



Waterloo Primary Academy

Prospectus 2023-2024

Head of School:

Mrs Jenny Brown

Deputy Headteacher:

Mr Dave Woodcock

Assistant Headteacher:

Miss Karen Huson

Dear Prospective Parents/Carers, welcome to Waterloo Primary Academy,

The following prospectus contains helpful information and guidance to enable you to support your child throughout their time at Waterloo. You may have further questions from time-to-time which this does not answer, but there will always be a friendly face to help – just ask! This prospectus aims to tell you as much as possible about our school and we hope you will find it useful. We are here to help, so if you have any additional enquiries, please do not hesitate to contact us.




Our building opened in 1907, so has seen a lot of changes over the years. We strive to offer an excellent, well-rounded education for each and every one of our children. Underpinning all we do are our core values; Pride, Endeavour, Equality and Respect. Children are happy and safe at Waterloo. They leave us as confident and content individuals, full of aspiration and ready to achieve amazing things in the next chapter of their lives.

Waterloo is a three-form-entry primary academy with its own Nursery, so we cater for children from three to eleven years old. There are three classes of children in every year group from Reception to Year 6, making us one of the largest primary schools in Blackpool.

We are part of Zest Academy Trust. Waterloo is the founding school in Zest and we work closely with other schools, sometimes formally, sometimes on an informal basis, and with some who may also become academies within Zest Academy Trust in the future. Further details about this are published on our website.

From time to time, you may need to visit school. Please use the main entrance on Ansdell Road and speak to our office staff. In most cases, they will be able to help you straight away, and if not, they will contact the relevant member of staff and we will do our very best to help and support you.

You can contact us by:

 telephone	01253 315370
 email	admin@waterloo.blackpool.sch.uk
 post	Waterloo Primary Academy, Waterloo Road, Blackpool, FY4 3AG
 website	waterloo.zestacademytrust.co.uk

Please feel free to contact us at any time.

Waterloo is a very special place. It's a home where every member of the school family is known, loved and valued and a place where we can all learn, grow and flourish together.

We hope you find the information in this prospectus useful. If you wish to know more, and would like a guided tour, please contact the school office and one of the senior leaders will be more than happy to show you round.

With very best wishes,



Mrs Jenny Brown
Head of School, Waterloo Primary Academy

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WHO ARE WE?

Senior Leadership Team

Head of School:

Mrs Jenny Brown

Deputy Headteacher:

Mr Dave Woodcock

Assistant Headteacher:

Miss Karen Huson

Chief Operations Officer:

Mrs Nicola Lea

Chief Financial Officer:

Miss Kelly Salisbury

Associate members of the SLT

SENDCo:

Miss Wendy Gold

Wider Leadership Team

Early Years Foundation Stage: Miss Karen Huson

Key Stage 1:

Mr Michael Brown

Year 3:

Mrs Sarah Truelove

Year 4:

Mrs Bev Cropper

Upper Key Stage2:

Miss Leonie Bradley

Class Teachers

EYFS Nursery:

Mrs Samantha Metcalf

EYFS Reception:

Miss Michelle Broughton, Miss Olivia Grayson,

Year 1:

Mrs Sophie Hornby, Miss Sabrina Keshavarz

Year 2:

Mrs Sonja Casey, Mrs Clare Hacker, Mrs Victoria Woodcock

Year 3:

Mr Michael Brown, Mrs Alex Harwood,

Mrs Chantelle Kirkham,

Mrs Sarah Truelove, Mr Tom Partington,

Mrs Kim Robinshaw

Year 4:

Mrs Bev Cropper, Mr Dimitri Bitsakaki, Mrs Julie Whitby

Year 5:

Mrs Nicola Cowling, Mr Robbie Jordan, Mr Jamie Robertson,

Year 6:

Miss Leonie Bradley, Mrs Claire Harrop, Mr Tony Dodgson

Other Teaching Staff:

