



# Waterloo Primary Academy

## Nursery Brochure 2022-2023

**Head of School:**

Mrs Jenny Brown

**Deputy Headteacher:**

Mr Dave Woodcock

**Assistant Headteacher:**

Miss Karen Huson

**Nursery Manager:**

Mrs Samantha Metcalf

Proud to be part of



Waterloo Road, Blackpool, Lancashire, FY4 3AG  
01253 315370 | [waterloo.zestacademytrust.co.uk](http://waterloo.zestacademytrust.co.uk)

**Dear Prospective Parents/Carers, welcome to Waterloo Primary Academy's Nursery,**

The following pack contains helpful information which you will need as a parent or carers, to support your child throughout their Waterloo years. Obviously, you may have further questions from time-to-time which this pack cannot answer, but there will always be a friendly face to help – just ask! This booklet aims to tell you as much information as possible about our Nursery and we hope you will find it useful. We are here to help so, if there is something we have forgotten or you have any enquiries please do not hesitate to contact us.

Our building opened in 1906, so has seen a lot of life over the years. We always strive to offer an excellent, well-rounded education for all of our children. Underpinning all we do are our core values; Pride, Endeavour, Equality and Respect. Children are happy at Waterloo (we know, because they tell us they are) and they leave us as confident and content individuals – ready for their next chapter in life.

Waterloo is a three-form-entry primary academy, meaning that there are three classes of children in every year group from Year R to Year 6. We cater for children from three to eleven years old. We have over 660 children on roll, making us one of the largest primary schools in Blackpool.

We are an academy, which means that we are free from local authority control and have certain other freedoms, such as choosing our own holiday pattern and teaching the curriculum we want our children to learn, unlike maintained schools that must teach the national curriculum for England.

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 work 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 pop into school. Please use the main entrance on Ansdell Road and speak to our welcoming office staff. In most cases, they will be able to help you straight away, and if not, will speak to someone who can. If you need to stay in school, you will be asked to sign in, and will be given a visitor's badge.

You can contact Waterloo Primary Academy by:

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

**Please feel free to contact us at any time if you have any problems or concerns.**

We hope you find the information in this brochure 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 happy to show you round.

With very best wishes,



Mrs Jenny Brown  
**Head of Waterloo Primary Academy**

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## WHO ARE WE?

### Senior Leadership Team

<b>Head of School:</b>	Mrs Jenny Brown
<b>Deputy Headteacher:</b>	Mr Dave Woodcock
<b>Assistant Headteacher:</b>	Miss Karen Huson
<b>Business Manager - HR:</b>	Mrs Nicola Lea
<b>Business Manager - Finance:</b>	Miss Kelly Salisbury

### Associate member of the SLT SENDCo:

Miss Wendy Gold

### EYFS Staff:

<b>EYFS Lead:</b>	Miss Karen Huson
<b>Nursery Teacher/Manager:</b>	Mrs Samantha Metcalf

**Nursery Assistants:** Mrs Ruth Wilson

### Pastoral Staff

<b>Pastoral Manager</b>	Mrs Chyna Courtney
<b>Family Support Workers:</b>	Mrs Sarah Doherty Mrs Lori-Ann Wainwright

### Administrative Staff

<b>School Admin:</b>	Mrs Rachel Clacher Mrs Jenny Hart Mrs Lucie Mustin
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### Site Staff

<b>Site Manager:</b>	Mr Phillip Johnson
<b>Cleaning Supervisor:</b>	Mrs Natalie Sutcliffe
<b>Cleaners:</b>	Mr M Adams, Miss M Aspinall, Miss A Moore, Mrs J Smith

### Extended Schools (Breakfast and After School Club)

<b>Managers:</b>	Mrs Marie Burrows & Mrs Julia White
<b>Extended Schools Workers:</b>	Mrs Sarah Grimshaw, Miss Jessica Mellon, Mrs Paula Mellon, Miss Jennifer Woodcraft

### Academy and Trust Governance

#### Waterloo Academy Council (Governing Body) members:

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

#### 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 uploaded onto Parentapp and our school website, but you can request a paper copy at the school office. 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, 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 our app 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.

