



FAMILY HANDBOOK



UPDATED: February 2020

FAMILY HANDBOOK CONTENTS

PAGE 2: Contents

PAGE 3: Introduction & Our Shared Vision

PAGE 4: Keeping Pupils Safe & Safeguarding Poster

PAGE 5: Conduct, Other People's Children

PAGE 6: Our Playground

PAGE 7: Home / School Agreement

PAGE 8: The Calm School Code

PAGE 9: Home / School Communication

PAGE 10: Attendance

PAGE 11: Attendance (continued), Medicines

PAGE 12: School Meals, Social Media

PAGE 13: Uniform, Home Learning

PAGE 14: Home Learning (continued),

PAGE 15: Family Learning, School Trips

PAGE 16: Year Group Classes, Passport & Legal Documentation Requests, Contacting You & Contacting Us

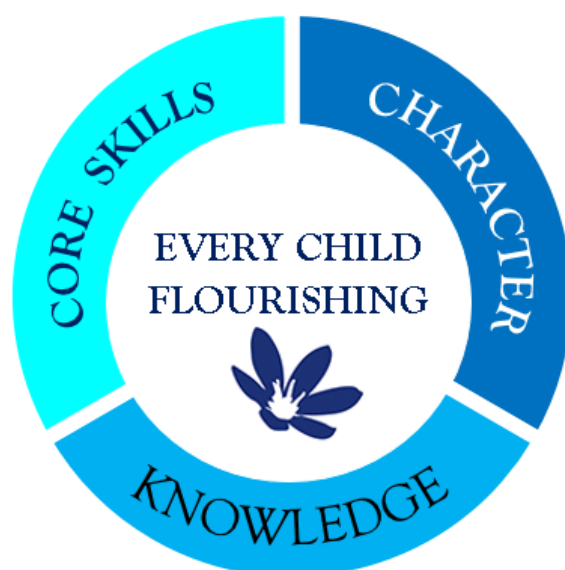
INTRODUCTION

We pride ourselves on the outstanding contributions families make to the life of the school each and every day. Since September 2015, Floreat Wandsworth families have been fully behind our vision to ensure all pupils fully flourish. The outstanding progress pupils make at this school is largely due to the blossoming relationship between the staff and the families. Both groups have one goal: to serve the pupils and serve them well.

This handbook is for the whole team around the child to refer to throughout the academic year. It is designed to support you to work in partnership with the school. By making the positive choice to attend this school, families are expected to support us by following the guidelines as described in this handbook.

This handbook is a working document and will be reviewed and amended annually. Please do approach a member of the team if you have any questions.

OUR SHARED VISION



We believe that all pupils should flourish in and out of school. Our promise to pupils is to develop their broad range of **character virtues**, to enhance their **core skills** and to deepen their **knowledge** of the world around them. We want our families to join us and the pupils on this journey and be very much part of everything we aim to achieve at this school.

KEEPING PUPILS SAFE

Our first priority in school is to keep pupils safe. We do this in a number of ways:

- a. All adults who work with pupils in this school are Disclosure & Barring Service (DBS) checked.
- b. The Headteacher can allow parents to work with pupils on a volunteer basis (a *Code of Conduct for School Volunteers* will be shared with all volunteers who must then sign the documentation).
- c. All staff have up to date and appropriate safeguarding training.
- d. Staff know what to do if a child is deemed 'at risk'. Staff know how to report safeguarding issues to the Designated Safeguarding Lead.
- e. Pupils know who to talk to if they need to. Pupils know that adults wearing a Floreat Wandsworth Staff Lanyard are in school to keep them safe.
- f. Pupils who are unsafe towards other pupils or to members of staff will be dealt with in line with our Behaviour Policy. This can lead to an internal exclusion, a fixed term exclusion or a permanent exclusion.
- g. Appropriate members of staff are given full first aid training.
- h. All school policies are available on our website.
- i. Safeguarding posters are displayed around the school (as shown below).
- j. The building is secured by a magnetic door system. Only members of staff or allocated personnel are given security keys.
- k. All staff receive Fire Safety Training. Fire Safety procedures are checked regularly.
- l. In the event of an emergency pupils will be evacuated to a designated building away from the school site.
- m. The Fire Assembly Point is located on the playground near to our Stage Garden. Fire drills and Fire Safety Training are conducted regularly so that staff know how to
- n. The school work closely with the Wandsworth Safeguarding Team and the police to ensure any incidents relating to safeguarding at school, at home or the public domain are addressed in the appropriate manner.
- o. **If you have a Safeguarding concern about any adult or child then please call the School Office Team and tell them that your concern is urgent as it relates to Safeguarding.**



