



Parent and Carer Handbook

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“Where each child can be inspired and be inspiring”

Aims and Values

Marshgate Primary School is a multi-cultural, multi-faith school. Excellence, continually raising standards and the achievement of full potential for every child are our overriding priorities. Self-respect and respect for others and their views are our core values.

- To ensure the school ethos fosters attitudes and relationships which enable every child to achieve their full potential, irrespective of religion, ethnicity, gender or disability.
- To ensure each child develops knowledge and skills, through the provision of a high quality broad and balanced curriculum, which will lead to future success.
- To provide the highest quality learning environment where children feel self-confident, happy and secure.
- To help each child develop a learning disposition, a love of learning and an enquiring mind, which will empower them for life-long learning.
- To encourage autonomy in learning through the development of attitudes of co-operation, respect for others, self-reliance and responsibility.
- To ensure the highest standards of teaching and learning.
- To encourage and develop parental and community involvement in the life and work of the school recognising the valuable contribution all can make.
- To maintain high standards through the continuous development of staff and governors.

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MARSHGATE BEHAVIOUR AND RELATIONSHIPS



Our school's principles for behaviour set out the rules, routines and consistencies that all children, staff and visiting adults should follow. Our school has three simple rules: 'Be Ready, Be Respectful and Be Safe', generated through discussions with staff, pupils and parents and which apply to various situations. These rules are explicitly taught and should be modelled by all members of our school community, including volunteers.

SAFEGUARDING

The Acting Designated Safeguarding Lead is the Deputy Headteacher, Mr Gentry.

The Deputy Designated Safeguarding Leads are: Ms Brooks (Interim Headteacher) and Mr Jeffrey (SENDco and SEMH Lead).

Ms Forrester is the school's ELSA (Emotional Literacy Support Assistant) and part of the wider safeguarding team.

Volunteer information

Any volunteer who feels uncomfortable with anything a child says or does must immediately inform the Designated Officer (Deputy Headteacher, or the Senior Leadership Team member on duty in the absence of the Deputy Headteacher).

All volunteers must carry out their work in an open, visually accessible place.

While you are working with the children they may say something, or you may see something, which concerns you. Please do not ask the child any questions. Please discuss this quietly with the member of staff at the first possible moment. It is essential that you do this before you go home. Please also remember not to share this with anyone else.

Volunteers are not permitted to comfort or chastise children in any physical manner. **No physical touching is permitted.**

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MOBILE PHONES

Mobile phones should be always turned off and out of sight whilst on school premises.

Parents & Carers / Volunteers are not permitted to use personal mobile phones, electronic devices or smart watches at any time whilst with children or on school premises. Please keep all devices out of sight and switched off.

Personal use of mobile phones or other electrical devices is not permitted by any Parents & Carers / Volunteers on school trips. Parents & Carers / Volunteers are not permitted to use their mobile phones or any other electronic device to photograph pupils or make video recordings anywhere on the school site or when accompanying pupils on off-site visits or at sporting fixtures.

Parents & Carers are only permitted to take photos and videos at class assemblies, plays and sports days; they are reminded that it is for their own personal use and any photos and videos cannot be shared on any form of social media if it has other children in it.

LEARNING WITHIN AND BEYOND THE CLASSROOM

All children have the right to experience success and to be supported in their efforts to improve and progress.

At Marshgate Primary School we aim to develop approaches to learning that will enable each individual child to grow and develop so that he or she is equipped to face the unexpected and able to make appropriate choices and decisions as they face issues in their daily and future lives.

For children to achieve their full potential they must be encouraged, supported and equipped to study both within and beyond the classroom. In order to enable children to experience the success that we aim to achieve together, we will work with them to develop learning skills that will help them to:

- Develop a sense of responsibility and a high degree of self-organisation and self-discipline;
- Achieve better results in school and provide them with the skills and confidence to move to the next stage of their school life.

National Curriculum

The years your child will spend at primary school are divided into 3 stages:

The Early Year Foundation Stage	4 – 5 years old
Key Stage 1	5 – 7 years old
Key Stage 2	7 – 11 years old

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The Foundation Stage lays the foundations for the first stage of the National Curriculum that children will begin to follow from Year 1. The Foundation Stage is presented as six areas of learning which are as follows:

- Physical Development
- Personal, Social and Emotional Development
- Communication, Language and Literacy
- Mathematical Development
- Creative Development
- Knowledge and Understanding of the World

Reporting to parents/carers

Your child's progress is monitored throughout the year. At the end of the year, you will receive a written report about your child's progress. In addition to this, teacher and parent/carer meetings are held twice to discuss your child's progress.