Mr Michael Brent-Reid, Mrs Jenny Brown, Miss Wendy Gold,
Miss Karen Huson, Miss Paige Kyne, Mr Dave Woodcock

Specialist Support Staff:

Mrs Alison Kilby, Mrs Karen Lippiatt, Mrs Torva Thompson,



Learning Support Assistants: Mr Liam Barlow, Mrs Linda Barlow, Mrs Heather Bootle, Miss Shanaya Brent, Miss Ella Brookes, Miss Marie Burrows, Mrs Sam Clark, Miss Hayley Conway, Miss Sarah Grimshaw, Mrs Catherine Hanson, Ms Anna Hatjoulis, Miss Demelza Henderson, Mrs Zoe Homer, Mrs Alison Hughes, Ms Deborah James, Miss Beth Kilby, Mrs Kirsty Lillico, Mrs Karen Lippiatt, Miss Paula Mellon, Mrs Helen McAdam, Ms Karina Miksza, Mrs Kirsty Parker, Mrs Natalie Preece, Mrs Niki Redburn, Mrs Emma Reynolds, Mrs Saba Shah, Mrs Lisa Tomlinson, Mrs Julia White, Mrs Ruth Wilson

Pastoral Staff

Pastoral Manager: Mrs Chyna Courtney
Family Support Workers: Mrs Sarah Doherty, Mrs Lori Wainwright
Behaviour Keyworker: Miss Michelle Sandford

School Finance & Administration

Chief Finance Officer: Miss Kelly Salisbury
Chief Operations Officer: Mrs Nicola Lea
Finance Officer: Miss Jessica Mellon
HR Officer: Mrs Gaynor O'Connell

Admin Officer: Mrs Jenny Hart
Admin Officer: Mrs Rachel Clacher
Business & Governance Officer: Mrs Lucie Mustin

ICT & Network Manager: Mr Lee Warren

Premises Team

Site Manager: Mr Philip Johnson
Cleaning Supervisor: Mrs Natalie Sutcliffe
Cleaners: Miss Macie Aspinall, Mrs Katie Derbyshire, Miss Adele Moore, Mrs Joy Smith

Catering Team

Catering Manager: Mrs Lorraine Colley
Catering Assistants: Miss Macie Aspinall, Miss Adele Moore, Miss Amy Taylor, Mrs Toni Thornton

Extended Schools (Breakfast and After School Club)

Managers: Mrs Marie Burrows & Mrs Julia White
Extended Schools Workers: Miss Sarah Grimshaw, Miss Jessica Mellon, Miss Paula Mellon, Mrs Ruth Wilson



Academy and Trust Governance

Waterloo Academy Council (Governing Body) members:

Ms Elaine Sutton (Chair), Mrs Jenny Brown (Ex-Officio as Head), Mrs Gillian Bruce, Mr Robbie Jordan, Mrs Hayley Lawson, Mrs Jessica Nuttall, Mrs Amy Peatman, Mrs Kim Robinshaw

Zest Academy Trust Members and Trustees:

Mr Philip Thompson (Chair), Mr Hemant Asher, Mrs Celia Davies, Mrs Susan Darbyshire, Mrs Rebecca Foxton, Mr Mark Hamblett (Chief Executive), Mr Jim Henderson

KEEPING YOU INFORMED...

Of course, you are always welcome in school, but there are also lots of other ways that we can communicate with you:

Newsletters

We communicate information to you via regular newsletters. These newsletters are sent home with the children and uploaded on to Parentapp and our school website. Other letters are sent out to the whole school, the year group, or sometimes just a class, depending on the contents. We try to publish dates as far in advance as possible, as we are a large and busy school. These dates are subject to change, but where possible, we will try to honour them.

The Waterloo 'App' for Smartphones and Tablets

We frequently send important information via Parentapp, so that you are always 'in the loop'. Please download the app for your smartphone or tablet. Please also make sure that you notify us when you change your mobile number.

