Brackenbury Primary School

Information on School Procedures for New Parents and Carers

2026

Dear Parents / Carers,

Welcome to Brackenbury. We are looking forward to you and your family becoming part of our school community. Our aim is that all children, parents/carers and staff enjoy being a part of the school and this booklet is to inform you about some of our practices and procedures which keep things running smoothly. We hope you will find the information useful.

Transition Arrangements

Children in the Orchard will have a slightly different start in September.
In order to support children to have a successful transition, they will initially start with two half days – this will include eating lunch at school.

Thursday 10th September 2026 – 9:00 – 12:30pm
Friday 11th September 2026 – 9:00 – 12:30pm

Children will start full time from Monday 14th September.

Liaison with Parents

We offer parents evenings with your child's class teacher in the autumn and spring terms, either immediately after school or during an evening. At these meetings you can see your child's work and discuss progress and future targets. A written report is sent to you at the end of the summer term.

These are the set general meetings but a teacher and / or parent can discuss a child at any stage during the year. Problems are rarely best left and we would prefer to discuss them at an early date to seek mutually agreed solutions. You should never hesitate to contact the school if you have concerns. Please see your child's class teacher in the first instance; if you feel that the problem has not been resolved, then in the second instance the Assistant Deputy / Deputy Head should be approached before finally asking to see the Head of School. An appointment can be made through the school office.

School Structure

The school has two classes per year group with a class size limit of 30 pupils per year, most classes will have a teacher and a teaching assistant but this is dependent both on pupil numbers and the individual needs of children as further adults may support within the classroom.

The Orchard will be opening with two classes, and up to 10 pupils in each class. There will be one teacher and three supporting adults per class.

The School Day

School starts in the classrooms at 9:00am; however, the gates open at 8:50am and children should ready to go to class when before the bell rings at 8.55am.

Children in the Orchard will be given a grace period for start and end times. This is to allow them to start and finish school when the playground is calmer, if they would find the whole school dismissal too busy.

Children in the Orchard can be dropped off until 9:15am. After 9:15am they will be marked late.

Children in the Orchard should be dropped off at their classroom doors. For children in Class 1, this is through the main fire gates and in through the red gate to the classroom. For children in Class 2, this is through the main fire gates and in through the gates for the Orchard back playground.

If you need to go to the office, please walk round the outside of the school and enter through the main entrance rather than walking through the school building. School ends at 3:30pm and the children should be collected from their classroom doors in the same place. Children in the Orchard can be collected at 3:25pm if they would benefit from leaving a few minutes before the rest of the school.

Children who are not collected on time will be taken initially to the school office and parents are contacted to collect their child from the school office.

Attendance and Punctuality

The attendance and punctuality of all children is monitored throughout the year and **where there are concerns we have to inform the Local Authority**. Please ensure that your child attends regularly and that you inform us of any absence; with a note beforehand or a phone call on the first day of absence before 9:15am. Dial 020 8743 3074, choose option 1 and leave a message.

In line with our attendance policy, if we do not receive notification by 9.15am we will telephone or text you to ascertain the reason for absence. **If no contact can be made, an unauthorised absence will be recorded for your child and will appear on their report at the end of the year.**

It is not general policy to give children work to do when they are ill, although long hospitalisation or convalescence may be considered relevant exceptions.

Under government legislation holidays are not to be taken during term time, including long weekends, in very exceptional circumstances a leave of absence may be approved, but this will not be for a holiday. Examples may include a family funeral etc. For all absences an *Application for Leave of Absence* should be obtained from, and returned to, the school office **well in advance** of the commencement of the leave. Please do not ask for work to be given by the teachers. *Under no circumstances will absences for leave in term time be authorised after they have happened.*

Please note that the authorisation of such leave is entirely at the discretion of the Head teacher and is not an entitlement. Whilst we understand that there are often compelling reasons for taking holidays during term time, we would appreciate your co-operation in avoiding such absences. Not only is a break disruptive to your child's education, it also has a detrimental effect on the rest of the class when vital teaching input has to be repeated to children returning from absence. **No leave will be authorised for Year 6 pupils in the period**

before SATs in May and June. Leave will also not be authorised for children who fall below the published attendance figure. See Leave of Absence form for more information.