### Parents' Evenings

There are usually two Parents' Evenings each year (Autumn and Spring terms). These tend to be a 'Meet the Teacher' at the start of the year, a mid-year meeting. We also 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 contact us. This may be because we are a little worried about your child, there may have been an incident at school that we think you should know about or we may wish to share some good news or a success. Likewise, please feel free to contact us if you have similar 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. In EYFS, Y1, Y2 and Y6 these will include results of any assessments that your child has taken, and will cover effort and progress.

### New starters

There are additional meetings held for children and parents who are starting school for the first time.

## OUR NURSERY

We endeavour to ensure that both you and your child have a memorable and enjoyable time for the duration of your child's attendance in Nursery.

At Waterloo Primary Academy Nursery, we aim:

- Ⓜ to provide a safe, secure and caring environment which allows all children to achieve to their full potential
- Ⓜ to encourage children to develop their confidence and independence around the Nursery
- Ⓜ to lay the educational foundations that will support children throughout their school life
- Ⓜ to provide children with opportunities to access all areas of the curriculum as laid out in the Early Years Foundation Stage framework
- Ⓜ to foster positive links between home, nursery and the local community

## THE NURSERY DAY

Waterloo Nursery is a 52-place maintained Nursery (we accommodate up to 26 children in a session). The Nursery day is comprised of two sessions:

- Ⓜ **Morning** session 8:45-11:45am (3 hours)
- Ⓜ **Afternoon** session 12:15-3:15pm (3 hours)

Children are entitled to 15 hours of free provision each week.

Parents can choose for their child to attend five mornings or five afternoons each week or a combination of both.

**Additional** 3-hour sessions (which include lunchtimes) are also available and for these, charges apply:

- Ⓜ £13.00 per 3 hour session
- Ⓜ £3.00 per 30 minute lunch session (includes hot dinner cooked on school premises)
- Ⓜ £1.00 per 30 minute lunch session (child brings their own packed lunch)

**Please note:** lunchtime sessions are only available to children who are accessing Nursery for the whole day

When the doors open we welcome parents to bring their children into Nursery and help them settle. This is a time for children to show parents what they do in Nursery and for parents to talk to their child about what they have been doing. It is also a time for parents to talk to the Nursery teacher, or their child's key worker about things that may have happened at home, or about any concerns they may have.

We will safeguard each and every child in our care, and therefore ask that we are informed if any another adult, other than their parent/usual family member is to collect them. This information is then recorded in the 'collection book'. Sometimes you may be unavoidably delayed. **If you are going to be late collecting your child, please telephone to let us know so that we are able to reassure them.** For safety purposes access into Nursery is only permitted at the beginning and end of each session. Late children need to sign in at the main office and will then be admitted through the nursery doors. Other visitors to Nursery need to sign in using 'InVentry' and obtain a visitor's badge from the main school office.

## SCHOOL MEALS

### School Meals

If your child is stopping at school for lunch, they 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 and are of a high quality 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 and we will cater for specific dietary requirements).

We understand that children can be really fussy with food. There is lots of evidence however, that shows how much better children learn with healthy food inside them. Please try to make your child's packed lunch as healthy as possible. We have on occasion, had to ring parents for sending their children with a packed lunch full of sugar, fat and little else.

### Please do not pack:

- Ⓜ fizzy drinks
- Ⓜ crisps (especially not every day)
- Ⓜ large packets of biscuits or cakes
- Ⓜ chocolate bars
- Ⓜ bags of sweets
- Ⓜ chewing gum
- Ⓜ McDonalds or other take-away items
- Ⓜ 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.

All children, as part of a Blackpool-wide initiative receive a free breakfast when they arrive in school (water or milk, fruit and a bread product)

## BREAKFAST AND AFTER SCHOOL CLUB

Our Breakfast and After School Club runs daily:

### Breakfast Club

Our popular Breakfast Club opens at 8am 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. Pupils get a choice of breakfast, including a cooked option on a Friday.

### After School Club

Our popular After School Club runs from the end of the school day (3:15pm for YN) until 5.30pm. Children will receive a snack and a drink within this time. Children will have a variety of things to play with, both inside and out whilst at the club.

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 the clubs is through Parent Pay (payable online or at local shops). Unfortunately, if payment to the club is not made, then children may lose their place.

## ADMISSIONS & ATTENDANCE

For detailed information about our admissions, please request a copy of our Nursery admissions policy.