Consultation Evenings

There are usually two Consultation Evenings each academic year (Autumn and Spring terms). In addition, there is also a 'Meet the Teacher' event at the start of the year. We hold a final, (optional) meeting in the summer term where you may discuss your child's end of year report. Please don't feel that you need to wait for these meetings if you have concerns. If you contact your child's class teacher, they will always find time to speak with you.

Telephone Calls / Notes Home

From time-to-time, staff may contact you by telephone, or may drop you a note to ask you to contact us. This may be because we wish to share some good news or a success with you, we might be a little worried about your child or there may have been an incident at school that we think you should know about. Likewise, please feel free to contact us if you have any concerns.

End of Year Reports

Reports will be sent home with your child in July. Reports include a summary of achievements in subjects covered over the year and give an indication of attainment in



relation to national expectations, as well as effort and progress. In EYFS, Y1, Y2, Y4 and Y6, reports will include the results of any assessments that your child has taken.

New Starters

Additional meetings are held for new children and parents/carers who join us at Waterloo during the course of an academic year.

THE SCHOOL DAY

The Waterloo day:

	YN	YR	Y1/Y2	Y3/4/5/6
School starts	AM session 8:45am PM session 12:15pm	8:45am	8:45am	8:45am
School finishes	AM session 11:45am PM session 3:15pm	3:15 pm	3:15 pm	3:20 pm

- Ⓜ All our playground gates are locked at **9.00am** prompt.
- Ⓜ If your child arrives late for school in the morning (after 9.00am) they will need to be signed in at the main office. If children are not collected from school on time, they will be looked after in The Haven in the first instance, until they are collected.
- Ⓜ **By law, if a child has not been collected by 3.50pm, Children’s Social Care will be contacted.**
- Ⓜ We are required to keep records of children who are late to school or have poor attendance. Please try really hard to get your child to school on time every day.
- Ⓜ School cannot arrange for children to go home in a taxi.
- Ⓜ If you collect your child by car, please do not park on the yellow zig-zag lines at the front of the school. **Parking here is dangerous and illegal and could result in you receiving a penalty notice.**



ATTENDANCE AND PUNCTUALITY

It is really important that your child is in school and on time, every day.

We understand that children can fall ill, and if they are, they need to be at home. However, if your child is just a little 'under the weather', please send them in. If they do start feeling much worse, we will contact you. It's very easy to think that the odd day off won't matter. If you look at the tables below, you can see how even a little time off, affects your child's education. We work very closely with Blackpool Council to monitor attendance. Children don't like coming into school late, so please make a huge effort to get them in on time. Thank you.

Attendance	The same as...
90%	½ day absent every week
	4 weeks a year
80%	1 day absent every week
	8 weeks a year

Lateness (minutes lost each day)	The same as...
5 mins	3 school days a year
10 mins	6 school days a year
15 mins	10 school days a year
20 mins	13 school days a year
30 mins	19 school days a year

SCHOOL UNIFORM

It is really important that children wear the correct uniform. It means that they are all part of the Waterloo team - no one is teased or singled out because they dress differently and there is no pressure to keep up with fashion trends etc. Please ensure that your child wears the correct uniform, and that all items are named. We cannot take any responsibility for items of clothing that go missing. The children are taught how to look after their own belongings, but this is made extremely difficult when their items are not named.

All NEW Nursery and Reception starters will receive a free school uniform (excluding PE kit).

Autumn and Spring term uniform

- grey trousers/grey/Waterloo tartan pleated skirt/Waterloo tartan pinafore dress
- white polo shirt (branded or non)
- Waterloo cardigan or jumper
- smart black shoes (**flat**)
- grey/black/white socks/grey or black tights
- small gold or silver stud earrings (**no hoops or earrings that dangle**)
- any headscarves should be grey, black or white

Summer term uniform

- grey trousers/trouser shorts/red gingham dress
- white polo shirt (branded or non)
- Waterloo cardigan or jumper
- smart black shoes (**flat**)
- grey/black/white socks
- small gold or silver stud earrings (**no hoops or earrings that dangle**)
- any headscarves should be grey, black or white

Sports uniform (to be worn all day on PE days)

- Waterloo tracksuit
- Waterloo sports tee-shirt and shorts/skort
- trainers
- **no earrings at all**

Please note that other than for PE, trainers are not part of our school uniform.