Supporting your child

You can support your child's learning and development in a number of ways. All children learn best when activities are practical, interesting and relevant and all young children learn through play. Play has been described as "the purest expression of a child's soul." Through play, children discover about the world around them and practice and perfect the skills needed to underpin all areas of physical, cognitive, emotional and social development. When children play they learn about the world, about taking turns, about relationships, about resolving difficulties and about exploring their feelings. Children want to play, so we provide plenty of opportunities for play and make activities fun.

Activities such as cooking provide excellent experiences for children. However, whatever activity you are undertaking it is the language that you use and the questions you ask that will most effectively promote learning. Questions such as:

- What will happen if...?
- What does it feel like...?
- How do you feel when...?
- What do you think...?

From when your child starts at school, your involvement and support remain vital to their development. Your encouragement and support will help your child to settle happily and confidently and to feel secure in the knowledge that home and school are working together.

The best way of supporting your child in developing the reading skills that underpin so many of the learning activities at school is to ensure that reading is seen as a pleasurable activity. Try to find the time to sit and read together, whatever your child's age. Reading together teaches your child about the world of books as well as offering you both a shared special time. It builds confidence and encourages reading as a pleasurable activity.

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Do:

- talk about the book/story
- let your child read as long as he/she feels sufficiently confident to have a go
- show enthusiasm for your child's successes

Children of all ages should feel supported by their parents/carers in their work. You can help by:

- Taking an active interest in your child's work;
- Making sure all homework is completed;
- Informing the school as soon as possible if there are any concerns;
- Helping your child to understand that schoolwork is a stepping stone towards achieving greater goals.

Your child at school

- Good attendance and punctuality are essential.
- Children should be prepared to listen and take part in lessons.
- Encourage your child to ask questions if he or she does not understand.
- Make sure that homework is completed.
- Have a regular time for homework each day / week.
- Make sure that as your child progresses through school, they take care in following instructions on what homework needs to be done.
- It is better for a child to enjoy 15 minutes of willing homework every day than an hour of reluctantly completed work once or twice a week. The younger the child the shorter the time that should be spent; little and often, regular and fun, are the important elements to remember.

How to help your child succeed:

- Support learning in school by encouraging follow-up learning and engagement at home (Curriculum Summaries are sent out half termly and loaded on the school website to assist parents / carers with what learning is taking place)
- Keep your child's confidence high
- Make learning fun – play and games offer a wealth of learning opportunities
- Talk to teachers
- Do not overload your child

A-Z GUIDE

ALL NEEDS AND ABILITIES

At Marshgate Primary School we recognise that some children have unique abilities and talents. We see it as our responsibility to identify and nurture these. There are a range of opportunities and resource materials available to ensure that able pupils are given the opportunity to be individually challenged and to work at their own level and pace within the context of an environment that supports children's broad development alongside their particular ability. When appropriate, support is sought from outside agencies, to provide extension activities.

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AFTER AND BEFORE SCHOOL ACTIVITIES

A wide range of activities are available before school, after school and at lunchtimes. Details about how to register are sent termly to parents and carers via Parent Mail. Please note information about autumn term clubs is sent out in September to ensure any new pupils joining the school have the opportunity to apply. Information about school clubs is available on the School Clubs page on the Marshgate website.

ASSESSMENT TIME

Regular assessment is part of school life and need not disrupt the regular classroom routine nor cause undue anxiety. The key is to minimise any concerns your child may experience.

Parents/carers should assure their children that assessments are a part of reviewing and then informing next steps in learning school but should not overwhelm the learning experience.

ATTENDANCE/ABSENCE

Regular attendance at school helps children to develop security, maintain friendships and develop a growing sense of confidence and independence. Absences affect children's progress. Parents/carers must telephone or email the school before 9.00am each day a child is absent, giving details of the illness. Parents/carers can call early in the morning or the night before and leave a message on the answerphone. The email address is absence@marshgate.richmond.sch.uk

Please note parents/carers must notify the school each day a child is absent. It is a legal requirement that any unexplained absence is kept on record and reported. On some occasions the school will request a doctor's note to confirm an illness. Please see information on the Marshgate website from the NHS about when and how long children should be absent from school

<https://www.nhs.uk/live-well/healthy-body/is-my-child-too-ill-for-school/>

The Education Welfare Service (EWS) supports schools, children and their families to raise achievement by promoting high levels of school attendance and punctuality, working to prevent truancy and disengagement from school. The service works through whole school approaches, and by providing early intervention and targeted support to pupils and families to address personal and social issues.