It is really important that your child is in Nursery on their planned days and punctual.

We understand that children can fall ill, and if they are, they need to be at home. However, if a 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 but missed time adds up.

At Nursery we hope to prepare the children for life in full-time school and we strongly believe that it is important to establish good routines early. **So please be on time and attend all your sessions.**

If your child is going to be absent for any reason, please let us know so that we are able to ensure they have access to all activities.

## WELLBEING AND ABSENCE

If your child is taken ill in Nursery or comes to Nursery ill, we will contact you so that he/she can go home. It is vitally important therefore that we have two emergency contact telephone numbers. Failure to contact a parent in an emergency could result in emergency treatment being delayed.

To stop the spread of any viruses within Nursery, we ask that if your child has sickness or diarrhoea you keep them off school for at least 48 hours from the last episode of any symptoms.

No medicines can be administered in Nursery except under exceptional circumstances e.g. medicines to control asthma, etc. and then only when accompanied by written parental consent.

Waterloo Primary Academy has a policy on headlice. If a child is seen to have live lice in their hair, school will contact the parent/carer and ask them to collect the child and treat their hair. Children may return to school the next day once treated accordingly.

## SCHOOL UNIFORM

It is really important that children wear the correct uniform – it means that they are all part of the Waterloo team, so no-one is teased or singled out because they dress differently (with no pressure to keep up with fashion trends etc.). Please ensure that your child wears the correct uniform. Please, please ensure all your uniform is named. We cannot take any responsibility for items of clothing that go missing. Children must learn to look after their own belongings. This is made extremely difficult when clothing isn't named.

**All NEW Nursery and Reception starters will receive a free school uniform.**

## Autumn and Spring term uniform

- Ⓜ Grey trousers/grey/Waterloo tartan pleated skirt/Waterloo tartan pinafore
- Ⓜ White polo shirt (branded or non)
- Ⓜ Waterloo cardigan or jumper
- Ⓜ Smart black shoes (**flat**)
- Ⓜ Small gold or silver **stud** earrings (**no hoops or earrings that dangle**)

## Summer term uniform

- Ⓜ Grey trousers or trouser shorts
- Ⓜ White polo shirt/red/maroon gingham dress with white socks
- Ⓜ Waterloo cardigan or jumper
- Ⓜ Smart black shoes (**flat**)
- Ⓜ Small gold or silver stud earrings (**no hoops or earrings that dangle**)

All children in nursery are expected to wear the Waterloo Primary Academy uniform. We will provide every nursery child with a free school uniform. When a place is confirmed, we will write to you with further details.

Children are not allowed to wear trainers at Nursery. Small ankle boots are allowed in the colder months but no 'Ugg' style boots are allowed.

Please remember that your child will have access to an outdoor area so they need appropriate clothing for the weather. Please ensure that your child has a waterproof and warm coat. It would also be useful if they could bring a pair of wellies. On very wet days, children will only be allowed to play beyond the covered area if they have a waterproof coat and wellies.

In summer your child will need a sun hat. On hot days please make sure that they have had a high factor sun cream applied. No jewellery may be worn in Nursery, except for one pair of sleeper earrings. However, the Nursery cannot accept responsibility for loss or damage so you are advised to remove earrings while your child is at Nursery. This will also prevent accidents, as children are often involved in daily physical activities such as climbing. **Tramlines or extreme hairstyles are not permitted.**

## TEACHING AND LEARNING IN NURSERY

We follow the Early Years Foundation Stage Curriculum was introduced for our Nursery. The curriculum covers seven areas of learning and we aim to provide a balance of these areas in order to prepare them for full time school. All children will benefit from activities which are designed to meet their individual needs.

### Prime Areas

- Ⓜ **PD** Physical Development (moving and handling, health and self-care)
- Ⓜ **PSED** Personal, Social and Emotional Development (making relationships, self-confidence and self-awareness, managing feelings and behaviour)
- Ⓜ **CAL** Communication and Language (listening and attention, understanding, speaking)

### Specific Areas

- Ⓜ **L** Literacy (reading, writing)
- Ⓜ **M** Maths (numbers, shape, space and measures)

- Ⓜ **UW** Understanding the World (people and communities, the world, technology)
- Ⓜ **EAD** Expressive Arts and Design (exploring and using media and materials, being imaginative)

**Communication and Language** development involves giving children opportunities to speak and listen in a range of situations and to develop their confidence and skills in expressing themselves.