SAFEGUARDING



Mr Custance, Miss Wood, Mrs Marsden and Mrs Davies are responsible for keeping children safe in school. Please contact them immediately if you have any concerns about the welfare or safety of a child who attends this school.

NOMINATED GOVERNOR FOR CHILD PROTECTION:
CAMILLA BROUGH

DESIGNATED SAFEGUARDING LEAD:
MR CUSTANCE (HEADTEACHER)

DEPUTY DESIGNATED SAFEGUARDING LEADS:
MISS WOOD
MRS MARSDEN
MRS DAVIES

Referrals to Wandsworth's Multi Agency Safeguarding Hub (MASH)

- If you believe there is an immediate need for a safeguarding response, or want to assess whether a safeguarding referral is appropriate, call the Multi-Agency Safeguarding Hub:
- Call 020 8871 6622 (9am to 5pm)
- Out of hours: 020 8871 6000 or email mash@wandsworth.gov.uk

How do I make a referral if I'm a professional?

- Make a 'safeguarding referral' to the Multi Agency Safeguarding Hub using the [Early Help Assessment form](#). A copy of this can be found in the Safeguarding Policy.

Where can I find a copy of the Safeguarding Policy?

- In the School Office and on our website www.floreatwandsworth.org.uk/policies

London Borough of Wandsworth

- Head of Safeguarding Standards Service: 020 8871 7858
- Child protection lead officer and Local Authority Designated Officer (LADO): 020 8871 7226
- Safeguarding in Education Advisor: 020 8871 7961

Multi Agency Safeguarding Hub (MASH)
Wandsworth Town Hall, Wandsworth High Street
London, SW18 2PU

- The reception is open to the public 9.30am to 4.30pm
- mash@wandsworth.gov.uk

CONDUCT

Our whole school community is expected to act with **dignity** and **integrity**. We teach the pupils about these words and what they mean. We expect all of the adults around them to model this behaviour.

The playground, in particular, is a peaceful and positive place. Families have told us that they really appreciate the **happy** and **joyful environment** we have created together. They have also told us that they do not like listening to the complaints from other parents. This acts against the positive atmosphere we believe in.

We are always solution-driven. If there is ever an issue we will resolve it together in partnership. We will never engage in any kind of confrontation with a parent and will always keep our dignity. Being dignified is a key life skill that we teach the pupils. We ask you to do the same. Sometimes you may be angry or upset about something which is totally understandable. The Headteacher's door is always open and you can use this as a safe place to calm down and restore your dignity. If you are unwilling to do this, we will ask you to leave the premises and return the next day when you are able to discuss the situation with us calmly.

We will always be truthful with you and we ask you to do us the same courtesy. Sometimes telling the truth can be a challenge however we commit to doing this consistently so that you can have confidence in our school. We ask that you are always truthful with us even when this is difficult.

The Governors will not tolerate any physical or verbal abuse or threats towards members of staff or the members of the wider community. We will issue banning notices if adults behave in an unsafe or threatening way. Swearing on the school playground or in the school building is also unacceptable.

Advice from the Department of Education can be found by clicking on, or searching for, the following:

[DFE ADVICE ON ACCESS TO SCHOOL PREMISES](#)

Please help us to ensure our pupils are surrounded by exemplary adult role models. Thank you.

OTHER PARENTS & THEIR CHILDREN

It is a school rule that families must never approach other parent or other children about behaviour incidents, safeguarding issues or any concern or issue you may have. You must always inform a member of staff about a situation and we will help to resolve this.