Punctuality in the mornings is key. When children arrive late for school, it affects their learning and the teaching and learning of that class. If good punctuality is important to you then your child will also see it as important. Children who arrive late in the morning risk missing key parts of the first lesson of each day.

Speaking to staff

If you need to speak to teachers at the beginning of the day, please be aware that they cannot talk at length because they are about to teach. If you need to see them, please let them know that you would like to arrange an appointment or see them at the end of the day. If the matter is urgent, please speak to a member of the Senior Leadership Team or leave a message for the teacher with the school office.

How to deal with concerns

Please speak to us if you have any concerns. In the first instance please see your child's teacher; he or she will be able to help you. If the issue relates to another child, please do not speak to the child or their parent to sort it out. It can lead to unpleasantness in the playground, which we all want to avoid. Again, we will take action if we have to. We also ask that parents do not go upstairs to the classes to speak to teachers. Please always see staff in the playground or leave a message in the school office.

Personal Appearance

In addition to correct uniform, we expect a smart appearance from all our pupils, including appropriate hairstyles, no make-up and suitable outer garments. Shoes should be clean. We also discourage the wearing of nail varnish. May we remind you that, extreme hairstyles and excessive use of hair gel are not acceptable in school. Long hair should be tied back. This helps to contain the spread of head lice.

School Uniform

We expect all children to wear the correct uniform at all times.

School uniform must be ordered through our supplier, Stitch Design Ltd on-line at www.stitchdesign.co.uk or My clothing.com. at www.myclothing.com

How the service works

- Register or sign in by visiting **www.stitchdesign.co.uk** or **myclothing.com** You will need the schools postcode to register, which is W6 0BA.
- Once registered you can place your order and pay for it online.
- If you do not have access to the internet please contact the School office who will provide you with an order form which you should complete and send to Stitch Design by post.
- All items in the uniform shop, have been fully approved by the School.

- An on-screen sizing guide is available next to each item in the shop. As a general guide, use chest or waist measurements to determine which size you need, rather than relying totally on age size as, of course, children's sizes vary within ages, and manufacturer's choices of ages for their garments are therefore somewhat arbitrary and subjective.
- Please double check your confirmation email to ensure that everything on your order is correct.
- There is a flat postage charge per order, irrespective of how much you have ordered.
- Any problems in supply will be communicated to you by the despatch note which can be found in the front window of your parcel entitled 'Documents enclosed'.
- If you have any problems, please consult the 'Instructions and FAQ's for parents' page on the Stitch Design or My Clothing Websites.

The service is designed to provide you with your uniform order within 3-5 days throughout the year. If you need your order for return to school in September, it is strongly advisable for you to order by the middle of August, because although Stitch Design try very hard to stock for the total summer demand, it is simply impossible to predict demand, and if they do run out of any item it can take them approximately 2 weeks to replenish stock at that time of year.

Summer dresses, skirts, trousers,tailored shorts, tracksuit bottoms and shorts can be purchased from most department stores.

Our PSA also sell second hand uniform once or twice a term at the same time as the weekly cake sale.

Health and Accidents

Please inform us of any special conditions or disabilities in connection with your child's health. It is also helpful for us to be aware of any emotional stress or problems that your child may be undergoing.

The school has several fully qualified First Aiders. Should your child become ill at school, or be involved in an accident, we shall alert you and ask you to take the child home. We shall inform you by letter if your child has a bump on the head in school. If the accident is sufficiently serious an ambulance will be called and we will call and inform you.

Because of this, it is vitally important that we are informed of any change in work telephone numbers, or details of how you can be contacted in case of emergency.

Managing Medications

The school has a clearly defined policy for supporting pupils with medical needs please talk to the school office staff if your child requires regular medication.