**Physical Development** involves providing opportunities for young children to be active and interactive, and to develop their coordination, control, and movement. Children are also helped to understand the importance of physical activity, and to make healthy choices in relation to food.

**Personal, Social and Emotional Development** involves helping children to develop a positive sense of themselves and others; to form positive relationships and develop respect for others; to develop social skills and learn how to manage their feelings; to understand appropriate behaviour in groups; and to have confidence in their own abilities.

**Literacy** development involves encouraging children to read and write, both through listening to others reading, and being encouraged to begin to read and write themselves. Children are given access to a wider range of reading materials – books, poems, and other written materials, to ignite their interest.

**Mathematics** development involves providing children with opportunities to practise and improve their skills in counting numbers, calculating simple addition and subtraction problems, and to describe shapes, spaces and measures.

**Understanding the World** involves guiding children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology and the environment.

**Expressive Arts and Design** involves supporting children to explore and play with a wide range of media and materials, as well as providing opportunities and encouragement for sharing their thoughts, ideas and feeling through a variety of activities in art, music, movement, dance, role play, and design and technology.

### Characteristics of Effective Learning

- Ⓜ Playing and exploring
- Ⓜ Active learning
- Ⓜ Creating and thinking critically

At Waterloo we believe all seven areas are equally as important in order to ensure the development of the 'whole child'. We also acknowledge 'how' each child learns plays a central role towards them becoming effective learners. We aim to deliver these through planned, purposeful play, with a balance of adult-led, adult directed and child-initiated activities.

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 to **not** follow the national curriculum in the rest of the school (other than for English and maths). More detailed information about our exciting, innovative curriculum; '**Learning Means the World**' can be found on our website.

We encourage **playful learning** in Nursery and Reception rather than 'learning through play'. The children are encouraged to explore materials, solve problems, make connections, be imaginative and innovative, express themselves and to work with each other. In their play they are able to apply existing knowledge and to practise their skills. Play empowers children to make choices and to be active learners.

In Nursery we aim to create an attractive, welcoming and stimulating learning environment to in turn encourage children to explore, and learn through first-hand experiences. We also endeavour to make our Foundation Stage a place where children feel safe, secure, and confident and at the same time challenged to develop their independence. Learning environments in both Nursery (and Reception) each have clearly defined areas (including role play, sand, water, malleable, reading, physical, mark-making, computer, creative, construction, small world, listening, fine motor...)

We also aim to provide an outdoor environment which sensitively reflects the indoor environment while at the same time paying careful attention to the many opportunities for Physical Development.

Children are encouraged to become independent learners both indoors and outdoors and to take some responsibility for initiating their own lines of enquiry and investigation.

During each session children will be given opportunities to have free play within the setting (continuous provision), and also to work individually, or in small groups, alongside an adult.

## KEY WORKERS, OBSERVATIONS, PLANNING & ASSESSMENT

During your child's first half-term your child will be allocated a key worker. The role of a key worker is to help settle the children in, keep records of their achievements and progress, and to liaise with parents. If you have any concerns about your child, or feel that there is something we need to know, you will be able to speak to their key worker or to the Nursery teacher.

Thorough planning is the key to making children's learning effective, exciting, varied and progressive. Effective learning builds on and extends what children know and can already do. Our planning pays careful attention to the EYFS while at the same time being informed by observations we have made of the children in order to understand and consider their current interests, development and learning needs. All members of staff in Nursery are involved in this process at some or every stage.

Our planning in Nursery is based around the school's 'Learning Means the World Curriculum' based around four Cs which are major world issues '**Culture, Conservation, Conflict and Communication**'.

However, to a degree these are flexible and are often amended in response to the needs (achievements and interests) of the children. Plans are therefore changed accordingly.

Regular assessments of children's learning are undertaken and in turn this information is used to ensure future plans reflect individual needs. Assessment in the Nursery takes the form of a range of observations and this involves the teachers and other adults as appropriate. These observations are recorded using the 'Evidence Me' app and this in turn formulates individual 'Learning and Development' records. At the end of the summer term, parents of children who are leaving Nursery to move into Reception are given a written summary of their child's progress against each area of learning and the opportunity to receive a complete copy of their child's Learning Journey.