OUR PLAYGROUND

Our school playground is a place to **share great news** and **meet new friends**. We have written the following guidelines to ensure all members of our school community feel happy and safe.

GATES

The gates are opened at 8.20am and 3.25pm every day.

The gates are closed at 8.35am and 3.40pm every day.

After 8.35am you must use the School Office Entrance.

Please use the entrance that serves you and your family best.

DOGS

Dogs are not allowed on our school playground for health and safety reasons (including puppies in arms).

Dogs must not block the entrance to the school under any circumstances.

BIKES & SCOOTERS

Pupils can leave their bike or scooter in one of the allocated sheds during the school day only. Pupils and adults must not ride their bike or scooter within the school premises. This is to avoid accidents. Motorised equipment of any kind is banned from the playground.

CLIMBING FRAMES

Our climbing equipment can only be used during allocated break times.

SUPERVISION

Pupils **must** stay with their grown-up before and after school. Supervision of all pupils is the responsibility of the families from 8.20 – 8.30am and from 3.30pm onwards. Chasing games or using the playground equipment is not allowed before and after school.

MOBILE PHONES

For safeguarding reasons we ask adults to not talk on a mobile phone on the playground. Photos or videoing of other pupils is also forbidden.

WET WEATHER

Please use the sheltered areas in the playground until the bell rings. We are an 'all weather school' so we will line up as normal at 8.30am. This will ensure a safe start to the school day so teachers know that the pupils are in line.

THE BELL

A member of the team will bring the bell out each morning. If your child has not had a turn please ask them to use their confident voice to ask one of the team.

THE CLIPBOARD SYSTEM

Teaching Assistants from your class/year group will bring out a clipboard each morning. This is so we can write down any important messages. You can email the message to the Office Team if you are not able to speak to one of the team in person. If your message is for the Office Team then we will ask you to visit the main School Office on Garratt Lane.

VISITORS

All visitors must use the School Office entrance and sign in.

COLLECTION

Please note that parental permission must be given to the School Office or the teacher/Teaching Assistant if a child is to go home with an adult who is not our collection list e.g. a friend of the family or a relative.

PERSONAL ITEMS

Personal items such as toys, comforters and items of value (e.g. Fitbits) must be left at home and not brought into school. One small keyring is allowed on a book bag or school bag (no lip balms, detachable toys, torches or similar items please!).

HOME-SCHOOL AGREEMENT

At Floreat we believe that the purpose of education is to enable every child to flourish and to become the best that they can be. Flourishing is achieved through an excellent, knowledge-rich academic education and a purposeful approach to developing character virtues.

Achieving our goal is a shared endeavour that involves the commitment of staff, families and pupils. This home-school agreement sets out the key responsibilities that will enable us to achieve our ambitions. It is essential that everyone fulfils their responsibilities and plays a full part in helping our pupils to flourish.

Together we will:

- ✓ Create a community where staff, pupils and families flourish.
- ✓ Strive for the highest academic standards and do everything in our power to deliver outstanding teaching and learning.
- ✓ Try every day to model and develop character virtues through our words and actions.
- ✓ Support our shared vision of developing core skills, character and knowledge.
- ✓ Communicate honestly and work in partnership to resolve any problems that may arise.

