



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	Reception, Year 1 & Year 2	Year 3 & 4	Year 5 & 6
Start time	8.50am	8.45am	8.45am
Break time	10.30am	10.30am	10.30am
Lunch time	11.45am-1pm Year R 12-1.00pm Years 1&2	12.15pm-1.15pm	12.15pm-1.15pm
Finish	3.10pm	3.15pm	3.20pm

Children should enter the school from the following points –

Reception Year	Enter via the far left gates and walk around to the Reception class room doors located in the Reception playground, adjacent to the Infant playground.
Year 1	Enter via the class rooms at the front of the school, adjacent to the office reception entrance.
Year 2	Enter via the far left gates and enter at the door on the end of the main building which is opposite the bike shed. Here they will be met by members of staff who will see them safely upstairs to their classrooms where their teacher will be waiting to greet them.
Years 3 - 6	Enter via the junior 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. Children will be met by members of staff who will see them safely upstairs to their classrooms where their teacher will be waiting to greet them.

### Rainy Day Arrangements

Should the weather be inclement in the afternoon, the dismissal arrangements will be as follows:

Reception Year	via the doors leading directly out from the classrooms
Year 1	via the Year 1 class room doors
Year 2	via the double doors at the main office entrance
Year 3 – 6	via their playground as swiftly as possible

### 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. We ask that wherever possible you contact the school office to confirm any new arrangements by 1pm so that class teachers can be made aware prior to afternoon lessons starting, thereby reducing disruption to teaching. 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 are not known to us.

### 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 we have received written permission from a parent confirming their consent. Please contact the office for a copy of our walking home alone letter which has a reply slip that must be completed and returned by relevant parent or carer prior to any arrangement taking effect. 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.

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## ATTENDANCE AT OUR 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, especially 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 Head Teacher.

### **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

[office.echelford@lumenlearningtrust.co.uk](mailto:office.echelford@lumenlearningtrust.co.uk)

or

<http://www.echelfordprimary.co.uk/form/?pid=91&form=35>

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 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.

### **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.

### **Requests for planned absence during the school day**

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

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## **OUR SCHOOL MEALS**

### **What is on offer?**

Each morning at registration time, children are able to choose from four options including a hot meal, a vegetarian option, a deli option which will include self-serve platters of sandwiches with a variety of fillings along with a salad bar and fruit and a Jacket potato option with a daily selection of fillings. Wholemeal bread, seasonal fresh vegetables, fresh salad, yoghurts, fruit and a fresh dessert will also be available daily.

Shortly before going to lunch each child will be given a colour coded wrist band so that our kitchen staff can be sure every child receives their meal option as well as accommodating special dietary requirements where appropriate.

*If your child has any special dietary requirements, please notify the school office immediately.*

### **What happens if my child is late for registration and does not choose their meal preference?**

Please note that if your child arrives after the register is taken at 8.50am, they will automatically be allocated the main hot meal option for that day. We are under obligation to confirm the numbers of children taking each lunch option to our catering providers at an allotted time each morning to ensure adequate supplies of food are available. This has a cut-off time of 8.50am to enable us to calculate these numbers. If your child has specific dietary requirements we will ensure this is reflected in the automatic option they are allotted.

### **Where can I see a menu?**

There is a termly rolling three week menu rota. For those parents that wish to discuss the meal options with their child each day or in advance during the preceding week/end, the rota will be included in the first newsletter of each new term and is available throughout the year to view on our website.

### **School Meals and our Reception Year children**

All Early Years Foundation Stage (EYFS) and Key Stage 1 children are automatically allocated a free school meal when they start school. Our children in Reception receive guided support from their class teacher including

visual prompts and easy to understand descriptions of each food choice on offer when choosing what they wish to eat. We have found that children, even in the youngest year groups, are remarkably self-sufficient and actually thrive when given a degree of responsibility and autonomy for their choices.

### **How to pay for your child's school meal**

Payment should be made in advance and online via your child's personalised Wisepay account by 9am of the preceding Friday for the week meals are required. If you do not have your Wisepay account log in details please contact the School Office and they will gladly assist in obtaining these for you. If payment is outstanding you will be asked to bring in a packed lunch for your child until payment is received.

### **How do I change my child's meal arrangements?**

We require one week's notice to change from cooked meals to packed lunch or vice versa. Please complete the online Notification to change meal preference form which will be then be processed by our Finance Assistant to ensure your request is actioned.

