



Waterloo Primary Academy

Nursery Handbook 2023-2024

Head of School: Mrs Jenny Brown

Deputy Head: Dave Woodcock

Assistant Head: 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

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

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 Nursery 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

NURSERY BROCHURE CONTENTS

WHO ARE WE? staff members & governance	3
KEEPING YOU INFORMED: home-school communication	4
OUR NURSERY / THE NURSERY DAY: timings you will need to be aware of	5
SCHOOL MEALS: nutritious and delicious!	6
BREAKFAST & AFTER SCHOOL CLUB: for busy, working parents	6
ADMISSIONS & ATTENDANCE: every minute counts	7
WELLBEING & ABSENCE: all you need to know	7
SCHOOL UNIFORM: what will you need?	8
TEACHING & LEARNING IN NURSERY: what we do, and how we do it	9
KEY WORKERS, OBSERVATIONS, PLANNING & ASSESSMENT: it's child's play	11
SUPPORTING YOUR CHILD: we're here to help	12
SAFEGUARDING: keeping your child safe	13
WORKING IN PARTNERSHIP: home and school working together for one goal	13
WHAT SHOULD I DO IF? some frequently asked questions	16



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 – this begins in our Nursery. 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.

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.

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. 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 (up to 15 hrs).

Additional sessions are also available, and for these, charges apply:

 additional 3-hour session	£13
 additional 3-hour session + lunch	£15 (includes hot dinner)
 additional lunch session	£3 (includes hot dinner)
 additional lunch session	£1 (child brings own packed lunch)

We safeguard every child in our care, and therefore ask that we are informed if any another adult, other than their parent/carer/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 school office. 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 staying 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. 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.**

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...

Please make sure that your child's lunchbox is clearly labelled with their name.

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 based 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.

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 is 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 to feel increasingly unwell, we will contact you. It's very easy to think that the odd day off won't matter, but missed time really 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 do let us know.

WELLBEING AND ABSENCE

If your child is taken ill in Nursery, 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 critical 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. All medication requires written parental/carers 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/carers and ask them to collect the child and treat their hair. Children may return to school the same/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 - 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 Nursery starters will receive a free school uniform.

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
- 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
- any headscarves should be grey, black or white

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 permitted to wear trainers at Nursery. Small ankle boots are allowed in the colder months, but for safety reasons, 'Ugg' style boots are not permitted.

Please remember that your child will have access to the outdoor provision on a daily basis, so they need appropriate clothing for all weather conditions. Please ensure that your child has a waterproof and warm coat. It is also recommended that they keep a pair of wellies on site. On very wet days, children will only be able 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 stud 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 accessing the climbing frame. **'Tramlines' or extreme hairstyles are not permitted.**

TEACHING AND LEARNING IN NURSERY

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

Prime Areas

- 🕒 **PD** Physical Development (gross motor skills and fine motor skills)
- 🕒 **PSED** Personal, Social and Emotional Development (self-regulation, managing self and building relationships)
- 🕒 **CAL** Communication and Language (listening, attention and understanding and speaking)

Specific Areas

- 🕒 **L** Literacy (comprehension, word reading and writing)
- 🕒 **M** Mathematics (number and numerical patterns)
- 🕒 **UW** Understanding the World (past and present, people, culture and communities and the natural world)
- 🕒 **EAD** Expressive Arts and Design (creating with materials, being imaginative and expressive)

Physical Development

By creating games and providing opportunities for play both indoors and outdoors, adults support children in developing their core strength, stability, balance, spatial awareness, co-ordination and agility. Gross motor skills provide the foundation for developing healthy bodies and social and emotional well-being. Fine motor control and precision helps with hand-eye co-ordination, which is later linked to early literacy. Repeated and varied opportunities to explore and play with small world activities, puzzles, arts and crafts and the practice of using small tools, with feedback and support from adults, allows our children to develop proficiency, control and confidence.

Personal, Social and Emotional Development

Our children are supported in managing their emotions, developing a positive sense of self and setting themselves simple goals. They are encouraged to have confidence in their own abilities and to persist and wait for what they want, and direct attention as necessary. Through adult modelling and guidance, children learn how to look after their bodies, including healthy eating and managing their personal needs independently. Through supported interactions with other children, they learn how to make good friendships, co-operate and to resolve conflicts peacefully. These attributes then provide a secure platform from which they go on to achieve in our wider school and in later life.