All uniform must be clearly named and no extreme hairstyles (mohawks, tramlines etc.) or dyed hair is permitted.

TEACHING AND LEARNING

We work together to ensure that our children become responsible, content, healthy and confident individuals who flourish during their time here.

All children are different and have varied needs. At Waterloo, we support, stretch and challenge all our children as teachers expertly adapt their teaching to meet the needs of all the children in their care. In lessons, children may all be working towards one learning objective, but the amount of support they receive will vary. Some may have a resource to help them with a task, some may have more adult help and some may be given an extension task. Some children may need different work altogether. This is known as adaptive teaching.

Children who need a little extra help, sometimes work in smaller groups with specialist teachers. Extra 'intervention' lessons help children who are finding an area of learning tricky or those who require a boost, because they have the potential to excel.

Our Special Needs & Disabilities Co-ordinator (SENDCo) is Miss Gold. If you have concerns about your child's learning, please talk to their class teacher, who will speak to Miss Gold if necessary. Copies of our Disability and Special Needs policy can be found on our website.

We exercise our right as an academy and we do not follow the national curriculum other than for English and maths. All our children work within their mixed ability classes in all subjects and more detailed information about our exciting, innovative curriculum; '**Learning Means the World**' can be found on our website.

Educational Visits

Educational visits and trips occur throughout the year. Some of these are free, but visits to museums, planetariums, theatres etc. do incur a cost, as does the travel to and from these visits. School often subsidises these costs. You may wish to opt your child out of these experiences – if so, special arrangements will be made for them so that their education does not suffer.

Religious Education (RE)

Waterloo children follow the Lancashire RE syllabus (SACRE). Children may be withdrawn from RE lessons if you feel they compromise your religious views – please put any such requests in writing to the Head of School, Mrs Brown.

Sex & Relationships Education (SRE)

We teach all our children about healthy, safe and appropriate relationships. Older children learn that the life processes, common to humans and other animals, include growth and reproduction. They learn about the main stages of the human life cycle and about the physical changes that take place during puberty - why they happen and how to manage them. Obviously, this is done in a sensitive manner. If you wish to withdraw your child from these sessions, please put your request in writing to Mrs Brown.

BEHAVIOUR, CONDUCT AND OUR VALUES

Our Vision and Values

Waterloo Primary Academy is more than just a school, it is a family where everyone belongs, everyone is known, everyone is loved and everyone is celebrated. It is a place where we learn grow and flourish together. As a family, it is our mission to ensure that all of the children who attend Waterloo feel valued and safe and are helped to achieve beyond what they think is possible.

We value excellence in all we do. Our children learn through a curriculum which challenges and inspires them and they are championed by an amazing staff team who are determined to help them achieve amazing things.

Children should leave our school with a positive outlook, looking forward to their future. They should be confident in their own abilities and full of aspiration, not afraid to fail and learn from failure and driven by a kind attitude. They should know how to make good choices, value the opinions of others and know how to keep themselves healthy and safe. They should be able to handle themselves well in different social situations, own their opinions and not just inherit them and experience visiting places and meeting people from all different walks of life.

Alongside the academic excellence we aim to achieve for all, we aim to instil in our children, the values they need to succeed in life beyond Waterloo and make them good citizens of the world. Our core values are at the heart of all we do.



Pride

We value excellence in all we do. We think and act as our best selves.



Endeavour

We try hard all the time. We push ourselves beyond what we think is possible and we never give up.



Equality

Everyone belongs and everyone is treated fairly and with kindness.



Respect

We consider the impact of our words and actions and we treat others as we would like to be treated.