The Local Authority Education Welfare Service (EWS) monitors attendance on a half termly basis with the Headteacher. There are procedures and interventions which the Education Welfare Officer and Headteacher follow if attendance falls below 90%. If these interventions do not achieve an improvement, further action by the EWO may include fixed penalty notices (FPNs) in line with local protocol for poor attendance or term time holidays.

Doctors, Dentists and Orthodontists: Routine appointments should be made out of school hours please. We do understand emergency or hospital appointments are sometimes in school time. Wherever possible, please notify the school at least 48 hours in advance of medical appointments with a copy of the letter or text from the hospital/medical establishment. If you need to collect your child during the school day, please specify if they will stay for lunch. Please note you cannot pick up between the hours of 12.00 midday or 1.15pm as the children are

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eating lunch / out to play and office staff cannot leave the office unattended. Therefore, please arrange to collect your child prior to lunch or straight afterwards.

Holidays: Pupils should not be taken out of school during term time for the purpose of going on holiday. This will be unauthorised and recorded as parental condoned truancy on the child's records. However, special circumstances are taken into account and can be authorised at the Headteacher's discretion. "Leave of Absence" application forms should be completed prior to absence, and these are available from the school office and the school website.

CHARGING FOR ACTIVITIES

Parents/carers will be asked to make a contribution towards the cost of a range of activities that take place during the school day such as visits and practical lessons involving the purchase of ingredients and/or materials.

No pupil will be excluded from a visit or from an activity because of the cost. Parents/carers should contact the Headteacher, in confidence, if they need financial assistance. However, parents/carers should also be aware that if insufficient pupils are able to contribute, the full range of trips, visits and activities may not take place.

COMMUNICATION

Parents/carers and carers can contact the school by telephone on 0208 332 6219, writing letters or by e-mail on parents@marshgate.richmond.sch.uk. The office is open from 8.30am to 4.30pm for enquiries. Please also see the 'Contact Us' page on the school website for further email addresses.

The school has a regular newsletter which incorporates news from the PSA and the Governors. This is sent to everyone electronically via Parent Mail and past editions of the newsletter are available on the school website. Communications to parents/carers are sent electronically using Parent Mail. Paper copies of letters or the newsletter are available on request from the school office. Please always refer to the official school communications rather than any forms of social media.

COMPLAINTS

We hope that before you feel the need to make a complaint you will have made every effort to address your concerns directly with the appropriate person. In the event that you are unable to resolve your concerns, the school's complaints procedure, available from the school website, will outline the procedure that should be followed (copies are available on request from the office).

GOVERNING BODY

The governing body oversees the direction of the school. The governing body works in partnership with the Headteacher and staff and is responsible for the strategic direction and management of the school. The governing body includes representatives from the parent body, teaching and non-teaching staff and members of the local community. A list of the current members is on the Governor page of the school website. Governors may be contacted directly via the school if you wish to discuss any issues relating to their role.

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HEALTHY SCHOOL

At Marshgate Primary School we always encourage children to make healthy food and drink choices. In KS1 the children are provided with fruit at playtime so they do not need to bring a snack. In KS2 the children are permitted to bring in either a fruit or a vegetable for their playtime snack. The school has fountains so the children can have water whilst they are outside. During lessons, all children have a water bottle. Water bottles will be given free to each Reception child when they enter school. If your child loses their bottle, you can purchase a new one from the school office.

Your child's birthday is very special time for all of us. It will be celebrated in school during Friday's "special assembly" and in the classroom. Your child will have a special sticker and a birthday song. Therefore, we request that you do not send in any cakes or sweets, or hand out any cakes or sweets in the school playground (in line with healthy schools procedures). Please save these for your celebration at home.

Your child may wear their own clothes with their school shoes on their birthday or the nearest Friday or Monday to their birthday.

HOME-SCHOOL PARTNERSHIP AGREEMENT

Our Home-School Partnership Agreement explains how staff, children and parents/carers work together to create a safe, supportive environment within which children can face the challenges of learning with confidence.

HOMEWORK

We encourage parents/carers to read with their children daily from the Reception class onwards, and record as directed by the class teacher. As children progress through the school the amount of homework set increases to include the learning of spellings, researching topic areas and maths. Parents/carers are advised of the homework schedule for each year group at the Curriculum Parent / Carer Talks which are held at the beginning of each year. Homework is an opportunity to consolidate learning as well as providing a valuable link between home and school.