The school will:	The family will:	The pupil will:
<ul style="list-style-type: none"> • Keep your child safe and look after their welfare at all times. • Contact families and involve safeguarding agencies if there are any safeguarding issues. • Provide a happy, nurturing and secure environment in which your child can flourish. • Deliver an inspiring, rigorous and knowledge-rich curriculum that unlocks your child's curiosity and academic potential. • Help your child to develop a range of character virtues. • Keep you informed about your child's individual progress through regular meetings and progress reports. • Share good news in public and concerns in private. • Set homework regularly. • Inform you about what your child will be learning at the beginning of each term. • Listen and act on any concerns you might have about your child's education or welfare. • Create a strong and positive community feel. 	<ul style="list-style-type: none"> • Contact the school if they have any safeguarding concerns. • Make sure children arrive in plenty of time before the beginning of school, and are collected promptly at the end of the day. • Be responsible for your child's behaviour before 8.30am and after 3.30pm. Families must keep children safe during these times. • Aim for 100% school attendance and make any appointments outside of learning time. • Ensure children are properly dressed and organised for school. This includes having their PE Kit in school every day (Monday to Friday). • Support the school to develop our child's knowledge of the world and character virtues. • Ensure children read every evening and complete their homework. • Attend all meetings with teachers, come to the school immediately when asked to do so and communicate directly with the school when problems arise. • Role-model curiosity through reading all school-related correspondence, visiting libraries, galleries and museums, reading at home and practising interests or hobbies. • Ensure children get plenty of fresh air and exercise, and eat healthily at home. • Support the school's ethos by promoting positive behaviour. • Clearly label all belongings with the child's full name. 	<ul style="list-style-type: none"> • Follow the Calm School Code (see page 8). • Talk to a teacher if they feel unsafe in any way. • Be polite, kind, friendly and respectful to all members of our school community, including visitors. • Take care of the school and everything and everyone in it, and tell a member of staff if they are worried or unhappy. • Move with dignity in the building and be courteous when they meet others in the corridors. • Show good manners at lunchtime and eat a range of healthy foods. • Listen carefully to others and speak in full sentences with a confident voice. • Persevere with their learning and allow everyone around them to work hard too. • Participate in all school-based activities. • Take responsibility for their own belongings.

Thank you for choosing our happy school!

By making the positive choice to attend this school, families are expected to support us by following the guidelines as described in this agreement.



The Calm School Code

Act kindly.

Speak nicely.

Listen carefully.

Move calmly.

HOME / SCHOOL COMMUNICATION

At this school we always work together to ensure our pupils are happy and safe. We also work together to ensure families have a voice so their concerns, views and opinions are heard.

In the first instance you can always approach the **Headteacher** (Mr Custance) about any concern or question you may have. You can also request a call back by contacting the Office Team using the details below. Mr Custance will then offer advice and support or he will guide you to the right person for the appropriate advice and support.

SAFEGUARDING

<p><i>'I have a concern over the safety or welfare of a child in this school.'</i></p> <p><i>'I have a safeguarding concern about an adult (a parent, a member of staff or anyone within the school community).'</i></p>	<p>Please approach the Headteacher as soon as possible or call the school immediately on 020 8353 4195 or email office@wandsworth.floreat.org.uk</p>
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ABSENCE

<p><i>'I need to report that my child will be absent from school.'</i></p> <p>Please note that absence requests will only be authorised in extreme circumstances or for medical appointments. Requests must be made using an Absence Request Form (ARF). Copies can be found in the School Office.</p>	<p>Please phone the school on 020 8353 4195 if your child is too ill to come to school.</p> <p>If your child is ever off school, you must call the office and report this. Failure to do so can result in school having to call social services or the education welfare officer.</p>
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I NEED TO TALK TO SOMEONE

<p><i>'I need to talk to someone at school in person or over the phone.'</i></p> <p>Please request a meeting or a call back by phoning the school on 020 8353 4195 or email office@wandsworth.floreat.org.uk</p> <p>Please let the Office Team or member of staff know what the meeting is in regards to. This is so that we can contact the right person and find the relevant information for the meeting or phone call.</p> <p>These meetings or phone calls will usually last no longer than 10 minutes and will take place either before or after school.</p>	<p>STEP 1. The class teacher will always try to resolve any issues or concerns first. They are always ready to help.</p> <p>STEP 2. If Step 1 is not successful then you can request to meet either Ms Burke (Assistant Head for Years 3 & 4), Miss Wood (Phase Leader for Year 1 & 2) Mrs Davies (Assistant Head for Nursery & Reception).</p> <p>STEP 3: On the very rare occasion that Steps 1 & 2 do not bring a satisfactory conclusion to the issue then a request can be made to meet with Mr Custance (Headteacher).</p> <p>Please note that in cases relating to safeguarding your concern might require STEP 2 or STEP 3 straight away. The right person will contact you so that your concerns can be addressed.</p>
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DAILY MESSAGES