### **Packed lunches**

We understand that some children may wish to bring their own packed lunch from home. We are proud of our "Healthy Schools" silver Award 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

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## **OUR 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 Shepperton Sports & Ski either in person at their shop located in Shepperton High Street (open Monday to Saturday 9.30am to 5.00pm), online via <http://www.sheppertonsportsandski.co.uk> or by using their Click & Collect Service. This service enables parents and carers to place orders and make payment directly with our supplier via telephone on 01932 225 718 and then collect their purchase from the school office every first and third Wednesday of the month during term time. Current price lists can be found on their website.

Our school uniform is compulsory for all pupils and includes the following -

Grey trousers  
Grey shorts  
Grey skirt  
Grey pinafore dress

Royal blue V-neck knitted jumper with school logo *or*  
Royal blue V-neck sweatshirt with school logo *or*  
Royal blue V-neck knitted cardigan with school logo

Royal blue and silver school tie (KS2 only)

White cotton shirt (KS2 only)  
White polo shirt with school logo (KS1 only)

Black or grey socks (NOT trainer socks)  
Black or grey tights

Black sensible outdoor shoes with velcro, buckle or laces  
(NOT trainers, 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)

### **P.E. Kit**

Royal blue round necked t-shirt with school logo

Navy blue shorts

Plimsolls

Trainers (Years 1- 6)

Plain navy or black tracksuit **without logos e.g. Nike, Puma** (Years 1-6)

Echelford draw string bag for PE Kit with school logo

### **Other Items**

Book bag with school logo (KS1 only)

Royal blue school cap with school logo

Please ensure -

- ALL children with shoulder-length or longer hair 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.
- Decorative and large accessories such as bows and long ribbons are not appropriate for school as they serve no functional purpose.
- Short hair should be uniform in length i.e. not shaved in one part and excessively long elsewhere.
- 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 and the use of hair dye in non-natural colours or bleach.
- Earrings must be small, plain studs.
- No other jewellery is permitted at any time and this includes charm or friendship bracelets, loom bands or charity bands.
- No cosmetics or hair products should be worn by children during school hours including make-up, nail varnish, false nails or hair beads.

### **Earrings & PE lessons**

It is a Surrey wide stipulation that school children must not wear earrings while taking part in PE lessons. Members of staff cannot remove earrings on behalf of children so we would be most grateful if you could ensure your child is either able to remove their earrings independently or alternatively the earrings are removed before they come to school. Children with newly pierced ears are included in these guidelines and so are also required to remove their earrings; the duration of the lesson is not long enough to allow piercings to close over. We are not able to allow children to take part in lessons with plasters covering earrings so it is imperative that children learn to remove/insert earrings themselves.

### **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. On particularly sunny days children will be given the opportunity to put on sun cream at the beginning of lunch play should they need to do so with any sun cream labelled with your child's name and given to the class teacher for storage. Children will need to apply the cream independently.

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.

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## **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' from Monday to Thursday and a 'Treat Snack Day' every Friday, although children are of course welcome to bring in a healthy snack on a Friday if they wish.

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, a reminder slip about alternative snacks will be sent home by the class teacher along with the snack at the end of the day. Please ensure that a Friday Treat snack is small to reflect the notion of moderation in our diets.

Examples of snacks can include –

<b>Appropriate Healthy Snacks</b> Monday – Thursday	<b>Appropriate Treat Snacks</b> Friday only
Fruit Vegetable slices e.g. carrot batons Dried fruit Yoghurt tube	Small (fun size) chocolate bar Cereal bar Small (fun size) packet of sweets Biscuit

### **Nut free school**

We are a nut-free 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 and administering medicines**

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

For minor medical injuries we utilise a paperless notification procedure with a text being sent to the first priority contact asking them to check their emails for more information regarding the injury sustained by their child. This system will only be used for minor injuries which have not caused distress or harm to your child and do not warrant any emergency treatment. We ask that any parent or carer who receives a text does not immediately call the office – please first check your emails to ascertain the nature of the injury. Calling the school unnecessarily then means our office staff are not able to care for any children that may require our attention and assistance. For more serious injuries we will contact the parent or carer in person to explain what has happened and implement any follow on care agreed by the parent or carer.

If a child becomes too unwell we may call a parent or carer to collect their child.