It is a primary aim of our school that every member of the school community feels valued and respected and that each person is treated fairly and well. At Waterloo Primary Academy, we believe that all children have the right to learn, feel safe and be happy at school. We are a caring school whose core values of Pride, Equality, Endeavour and Respect are based around our school's moral compass which should point us all in the right direction to succeed. The school Behaviour Policy is therefore designed to support a structure for managing behaviour within school that is consistent and easily understood by all members of the school community.

At Waterloo Primary Academy, we adopt a trauma-informed approach to behaviour regulation and wellbeing, where kindness, support, understanding and guidance encourage our children to self-regulate, be kind to others and behave appropriately. Strong relationships are at the heart of this approach – between staff and pupils and between the pupils themselves. Self-reflection and discussion play an important role in our school philosophy.

Waterloo's core values underpin the ethos of the school and are reinforced throughout the school as part of our PHSE curriculum. The school expects everyone in the school community to adhere to the core values in everything they do, whilst behaving in an appropriate manner at all times.

Here at Waterloo we treat all children with fairness and respect and apply our Behaviour Policy in a consistent way. By doing this, we help children to grow in a safe and secure environment and to become positive and independent young people at the end of their school journey with us.

We reward positive behaviour, as we believe that this will develop an ethos of kindness and co-operation, rather than merely reacting to incidents of poor behaviour. Sometimes children do behave inappropriately. It can be difficult to hear that your child has behaved inappropriately at school, but if you could repeat the 'appropriate behaviour' message at home, your child will know that we are all on the same side, and all part of the same guiding process.

SUPPORTING YOUR CHILD

Your support as a parent or carer is crucial to your child's development. A united approach between home and school will help them to realise their true potential. The following points are a reminder of how you can support your child with their education.

- Ⓜ Please make sure your child is on time every day. Being on the playground in good time before the start of the day is far less stressful for them than rushing to class at the last minute. If children are late, they may miss the vital teacher input at the start of the lesson.
- Ⓜ Make non-urgent and routine medical and dental appointments (where possible) outside of school hours.
- Ⓜ Please make sure that your child is wearing the correct uniform.
- Ⓜ **Please read stories and discuss them with your child. Little and often is best - ideally every night. We cannot stress how important it is to share books with your child on a regular basis.**
- Ⓜ Please check your child's bag for any letters from school
- Ⓜ Attend Consultation Evenings (autumn and spring terms)
- Ⓜ Support school in relation to the behaviour of your child. Sometimes children do behave inappropriately. Our approach to behaviour regulation is based on emotion coaching principles and is firm, but fair. It is designed to guide our children, and encourage them to become caring, responsible citizens. It can be difficult to hear that your child has behaved inappropriately at school, but if you could repeat the 'appropriate behaviour' message at home, your child will know that we are all on the same side, and all part of the same guiding process.
- Ⓜ Feel free to share any concerns about your child with us – if we can help, we will do!

SAFEGUARDING

Safeguarding is something that all schools take extremely seriously.

Safeguarding means keeping our children safe at all times. This means keeping them safe physically and emotionally from abuse or neglect, keeping them safe within the academy, and safe from inappropriate material (e.g. inappropriate content on the internet). Each school has **Designated Safeguarding Leads (DSLs)**.

At Waterloo, the DSLs are:

Jenny Brown, Chyna Courtney, Karen Huson and Dave Woodcock





The academy has a duty of care towards all our pupils. If concerns about a pupil are raised, we will always investigate them and possibly pass on these concerns to relevant agencies including Children's Social Care and/or the police.

This may result in conversations between parents/carers and academy members of staff, or between agencies without parental knowledge. It is never our intention to distress or upset, however, certain procedures must be followed by law.

If you have serious concerns about a child at Waterloo, please contact **Jenny Brown, Chyna Courtney, Karen Huson or Dave Woodcock (or any member of The Haven team) on 01253 315370.**

We will always listen to concerns, but will not be able to enter into a conversation with you about another child.

What should we look for?