<p><i>'I need to pass on a message to the teacher regarding my child. It does not require a face-to-face meeting but I would like the school to know something.'</i></p> <p>Message examples: a restless night, a request for a new book, a family issue, a minor medical issue, homework or a letter has not been received.</p>	<p>Please pass the message on via the clipboard system in the mornings or leave your message with the office team by either phoning 020 8353 4195 or emailing your message to office@wandsworth.floreat.org.uk</p> <p>The office team will then pass on your message to the relevant member of staff.</p>
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ATTENDANCE

Children are the best they can be when they are in school every day, on time.

It is an expectation that you will do everything you can to get your child to school every day, on time. When children are in school they will take part in all normal school activities.

FAMILIES MUST ALWAYS AIM FOR 100% ATTENDANCE

Any attendance that falls below **90%** will be categorised as 'persistent absenteeism' and meetings between parents and the school will be held. Families will be asked to improve the attendance rate by a set date. If attendance or punctuality is not at the expected standard, then this can lead to fines and court proceedings.

If your child is ever off school, you must call the office and report this. Failure to do so can result in school having to involve the Wandsworth Safeguarding Team and/or the Education Welfare Officer.

If your child has had sickness or diarrhoea they need to stay off school for 48 hours. If your child has a common cold they are often better off in school where they can be busy. For other conditions, please call the school office and the team will give you advice about whether or not your child needs to stay off school. When children start school they often pick up new germs and can be 'under the weather'. If we are concerned about a child's health, we will always call you to collect them.

Punctuality

Teachers begin teaching as soon as the children enter the classroom. Children must be on the playground **before** the bell rings. Punctuality is an important life skill and we will work with you to ensure children are on time. Families have told us they do not like lateness as they know it disturbs other children's learning. Lateness can also have an effect on the child both emotionally and socially.

Holidays

We are unable to authorise any holiday leave. Holidays must be taken during the official school holidays. Please check the 'School Term Dates' on our website before booking holidays. Holidays during term times may incur a fine from the Education Welfare Team at Wandsworth and can lead to court proceedings.

Exceptional Circumstances

In very exceptional circumstances, absence from school can be authorised. This must be discussed with the Headteacher beforehand and an Absence Request Form (ARF) must be completed.

Early collections will only be granted in exceptional circumstances with supporting evidence provided through an ARF. If an early collection is granted then pupils will be collected from the classroom by a member of the team once the parent has arrived at the School Office.

ATTENDANCE (continued)

School Record

Please note that cases of lateness and unauthorised absences will form part of your child's permanent school record which will then be forwarded onto your child's next school. School Reports will be presented to parents with an 'Outstanding', 'Good' or 'Requires Improvement' mark relating to their attendance record. The following guidelines are used.

97%+ & no record of 'lates': **Outstanding**

97%+ & a record of 'lates': **Good**

95-97%: **Good**

Less than 95% and/or a record of Unauthorised Absences: **Requires improvement**

Please note that **any record of Unauthorised Absences will result in an automatic 'Requires Improvement' mark** on the School Report.

Occurrences of children being late or cases of unauthorised absences are reset after each report. This will ensure children can achieve an outstanding grading on their next report.

MEDICINE

Medicines - We are only allowed to give children medicines that have been prescribed by a GP.

Medication in School - If your child requires regular medication in school e.g. an inhaler/epipen, it is your responsibility to make sure that this is always in school and in date. You can always check this at the start or end of the day with the teaching assistant in the classroom. You must visit the School Office and complete a medical form to enable us to administer this medication in school. Please note that regular use of inhalers must be supported by a medical plan from your GP.

Medical Appointments - We kindly ask that, where possible, medical appointments are kept outside of school hours. You must complete an Absence Request Form (ARF) if your child is going to miss part of the school day.

Allergies - If your child has any allergies, you must let the school know immediately. Edwards & Ward (our catering partner) will work with you to provide hot meals for them wherever possible. We ask all families to support us in trying to be a nut free school but we cannot guarantee that your child will not come in to contact with a nut product. If your child has an epipen, it must always be kept in school.