We also acknowledge that parents have a unique knowledge of their child and we endeavour to engage their involvement in the assessment process as much as possible. Nursery host 'Stay and Play' sessions throughout the year and provide many additional opportunities for parents to come into Nursery on more informal occasions – some of which are regular features of the Waterloo calendar and some are spontaneous events (often to celebrate children's achievements or to share positive/cultural events such as our 'Easter Bonnet Parade').

The importance of daily 'chats' with parents as they drop off and collect their children before and after each session are also valued and recognised and how these are often an important window into a parent's views and observations on aspects of their child's development.

In Nursery, 'Baseline' assessments are gathered in order for staff to determine within which stage each child's learning and development lies in order for the provision to provide an accurate next step approach within their plans and care. Continuous assessment then becomes an on-going process throughout the year and is then used to summarise all assessments and observations recorded.

Monitoring and moderation of children's progress is completed at regular intervals during PPA (planning, preparation and assessment time) and also through cluster meetings, arranged by the local authority. When children leave Nursery, a written report is provided for parents. This includes a general comment for each child, information regarding whether their child is meeting their 'expected' level of development, 'exceeding' their level, or not yet reaching it (emerging) in relation to each of the seven areas of learning. It also includes a summary of their child's skills and abilities in relation to the three key characteristics of effective learning. All record keeping is then passed to their child's Reception teacher as appropriate as your child's time in Nursery draws to a close.

## 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 lists 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 session – the doors are opened from 8:45am and children are escorted in by their teacher.

- Ⓜ 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 with your child regularly. Little and often is best – ideally every night. We cannot stress how important home reading is.**
- Ⓜ Please check your child’s bag for any letters from school – they like to stay in there for some time otherwise.
- Ⓜ Attend Parents’ Evenings (autumn and spring terms)
- Ⓜ Support school discipline measures. Sometimes children do make poor choices and behave inappropriately. Our discipline strategy is firm, but fair – it is designed to guide our children, and encourage them to become caring, responsible citizens. It is always difficult to hear that your child has been in trouble at school, but if the ‘appropriate behaviour’ message is repeated 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 concerning 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 may be 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 social services and/or the police.**

**This may result in conversations between parents 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, you can contact us on **01253 315370** and ask to speak to a DSL or a member of ‘The Haven’ staff. 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

## WORKING IN PARTNERSHIP

It is our hope and our aim that parents will feel welcome in Nursery and will not feel afraid to seek advice or information about their children at any time

We are always pleased to have parents in Nursery (and Reception) to help. Please let us know if you would be able to help regularly or even just once in a while.

Please see also Waterloo Primary Academy Nursery Admissions Policy.

## WHAT SHOULD I DO IF?

PROBLEM	SOLUTION
My child is too ill to come into school	Please ring school on 01253 315370 to let our attendance team know your child will be absent. On their return, we may seek medical proof 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 <b>working</b> telephone numbers for all 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 to let our pastoral team in The Haven know.
I am struggling to get my child into school	Please ring The Haven on 01253 315370 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 not to book eye / dental / GP appointments during the school day.
I have concerns about my child at school	Please contact your <b>child's teacher</b> . You may be able to catch 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 – <b>it is very important that we can contact all parents/carers in case of an emergency.</b>
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 16 years old, and known to the child. <b>We will never let any child go home with anyone under 16.</b>
I want to take my child out of school for a holiday	Please ask at the school office for an absence request form. <b>(Please note that holidays in term time will not be authorised unless in exceptional circumstances).</b>
I think my child may have Special Educational Needs and/or Disabilities (SEND)	Discuss this with your child's teacher, who will then talk to our SEND team.
I am concerned about the safety or welfare of a child	Please contact a DSL or member of 'The Haven' staff: 01253 315370.
I am struggling at home	Our pastoral team in 'The Haven', who can help with parenting skills, debt-management, benefit applications and any other need you may have. 01253 315370.
What if I can't pay for uniform or trips?	We may be able to help. Please contact the pastoral team on 01253 315370.
I am struggling with Parent Pay	Please ring the school office on 01253 315370 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	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	The direct number is 01253 600658