-  **signs of physical abuse**
-  **signs of emotional abuse**
-  **signs of neglect**
-  **concerns around sexualised behaviour**

ONLINE SAFETY



Both in school and at home, children are able to access the internet in a variety of ways: home computers, iPads, laptops, smartphones and games consoles. When your child accesses the internet, it is important that they are monitored closely.

Some simple guidelines for keeping your child safe online.

Ensure your child:

- Ⓜ asks permission before using the internet and discusses what websites they are using
- Ⓜ only use websites you have chosen together or a child friendly search engine
- Ⓜ only emails people they know (*why not set up an address book?*)
- Ⓜ asks permission before opening an email sent by someone they don't know
- Ⓜ does not use their real name when using games or websites on the internet (create a nickname)
- Ⓜ never gives out any personal information about themselves, friends or family online including home address, or mobile phone number
- Ⓜ never arranges to meet someone they have 'met' online without talking to an adult first. If they are allowed to meet up, ensure that they always take an adult with them and agree to meet in a public place.
- Ⓜ never tells someone they don't know where they go to school, or posts any pictures of themselves in school uniform
- Ⓜ only uses a webcam with people they know
- Ⓜ tells you immediately if they see anything they are unhappy with

Using this guidance:

Talk through these guidelines with your child. It is a good idea to regularly check the internet sites your child is visiting by clicking on **history** and **favourites**. **Please reassure your child that by following these guidelines, you just want to keep them safe rather than take internet access away from them.**

For further information, go to:
CEOP: www.ceop.gov.uk
Think U Know: www.thinkuknow.co.uk
Childnet: www.childnet-int.org

BULLYING

Unkindness is not tolerated at Waterloo. We believe our systems to manage behaviour and conduct are robust and we act on any incidents of misbehaviour quickly and appropriately. Like all schools however, we can never say that there is no bullying at Waterloo. This page explains a little about what bullying is, what bullying isn't, the signs that may indicate that a pupil might be being bullied and what we can do about it.

Bullying is...

- Ⓜ **repeated** targeted abuse
- Ⓜ an imbalance of power (a more powerful pupil picking on a weaker one/more than one pupil picking on a child)
- Ⓜ physical (hitting, kicking, pushing etc.)
- Ⓜ threatening/intimidating
- Ⓜ emotional (name-calling, excluding, spreading lies etc.)
- Ⓜ taking possessions
- Ⓜ cyber bullying (nasty texts, emails, social media posts, publishing photographs etc.)

Bullying isn't...

- Ⓜ single incidents of unkindness (these will still be investigated)
- Ⓜ friends falling out

Possible signs that a child is being bullied...

- Ⓜ comes home with torn, damaged or missing clothing or belongings
- Ⓜ has unexplained cuts, bruises or scratches
- Ⓜ seems afraid of going to school
- Ⓜ has lost interest in school or begins to do poorly in school
- Ⓜ appears sad, moody, teary or withdrawn
- Ⓜ complains of illness far more than usual
- Ⓜ experiences a loss of appetite
- Ⓜ appears anxious

What can be done about it?

- Ⓜ listen to your child, but try not to put words into their mouth
- Ⓜ tell your child that it isn't their fault
- Ⓜ tell your child's class teacher if the bullying has taken place at Waterloo
- Ⓜ if the bullying is outside school, inform your child's class teacher and the police if you feel it necessary

SCHOOL MEALS









School Meals

Children can choose between bringing a packed lunch from home or having a school dinner. Our lunches are freshly prepared at school by our catering team. They are of a high quality, and are made using locally sourced ingredients. **Meals are cooked from fresh ingredients, and there is very little processed food.**

The children usually have several choices (including vegetarian options). **Hot school meals are free for children in Nursery, Reception, Year One and Year Two.** Children in KS2 classes will need to pay for hot dinners through Parent Pay (an electronic payment system). Please ask at the school office if you are unsure how this works.

We understand that children can be a little 'fussy' with food. However, evidence shows how much better children learn with healthy food inside them. Please try to make your child's packed lunch as healthy, and as balanced as possible.

