



# FAMILY HANDBOOK 2022-2023

*In Early Years...*

*We play and learn at Valley End,  
from the day's start to the day's end.*

- We praise God and follow our golden rules*
- Our learning adventures are inside and outside*
- We enjoy challenges in our learning*
- We celebrate our differences and know that we are all special*

*We are all responsible for everyone's safety and happiness*

*We love learning at Valley End  
we are curious from the day's start  
to the day's end.*

- We praise God and follow our golden rules*
- We enjoy challenging each other and ourselves remembering all we have learnt.*
- We learn through seeing, hearing, and doing and make strong connections.*
- We respect and celebrate the things that make us who we are.*



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## **INTRODUCTION**

*This academic year we are really looking forward to working even more closely with all families. We appreciate the wonderful contributions that families make to the life of our school each and every day. We have carefully planned in a wide range of family events which will give you a keen insight into how best to support your child. This handbook is for all families and members of staff to refer to throughout the academic year. It is designed to support you to work in partnership with the school.*

*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 doors are always open.*

*With warmest wishes,*

*Mrs Harper-Cole*

## **KEEPING CHILDREN SAFE**

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

- a. All adults who work with children in this school are DBS checked. The Headteacher can allow families to work with pupils on a volunteer basis (a Code of Conduct for school volunteers can be found on page 8).*
- b. All staff have up to date and appropriate safeguarding training.*
- c. Staff know what to do if a child is deemed 'at risk'. Staff know how to report safeguarding issues to the Designated Safeguarding Lead.*
- d. The school works closely with all appropriate safeguarding agencies.*
- e. Pupils know who to talk to if they need to.*
- f. Appropriate members of staff are given full First Aid training.*
- g. Safeguarding posters are displayed around the school (as shown below).*
- h. The building is secured by a magnetic door system. Only members of staff or allocated personnel are given security keys.*
- i. All staff receive Fire Safety training. Fire Safety procedures are checked regularly.*
- j. In the event of an emergency, children will be evacuated to a designated building away from the school site.*
- k. Pupils are kept safe online and taught how to follow safe procedures when using school computers and iPads.*
- l. Children are taught how to keep themselves safe.*

# SAFEGUARDING POSTER

Valley End C of E (VC) Infant School



## SAFEGUARDING



**DESIGNATED SAFEGUARDING LEAD**  
**MRS HARPER-COLE (HEADTEACHER)**

Mrs Harper-Cole, Mrs O'Neill and Miss Hume are responsible for Safeguarding in school.

**DEPUTY DESIGNATED SAFEGUARDING LEAD**  
**MRS O'NEILL (ASSISTANT HEAD)**

**DEPUTY DESIGNATED SAFEGUARDING LEAD**  
**MISS HUME (RECEPTION TEACHER)**

**MRS HARBORD IS THE NOMINATED GOVERNOR FOR SAFEGUARDING**

### Referrals to Surrey Children's Services and Social Care Team:

- If you believe there is an immediate need for a safeguarding response, or want to assess whether a safeguarding referral is appropriate, call the referral and Assessment team (C-SPA)
- Telephone **0300 470 9100**
- Or email: [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk)
- Out of hours: **01483 517 898**

### Where can I find a copy of the Safeguarding Policy?

- In the School Office, in SharePoint and on our website.

### How do I raise a concern about a colleague or volunteer in school?

- Call LADO on **0300 123 1650**
- Or email: [LADO@surreycc.gov.uk](mailto:LADO@surreycc.gov.uk)
- Out of hours: **01483 517 898**

### How do I raise a concern about the Headteacher?

- Notify the Chair of Governors: Yvonne McLeod.
- Email: [ymcleod@valleyend.surrey.sch.uk](mailto:ymcleod@valleyend.surrey.sch.uk)

## CONDUCT

*Our whole school community is expected to uphold Christian values. We teach the children about what this means and we expect all of the adults around them to model the key values of kindness, honesty, integrity and dignity.*

*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.*

*Being dignified is a key life skill that we teach the children. We will never engage in any kind of confrontation with a parent and will always keep our dignity. 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 dignity if things have become heated. 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.*

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

*DfE advice can be found by clicking on this link:*

[DFE ADVICE ON SCHOOL SECURITY](#)

## OTHER PEOPLE'S CHILDREN

*It is a school rule that families must never approach other people's children about behaviour incidents. You can always inform a member of staff about a situation and we will help to resolve this. We do this to protect all children so that other people will not do this to your child either.*

## 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.*

<b>GATES</b>	<i>The gates are opened at 8.40am and 2.55pm every day.</i>
<b>BIKES and SCOOTERS</b>	<i>These can be left in the EYFS playground, to the left of the entrance of Mole class, next to the fence. Children must not ride their bike or scooter within the school premises.</i>
<b>DOGS</b>	<i>We recognise that dogs are an important part of family life for many in the school community, and as such are often included in day-to-day activities such as walking children to and from school. However, others may find the presence of dogs in the playground and school grounds stressful, even frightening particularly with younger children, and even well-behaved dogs can behave unpredictably when placed in a busy, noisy, and crowded environment. Therefore, school policy is that no dogs are allowed on school premises (either on a lead or carried). We would appreciate your co-operation by not bringing your pet to school.</i>
<b>SUPERVISION</b>	<i>Children must stay with their grown up before and after school. Supervision of all children is the responsibility of the families before 8.40am and from 3pm onwards. Siblings must also be supervised at all times.</i>
<b>THE CLIPBOARD SYSTEM</b>	<i>Teachers from your class will use a class clipboard each morning. This is so we can write down any important messages. If this message is for the office then we will ask you to visit the main school office.</i>

# VALLEY END HOME-SCHOOL AGREEMENT



At Valley End we believe that children flourish in a safe, nurturing environment where they are challenged to think creatively. Flourishing is achieved through an excellent, knowledge-rich academic education and a purposeful approach to embedding Christian values.