Behaviour

The behaviour of pupils at Brackenbury is very good. We do not accept bullying in any shape or form. If we become aware of a situation where it may be taking place

we always investigate and act. We involve parents where necessary and work positively with all the children involved to ensure that everybody can come to school and enjoy being here.

Planning and preparation time for staff

Each week, every teacher will be released from their class for half a day. On this day, the class will be covered by another member of staff. This happens in every school and is recognition of the fact that teachers have a large amount of preparation, assessment and planning to do, in order to provide the best for your child. At our school the children have Music and PE during this time.

Address and phone numbers

It is important to advise us of any change of address and phone numbers for obvious reasons. Forms to do this are in the school office. Mobile phones seem to change quite often and you must ensure we have up to date numbers so that we can contact you if your child is ill or has an accident. We must have emergency contact information for both you and at least two other adults.

Snacks and Drink

We are very happy for children to bring a snack (fruit or veg) for break time.
EYFS/KS1: The school provides fruit and veg in the morning for children in Reception & KS1.
KS2: You can send snacks in with your child but these must be water, fruit or veg only**.**

Money

Brackenbury operates an online cashless payment system through a company called School Gateway and this is our preferred method for any payments made to the school. This is not online banking and at no time does the school have your bank details; all payments are made by using debit/credit cards through a secure Barclaycard portal at no cost to you.

All you need to do to make use of this system is to let the school know your mobile number and email address, and then register at www.schoolgateway.com or by downloading the School Gateway mobile phone 'app' from your app store. You will need to enter your email address and mobile number, which has to match what we have on record for you. When you have entered your email address and mobile number, select the 'Send PIN' button.
A PIN will be sent to your mobile phone, which you can then use to securely log into Schoolcomms and make payments or view your payment history.

We will retain the facility for parents and carers to pay with cash or cheques in the school office but will be scaling this down and would encourage you to register with School Gateway.
If you have any difficulties registering for this service please contact the school office.

Use of photographs

During the year we will be putting information about the school onto our website and would like to use photos of the children to publicise some of our activities. Most photos are very general and we would only use the first names to accompany a photograph. This procedure is based on guidance given to us by the Local Authority.

From time to time, we also call the local press to take photos of different events. Further details of this are contained in our Parent Permission and Data Protection booklet.

When photographing your child during a class assembly or school performance, we strongly request that you **do not post photographs of any other child on social media websites**.

Lost Property

Lost property is kept in the school within a container on the playground. Parents and children are requested to check this area at the beginning and the end of the day if they have lost anything. We do remind the children to look and check and if you could do the same it would be very helpful. Unclaimed sweatshirts that do not have names in will be sold as "second hand". Please remember to put a label into your child's clothes. Lost property is disposed of at the end of each term. Please note that the school cannot take responsibility for any items brought into school if they are lost.

School Grounds

Children should not be on the school premises, outside school hours. **No dogs are permitted on the school site at any time**. Apart from the health hazard of fouling, some children are frightened of dogs, so we would ask for your co-operation in not bringing them with you when dropping off or collecting your children. **It is against the law to smoke on the school premises and smoking is not permitted on the school grounds.**

Additional Services

If you are in receipt of income support, you could be eligible for free meals. Contact the office if you would like more information; all enquiries will be treated in confidence.

Educational Visits and Activities

To enhance the curriculum, children will often be taken on trips to places of interest, both locally and further afield. Children will be taken on class trips several times during the year and will need a packed lunch. If your child normally eats school dinners then s/he will automatically be given a school packed lunch. You can supplement this with a non-fizzy drink and a small healthy snack. Only children who bring a packed lunch to school every day should bring their own packed lunch on the trip.

You will also be asked to make a voluntary contribution towards any trips that require entry fees and involve transport costs. The school, within its budget, cannot afford the cost of these regular visits.

Copies of the school's charging and remissions policy are available on request.

Keeping you informed

Our newsletter, **The Brackenbury Buzz** will be provided to you regularly by email and gives up to date information on school events. Please do make sure you read them as they are very informative and may contain changes to dates that have been set. They can also be accessed through the school website www.brackenbury.lbhf.sch.uk