We are also able to support children who have the need for life supporting medication such as inhalers, epi-pens or diabetic monitoring. These children are also flagged to all staff within Echelford so that we can ensure



swift and effective action should your child require it.

We are unable to administer any medication (including asthma inhalers, antibiotic or painkiller medicine, tablets and creams) without a completed Medication Request Form from the child's parent or carer. These forms can be found in our main office reception foyer or can be completed prior to bringing your child to school via our online form found on the school website. Once this form is completed our Welfare Assistant is able to follow the care programme stipulated by the parent. A dedicated medicinal fridge and lockable medicine cupboard are available in our Welfare Room to store medications.

### **Headlice**

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.

### **Home School Link Worker and Pastoral Co-ordinator**

We are extremely fortunate to have a dedicated Home School Link Worker (HSLW) and Emotional Literacy Support Assistant (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 Emma Sutton on 07760 288532 or the school office on 01784 253233, option 2.

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## **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.*

### **Home School Agreement**

When joining our school every parent or carer is given a copy of our Home School Agreement signed by our Headteacher. This document explains the expectations of behaviour for parents, carers, children and staff. You will be asked to sign and return a copy of the agreement 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 mates 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 your days are somewhat flexible and you would like to make a valued contribution, we would be delighted to hear from you. 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. An application form to register your interest can be found in our office reception foyer.

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](mailto:pta@lumenlearningtrust.co.uk) and they will contact you with further information.

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## **CELEBRATING OUR CHILDREN**

### **Weekly achievement awards**

Each week, one child from each class will be chosen by their class teacher and presented with an ACE award which stands for achievement, commitment and effort. The award recognises their work throughout that week 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 inform your class teacher or the office staff of your news which will then be included in the weekly school newsletter.

### **Birthdays**

Children are naturally very excited to celebrate their birthday with their peers and class teacher. If you wish your child to give out a small treat to the children in their class, they may bring this in on the morning of your child's birthday which will be given to the class teacher to distribute at the end of the school day. Please ensure any treat is non-chocolate based and nut free. We are unable to distribute homemade items and politely request that all treats are in bags with the ingredients clearly labelled.

## **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**

At the end of each term parents and carers are given the opportunity to apply for a place at a number of before and after school clubs for their child. 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. Parents and carers will be required to complete a consent form allowing their child to take part in the trip which must be returned to the class teacher as soon as possible. If a payment is required we would ask that this is completed using your child's Wisepay account.

Residential trips take place in Years 4, 5 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 Manager works extremely closely with our teachers, parents and external agencies to ensure the best possible support and guidance is in place for each applicable child.

### **Before school care provision – Echelford Breakfast Club**

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 Wisepay account.

### **Afterschool care provision – Echelford After School Club**

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 4.30 and Option 2, collect at 6pm. Our clubs are run by Echelford staff, in this way we are able to offer consistency and continuity to the children.

You are able to book now via Wisepay 24 hours in advance of the sessions required using your Wisepay account. Parents are able to pay by card or childcare vouchers. We ask that parents or carers 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**

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## **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](mailto: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 visit the main office where a message will be taken. 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.

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## **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 deliver reply slips and letters to the school office**

For the convenience of our parents and carers we have a school office post box that correspondence can be deposited in. This allows you to quickly return any documentation to the school office without the need to queue to speak to a member of our office staff which can be busy especially at morning drop off. The post box can be found on the external wall of main reception.

### **How to make payments for school meals, trips and curriculum enrichment clubs**

We encourage parents and carers to make payments online wherever possible. WisePay is a secure online payment service that allows parents and guardians (and extended family members), to make payments to their school using their debit or credit cards. Each child will be allocated a personalised Wisepay account with a log in and password when they join Echelford. When a parent or carer logs in to access their child's account all items available to purchase can be seen. If you have more than one child at Echelford there is also the facility to 'link' accounts which will log you in to each and every account from one screen. For those parents who do not have access to a PC, you are very welcome to use Wisepay from the school office at a time convenient to you. Please speak to a member of staff in the office who will gladly assist.

### **Lost Property**

In an effort to reduce the amount of long term lost property, all items will be removed from our site and recycled every other Friday. Lost property can be located in our Community Room, accessed from the Junior playground and is open every day for parents after school only until 3.45pm. 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 considerately outside school without stopping on double yellow 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 forms can be found by clicking on the top tab 'Letters & Forms' and then by clicking on the relevant form title in the left hand side menu.

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.

## NOTES