LOST PROPERTY

Please label your child's school clothes. We will always make every effort to help locate named lost property, however, the school cannot accept responsibility for ensuring the property is found nor for its replacement. The lost property box is outside the hall in the Reception playground. Bikes and scooters are left in the bike and scooter racks at the owners' risk. Please dismount bikes and scooters, when entering the school grounds.

LUNCHTIME

At Marshgate Primary School we have a no sweets, chocolate, crisps or fizzy drinks rule at lunchtime. Children are encouraged to have a healthy lunch which includes some fruit or vegetables. Lunchtimes are fully supervised by Learning Support Practitioners. Children will always be encouraged to eat their lunches but never forced. We would ask parents/carers to monitor what their children are eating by checking their lunch boxes at the end of the day

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(uneaten food will go home). If we are concerned about your child's eating, you will be informed by the class teacher or Learning Support Practitioner. School meals are free for Reception, Year 1 and Year 2 pupils under the current Universal Free School Meals initiative. School meals are also currently free for Years 3 to 6 under the Mayor for London's Free School Meals Initiative. The Headteacher, Deputy Headteacher or a Senior Leadership Team member always supervises the lunch hall.

Marshgate is a **NUT FREE** school so please do not send in anything that may contain nuts at any time.

MEDICATION

If your child has a pre-existing, on-going medical condition a medical care plan will be drawn up between staff and parents/carers. Any medicines supplied to the school must be prescribed by a doctor, clearly labelled and in the original bottle. We are not permitted to administer any other medication including such things as cough sweets and creams. No medication should be put in children's book bags to administer themselves. If your child has asthma, inhalers will be stored in the Medical Room. Children have to administer this medication themselves, but will always be supervised and number of puffs recorded. If your child has an auto-adrenaline injector pen please ensure the school has two which are in date.

MUSIC TUITION

In addition to the music taught in the curriculum a wide range of music tuition is provided by the Richmond Music Trust. Children at Marshgate can also have private music tuition through the Richmond Music Trust during school hours. The music teachers come to the school to teach a wide range of lessons from piano, guitar, recorder, saxophone, cello, clarinet, drums and violin.

Children in Year 1 can start Music Makers which teaches them rhythm and notation in preparation for learning an instrument. Please see the list on the Music Notes page on the Marshgate website which shows what year group they can start particular instruments with the Richmond Music Trust. There is also a link to the Richmond Music Trust website which gives further information and applications can be made through this.

PARENT AND CARER HELPERS

We very much welcome parent helpers at Marshgate. Parents/carers come in to help with a variety of activities including; reading, cooking, art, maths games and social games to name a few. Teachers rely on parents/carers coming in on a regular basis so make sure you can make an ongoing and regular commitment.

You will be required to have a "Disclosure Barring Service" check before working with children. Please note there will be a charge for this, please speak to your child's teacher first and then contact the school office.

PARENT STAFF ASSOCIATION (PSA)

We believe in developing strong partnerships with parents/carers. Our PSA supports the work for the school, fosters links between home and school and, during the year organises a range of

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social and fundraising events. All parents and carers of pupils at Marshgate School are automatically members of the PSA. Please see the PSA page on the school website for further information.

PERSONAL PROPERTY

Please do not let your child bring money, toys, mobile telephones or valuables to school. We cannot accept responsibility for lost, missing or stolen property. Mobile phones and air tags are only permitted in Year 5 and Year 6 and for those in Year 4 who have permission to walk home from school alone. Phones and air tags must be switched off on school premises and put in the class collection box on entry to class. On Fridays, KS2 children (Yr 3 - Yr 6) are allowed to bring in a small pocket toy to play with during Friday playtimes. This is brought in at their own risk. No balls, electrical devices or toy weapons are permitted.

PERSONAL RECORDS

In order to maintain accurate records, please notify the school when changing address or telephone details. This will ensure that the school can contact you quickly in an emergency. Notification of changes should be given in writing to the school office as soon as possible. Once registered on Parent Mail parents/carers can change or update email addresses, however please note you must still notify the school office if your mobile number changes.

PUNCTUALITY

Parents/carers are responsible for ensuring that pupils arrive at school punctually. The first part of the day is particularly important time when much of the outline of the day is discussed. Children who arrive late often miss out on this valuable time. If your child is late, they will be given a late mark in the register. Children arriving after registration must report to the school office to be signed in and they will then be given a late slip to take to class.