Requesting non-attendance of physical activities due to ill health e.g. break times or PE – All pupils will go outside for break times or attend PE lessons unless medical documentation dictates that a pupil must stay away from certain physical activities.

SCHOOL MEALS

A healthy diet is important for children's development and a good lunch will ensure that all children are able to concentrate during the afternoon.

At Floreat Wandsworth, we are committed to teaching your child about how to make sensible food choices as part of maintaining a healthy lifestyle. This is part of our curriculum. Edwards & Ward (our catering partner) provide a nutritious two course meal and there are currently three choices on the menu each day for pupils to choose from. From Year 3 parents can decide to send a packed lunch to school instead of receiving a cooked meal.

Below you will find our **SCHOOL MEAL AGREEMENT**, which has been developed by drawing on key government guidance associated with healthy eating and the school day.

Here is a reminder about what to include in packed lunches.

What to include:

- ✓ One portion of fruit and one portion of vegetable or salad should be included every day.
- ✓ Meat, fish or another source of non-dairy protein should be included every day. Non-dairy sources of protein include lentils, kidney beans, chickpeas, hummus and falafel.
- ✓ A starchy food, such as bread or pasta, rice, couscous, noodles or potatoes should be included every day.
- ✓ Plain cakes and plain biscuits are allowed but these should be part of a balanced meal.
- ✓ Plain water only. Water is always made available to pupils throughout the day including lunch times.

What to avoid:

- Snacks such as crisps and popcorn should not be included.
- Confectionery such as chocolate bars, chocolate-coated biscuits and sweets should not be included.
- Nuts must not be included.

The reminders above are to be used to help families decide upon what to include (and what to avoid) for a snack if a pupil is staying after 3.30pm to take part in an after school club. Kids' City provide their own snacks.

If we feel that the contents of a packed lunch or a club snack do not meet the agreement as described above then we will contact you and ask you to change the contents for the next school day / next club session. Generally speaking occurrences like this are very rare and we want to thank you for your support!

A number of inspirational ideas can be found all over the internet such as the BBC Good Food – School Packed Lunch Guide: www.bbcgoodfood.com/howto/guide/school-packed-lunch-inspiration

SOCIAL MEDIA

Social media formats such as Facebook and What's App can be a very helpful way of sharing school information such as whole school or class reminders. We use Twitter to celebrate the great work we do.

We kindly ask that social media is always used in a positive way and not as a way to advertise personal concerns or complaints. Should you have a concern you can always talk to the teacher using the systems as described on page 9. We also ask that you only put photos of your own child on social media should you wish to. We require permission from families if a child can have their photo used for our website or Twitter. A child's name will not be displayed alongside their photo.

UNIFORM

We have a school uniform from Nursery to Year 4. Children must come into school in full school uniform every day. We believe that a uniform helps us to be united. It avoids any confrontation between families and children about what to wear and avoids any bullying related to clothing. It also helps us to feel really smart which raises our self-esteem and the belief about ourselves as learners. We ensure that the majority of uniform can be bought in high street stores and only have a few compulsory items that need to be purchased through Stevensons (our school uniform provider). Please see our dedicated **Uniform** page on our website for more details.

Please note that we encourage pupils to wear a plain analogue watch to help them to learn how to accurately tell the time. 'Fitbits' or any form of digital watches are not permitted.

Please also note that we purchase all uniform (except shoes) for children receiving Pupil Premium.

HOME LEARNING

Home Learning enables children to consolidate what they've learned in school or to help them prepare for upcoming topics. It also helps children to develop good learning habits and explore character virtues such as perseverance in the face of challenges. Home Learning also develops independence and personal organisation.

It strengthens our partnership with families and gives parents an insight into what their children are studying in school, so that they support their child(ren) by consolidating their understanding of the objectives that have been taught that prior week.