Communication and Language

The development of our children's spoken language underpins all seven areas of learning and development. The frequency and quality of all interactions between adults and children is crucial. Children's language is developed effectively by adults engaging in conversations with children and commenting on the interests they demonstrate and their use of new and varied vocabulary. Reading is embedded into the Nursery day, and adults actively engage children in stories, non-fiction texts, rhymes and poems. Children are provided with extensive opportunities to use and embed new words in a range of contexts, giving them the opportunity to thrive. Through conversation, storytelling and role play, where children share their ideas with support and modelling from adults, and sensitive questioning, that invites them to elaborate, children become comfortable using a range of rich vocabulary and language structures.

Literacy

It is crucial for our children to develop a life-long love of reading. Reading consists of two dimensions: language comprehension and word reading. Language comprehension develops as adults talk with our children about the world around them, as they read with them and as they enjoy rhymes, poems and songs together. Skilled word reading, delivered when the children are ready, involves both the working out of the pronunciation of unfamiliar printed words (decoding) and the recognition of familiar printed words. Writing also has two elements: transcription and composition. Transcription involves spelling, handwriting and composition. In Nursery, we focus on the children's ability to articulate their ideas and their ability to structure them in speech, prior to the written form.

Mathematics

Developing a strong grounding in number is essential in order for our children to develop the necessary building blocks to excel mathematically. Adults provide a range of opportunities for the children to build and apply this understanding on a daily basis - such as using tens frames during registration and using shells and animals for organising counting. Children then develop a secure base of understanding and vocabulary upon which the mastery of mathematics is built. The curriculum also includes carefully considered opportunities for the children to develop their spatial reasoning in all areas of mathematics including shape, space and measures. Children are supported to develop positive attitudes and an interest in mathematics. They are encouraged to look for patterns and relationships and to identify connections.

Understanding the World

Understanding the world involves guiding our children to make sense of their physical environment and their community through opportunities to explore, observe and find out about people, places, technology and the world around them. In addition, the children enjoy a wide variety of stories, non-fiction texts, rhymes and poems alongside our global curriculum



'Learning Means the World'. This all helps to foster their understanding of our culturally, socially, technologically and ecologically diverse world.

Expressive Arts and Design

Expressive Arts and Design involves supporting our children's exploration and play with a wide range of media and materials. They are encouraged to share their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role play, and design and technology. Our 'Learning Means the World' curriculum ensures the development of our children's artistic and cultural awareness and their growing imagination and creativity.

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 opportunities for children to develop in all areas 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 Wendy 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 'Special Needs and Disabilities (SEND) Policy' can be found on our website.

We exercise our right as an academy and we do 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 a welcoming, interactive 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, 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, 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, they will be allocated a key worker. The role of a key worker is to help settle the children in, celebrate their achievements, support their progress, and 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 Manager.

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, is informed by interactions with the children. This enables us to understand and consider their current interests as well as their development and learning needs. All members of staff in Nursery are involved in this process.

Our planning in Nursery is based around the school's 'Learning Means the World Curriculum', which focuses on four Cs which represent major world issues - '**Culture**, **Conservation**, **Conflict** and **Communication**'. However, to a degree, these are flexible and can be amended in response to the needs (achievements and interests) of the children. Plans are therefore changed accordingly.

Timely assessments of children's learning are undertaken, and this information is used to ensure future plans reflect individual needs. Assessment in the Nursery is largely based upon interactions with the children and involves all members of the Nursery team. At the end of the summer term, children who are leaving Nursery to move into Reception, will receive an end of year report. This includes a general comment and indicates whether the child is meeting the '**expected**' level of development, or not yet meeting it (**emerging**) in relation to each of the seven areas of learning. At the end of the academic year, parent(s)/guardian(s) will also receive their child's individual 'Learning Journey' tracking their time and progress in Nursery.

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 'open' sessions throughout the year, providing 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.

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. These are often an important window into a parent's views and observations regarding aspects of their child's development.

In Nursery, 'Baseline' assessments are gathered in order for staff to determine each child's learning and development needs. Staff use these assessments to effectively tailor their plans and approach. Following this, continuous assessment is an on-going process throughout the year.

Monitoring and moderation of children's progress is ongoing, and is updated at regular intervals throughout the academic year. All record keeping is then passed to the Reception teachers 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 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, Dave Woodcock and Karen Huson

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**

WORKING IN PARTNERSHIP

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

We are always pleased to have parents/carers 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.

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.