SPECIAL EDUCATIONAL NEEDS

Some children will experience special educational needs at some time in their school lives. Of these, only a small percentage will require additional support to enable them to experience success with an Education, Health and Care Plan (EHC Plan).

If you are concerned that your child may have special educational needs, and may need extra help at school, then please contact the school SENDCo and ask for advice. In most cases the school will be able to meet your child's needs from within its own resources. If in doubt, then please seek further advice.

SUPPORT

Marshgate is a welcoming school, and we recognise that everyone from time to time needs a bit of support. The Headteacher and the school office staff are always happy to help, particularly with school related issues.

UNIFORM

The school has a uniform policy which you agree to adhere to by signing the Home School contract. We ask that you make sure that your child has the appropriate uniform. Items containing the school logo can be ordered from www.mapac.com. Uniform without the logo is

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available from high street shops. Please see the School Uniform page on the Marshgate website for further information. If you do not have access to a computer, you can collect an order form from the school office which you send directly to the supplier.

The school has a small social fund for those who need support to buy uniform. A team of parent and carer volunteers organise nearly new uniform sales on a regular basis. Information about when these are held are sent out via Parent Mail and are noted on the website calendar. The School Uniform Policy is available on the Policies page on the Marshgate website and is also available from the school office.

The following jewellery is allowed - a watch (from Year 2 onwards only) when your child can read the time fully, and small, plain stud earrings. No other jewellery is permitted. Parents/carers are reminded that children should not wear jewellery on PE days. Children may not wear make-up, including nail varnish and transfer tattoos, to school. Please note - smart watches that can connect to the internet, make calls or record video / audio are also not permitted. Those children in Year 5 and Year 6, and for those in Year 4 who have permission to walk home from school alone, must hand in smart watches as they would any other mobile phone device at the start of the day.

Please note children with longer than shoulder length hair should have it tied back whilst at school.

WELLBEING AT OUR SCHOOL

Every member of our community is valued at Marshgate Primary School. Every child has the right to feel safe and secure at school. We want to ensure that our environment is conducive to learning and that our school and community are respected. We do this by respecting each other at all times and respecting the physical environment in which we learn and play. We ask that parents / carers do not intervene with behaviour (or other) incidents involving other people's children either in person or electronically. Such incidents are for members of school staff to manage.

WHATSAPP GROUPS

Class WhatsApp groups are a helpful way for parents/carers and carers to share information and build community. These groups are not overseen or managed by the school, however, to ensure these groups remain positive and supportive spaces, we ask that you:

- Use the group for practical information sharing only (e.g. reminders about school events, arranging playdates, or sharing homework queries)
- Keep messages respectful, kind and considerate at all times
- Do not discuss school policies, staff, other children, or sensitive matters - please contact the school office directly with any concerns
- Remember that anything shared in the group could be seen by all members and potentially shared beyond the group
- Be mindful of safeguarding - never share photographs or information about other people's children
- Avoid sending messages late at night or early in the morning

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- Think before you post - if you wouldn't say it face-to-face in the playground, don't post it in the group
- If you have concerns about something shared in a class WhatsApp group, or if you feel the group is being used inappropriately, please contact the school immediately. Parents/carers who use class groups inappropriately may be asked to leave the group, and in serious cases, this may be treated as a breach of our parent/carers code of conduct.

SCHOOL TIMINGS

Reception times

8.55	Start of the school day - children enter classrooms Registration
9.00 - 11.45	AM session
11.45 - 1.00	Lunch
1.00 - 3.15	Registration PM session
3.15	End of the school day - pick-up by parents / carers

KS1 times (Year 1 and 2)

8.45 - 8.55	Start of the school day - soft entry. Children enter classrooms
8.55	Registration
9.00 - 12.00	AM session (includes 15-minute break and assemblies)
12.00 - 1.00	Lunch
1.00 - 3.20	Registration PM session
3.20	End of the school day - pick-up by parents / carers

KS2 times (Year 3, 4, 5 and 6)

8.45 - 8.55	Start of the school day - children enter classrooms Early morning work
8.55	Registration
9.00 - 12.15	AM session (includes 15-minute break and assemblies)
12.15 - 1.15	Lunch
1.15 - 3.25	Registration PM session
3.25	End of the school day - pick-up by parents / carers

KS2 pupils should be in their classrooms at 8.45am to complete early morning work, change reading books and get ready for the register at 8.55am.