Please do not pack:

-  fizzy drinks
-  crisps (especially not every day)
-  large packets of biscuits or cakes
-  chocolate bars
-  bags of sweets
-  chewing gum
-  take-away items such as McDonald's
-  drinks in glass bottles...

As you can imagine, we have hundreds of lunchboxes in school every day. Please make sure that your child's lunchbox is clearly labelled with their name and class.

If you receive certain benefits, you may be entitled to free school meals. Even if your child brings a packed lunch, or receives a free infant lunch, please fill out the free school meals forms, as the government give school money for every form filled in. All children, as part of a Blackpool-wide initiative, receive a free breakfast when they arrive in school (items such as water, milk, fruit and a bread product are available).

BREAKFAST AND AFTER SCHOOL CLUB

Our Breakfast and After School Club runs daily:

Breakfast Club

Our Breakfast Club opens at 8.00am and runs until 8.45am. We will provide your child with breakfast and look after them until it is time for them to go into class.

After School Club

Our After School Club runs from the end of the school day until 5.30pm. Children will receive a snack and a drink during this time and will have a variety of things to play with, both inside and outdoors.

Places at our clubs are limited, so if you would like your child to attend, please contact the school office on **01253 315370**. Payment for both clubs is through Parent Pay (payable online or at local shops). Unfortunately, if payments are not made, then children may have to forfeit their place.

WHAT SHOULD I DO IF?

PROBLEM	SOLUTION
My child is too ill to come into school	Please ring school on 01253 315370 (option 1) to let our attendance team know. On their return, we may seek medical evidence that your child has been unwell, such as a prescription.
I have sent my child into school, but they are under the weather	This is fine, but please make sure that we have working telephone numbers for all parents/carers, in case we need to contact you.
My child has had sickness/diarrhoea	Please wait 48 hours after the last 'episode' before sending your child back to school. This is to stop the illness spreading.
My child is going to be late into school	The registers close at 9am. If your child is going to arrive at school after this time, please ring school on 01253 315370 (option 1) to let our attendance team know.
I am struggling to get my child into school	Please ring the Pastoral Team on 01253 315370 (option 2) for help with this.
I need to take my child out of school for an appointment	Please bring your appointment card to the school office. Please try to avoid booking eye / dental / GP appointments during the school day.
I have concerns about my child at school	Please contact your child's teacher . You may have the opportunity to talk to them before or after school, but please be aware that they may need to make a further appointment to discuss things in detail.
I have changed my contact details	Please ring school with any changes – it is very important that we can contact all parents/carers in case of an emergency.
I am sending somebody else to collect my child from school	People on your child's contact list can pick up your child at any time. If the person is not on the contact list, you will need to phone school to let us know, before we can release your child. This person should always be at least 16 years of age, and known to the child. We are unable to let any child go home with anyone under 16.
I want to take my child out of school for a holiday	Please ask at the school office for an absence request form. (Please note that holidays in term time will not be authorised unless in exceptional circumstances).
I think my child may have Special Educational Needs and/or Disabilities (SEND)	In the first instance, discuss your concerns with your child's teacher, who will then talk to our SENDCo.
I am concerned about the safety or welfare of a child	Please contact Jenny Brown, Chyna Courtney, Karen Huson or Dave Woodcock – 01253 315370.
I am struggling at home	Our Pastoral Team can help with parenting skills, debt-management, benefit applications and any other needs you may have. They can be contacted on 01253 315370 (option 2).
What if I can't pay for uniform or trips?	We may be able to help. Please contact the Pastoral Team on 01253 315370 (option 2).
I am struggling with Parent Pay	Please ring the school office on 01253 315370 (option 3) for help.
I haven't received letters	Please regularly check your child's bag – letters can live there for a while!
My child needs to take medicine at school	Please contact Miss Gold (SENDCo) on 01253 315370.
It is after 4.30pm when the school office has closed but I need to contact After School Club	Please use the direct number which is 01253 600658.