We believe that Home Learning should not be a painful experience for families! We know that weekends can be a juggling act and fitting in home learning can be challenging and because of this we give the children 4 days to complete their tasks. In order to keep Home Learning an enjoyable experience for all we recommend that it should take no longer than 20 minutes in Nursery and Reception, no longer than 35 minutes in Years 1 and 2 and no longer than 45 minutes in Year 3 and 4. If parents are finding that Home Learning is taking longer than these suggested times we encourage them to speak to the class teacher about adapting tasks. This is to allow more time for families to fit in everything they need to at weekends and give children plenty of time to relax and have fun!

HOME LEARNING (continued)

We ask that families help us to support their child's learning in the following ways:

- Children will receive regular home learning and we expect families to provide children with a quiet space in which to work.
- We kindly ask that children complete as much of their home learning by themselves. This helps us to inform our planning and support for each individual child and groups of children.
- Parents should listen to their children read every day. Reading aloud is very important no matter how old your child gets. At school we love reviewing and critiquing books! Below are a few examples of the questions we ask in school:
 - ❖ What do you think about what you have just read?
 - ❖ What is the author telling us? Why has the illustrator drawn the pictures this way?
 - ❖ Why has the author used this particular word?
 - ❖ How could the story or text be changed to make it more enjoyable / interesting?
- At the end of each half term, children will be given holiday home learning. Sometimes this is a project which relates to the next topic the children will be learning about in school. You are encouraged to work with your child(ren) on this to help them to research the topic and complete the project as a family.

Home Learning goes **out on Friday** and is expected **back by the Wednesday** of the following week.

Home Learning is an opportunity for families to learn and flourish together. Thank you for your support.

FAMILY LEARNING

Since September 2015 we have developed a very strong culture of working in partnership with families. One of the best ways of involving families is to invite them to Family Learning events in the hall. We will show you what we are doing in school and the different ways in which to support your child at home. These sessions are very important to us and a model that has been replicated by many other schools around the country.

- All classes from Nursery to Year 4 will have up to five family learning events every year.
- It is an expectation that a member of the family, or a family friend, attend these sessions. If you cannot attend then please do partner your child up with a friend of the family. This worked really well last year and is in line with our commitment to serving others.
- Sessions will run from 8.30 – 9.30am.
- The teachers will work with you for approximately 20 minutes and then the children will be brought from their classroom to work with you on a carousel of activities.
- We ask that you engage fully with the sessions and switch off your mobile phones.
- Sometimes the teachers will organise smaller family learning sessions or 1:1 sessions for children who need more specific support in a particular area.
- Thank you for your support and we look forward to seeing you soon!

SCHOOL TRIPS

We try to take the children out on as many trips as possible throughout the year to enrich the curriculum. We ask you to budget approximately £80 per child per year to support with the cost of this. If you cannot pay for a school trip, your child will never be excluded but we ask that you arrange to speak to the School Business Manager or the Headteacher about this.

Trips costs for children receiving Pupil Premium are covered by the school.

YEAR GROUP CLASSES

As we are a two from entry primary school (two classes per year group from Reception to Year 4) we are in the position to make a positive change to mix the classes at the end of the academic year. This means two new classes can be formed at the start of the following academic year. We will inform you as soon as possible if classes will change. This is a common procedure in many primary schools.

PASSPORTS & LEGAL DOCUMENTATION REQUESTS

Due to time constraints we do not sign for passports. We cannot write character references for parents nor do we act on the behalf of families for any housing requests, legal disputes or anything of a similar nature (unless the school makes an informed judgement that they must be involved). We will, however, always be ready to offer advice and pastoral support to your child when required.

CONTACTING YOU

We **must** have up-to-date contact details for you at all times. Sometimes we need to get hold of you in an emergency so we need as many ways to contact you as possible. We will only use a work number in case of emergency. Please also make sure that we have contact details for other family members. Whenever you change your phone number – make the office your first visit.

We will also send you emails with important information. Please ensure you keep the office updated with any new email addresses.

CONTACTING US

Tel: 020 8353 4195

Email: office@wandsworth.floreat.org.uk

Website: www.floreatwandsworth.org.uk

Twitter: @FloreatWands

THANK YOU FOR SUPPORTING OUR HAPPY SCHOOL!