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 Christian values through our words and actions.
- ✓ Support the expectation that everyone will follow the Golden Rules.
- ✓ Communicate honestly and work in partnership to resolve any problems that may arise.

<i>The school will:</i>	<i>The family will:</i>	<i>The pupil will:</i>
<ul style="list-style-type: none"> <li>• Keep your child safe and look after their welfare at all times.</li> <li>• Provide a happy, nurturing and secure environment in which your child can flourish.</li> <li>• Deliver an inspiring, rigorous and knowledge-rich curriculum that unlocks your child's curiosity and academic potential.</li> <li>• Help your child to recognise the things that make them unique and celebrate one another's differences.</li> <li>• Keep you informed about your child's individual progress through regular meetings and progress reports.</li> <li>• Share good news in public and concerns in private.</li> <li>• Set appropriate home learning activities.</li> <li>• Inform you about what your child will be learning at the beginning of each term.</li> <li>• Listen and act on any concerns you might have about your child's education or welfare.</li> <li>• Create a strong and positive community feel.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure children arrive in plenty of time before the beginning of school, and are collected promptly at the end of the day.</li> <li>• Be responsible for your children's behaviour before 8.40am and after 3pm. Families must keep children safe during these times.</li> <li>• Aim for 100% school attendance and make any appointments outside of learning time.</li> <li>• Ensure children are properly dressed and organised for school.</li> <li>• Support the school to develop your child's knowledge of the world and develop Christian values.</li> <li>• Ensure children read every evening and complete their home learning activities.</li> <li>• Attend all meetings with teachers, come to the school immediately when asked to do so and communicate directly with the school when problems arise.</li> <li>• Role-model curiosity through reading all school-related correspondence, visiting libraries, galleries and museums, reading at home and practising interests or hobbies.</li> <li>• Ensure children get plenty of fresh air and exercise and eat healthily at home.</li> <li>• Support the school's ethos by promoting positive behaviour, especially on social media.</li> <li>• Attend all family learning sessions and parent meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• Be polite, kind, friendly and respectful to all members of our school community, including visitors.</li> <li>• Take care of the school and everything and everyone in it, and tell a member of staff if I'm worried or unhappy.</li> <li>• Move calmly and safely in the school building and be courteous when I meet others in the corridors.</li> <li>• Show good manners at lunchtime and eat a range of healthy foods.</li> <li>• Show kindness and respect to others.</li> <li>• Listen carefully to others and speak in full sentences with a confident voice.</li> <li>• Try my best with my learning and allow everyone around me to work hard too.</li> <li>• Join in with all school-based activities.</li> </ul>
Headteacher's Signature:	Parent/Carer's Signature:	Child's Signature:



## *Our Golden Rules*

- *We love and care for each other.*
- *We are honest and we always tell the truth.*
- *We always try hard to do our best.*
- *We look after property and God's creation.*

## **CODE OF CONDUCT FOR SCHOOL VOLUNTEERS**

*Valley End CoE Infant School really values families' and carers' help and support. Children benefit enormously from extra adult support in their learning and enjoy their families and carers being involved in school life.*

*Families and carers can also provide practical support in the school to free-up our wonderful teachers and TAs to devote as much time as possible to helping our children learn! So, thank you for your contribution.*

*We aim to foster positive working relationships with all our volunteers and value the ongoing contribution they make to life in our school. To help keep our children safe and to help safeguard both you and the school from any unnecessary difficulties, we have created the following volunteers 'code of conduct' which we ask all volunteers to agree that:*

- I will keep everything that I see and hear in school, or when supporting on a school visit, confidential.
- I will not discuss another child with anyone outside school.
- If I have concerns about a child, I will share them immediately with Mrs Harper-Cole or Mrs O'Neill.
- If a parent raises a concern with me, I will refer them to the school office, their child's class teacher or the Headteacher.
- If a child raises a concern, then I will report it immediately with the teacher.
- When supporting in school, I will not use my mobile phone.
- I will not take any photos of children in school or when supporting an offsite visit, unless I have been requested to do so by a member of staff and using a school camera or iPad.
- I will always follow the guidance of the [teacher] in charge of the lesson / event.
- If given guidance / advice in relation to a specific child, I will follow this.
- I will stay in the designated room / area.
- I understand that behaviour management of the children is the responsibility of members of school staff and should not involve volunteer helpers. I will refer any pupils who are misbehaving to the class teacher as soon as possible. I will not reprimand or allocate punishments.

*Please be aware that, in the interests of the children's safety, if this code is not followed, we may have to decline any future inclusion in school and/or offsite activities.*

*Thank you for your understanding and we look forward to welcoming you as a helper in our school.*

*Information on how to volunteer to help in school will be communicated with you via Newsletters or via requests from the teacher.*

# HOME / SCHOOL COMMUNICATION

At Valley End we want to have excellent home/school communication.  
We always want to hear from families to make sure children are safe and happy.  
Come and talk to us, our doors are always open!

Home / School Communication	How?
<p><b>SAFEGUARDING</b></p> <p><i>'I have a concern over the safety or welfare of a child in this school.'</i></p>	<p>Approach the Headteacher directly or contact the school immediately on 01276 858299 or email <a href="mailto:info@valleyend.surrey.sch.uk">info@valleyend.surrey.sch.uk</a></p>
<p><b>ABSENCE</b></p> <p><i>'I need to report my child absent.'</i></p>	<p>Phone the school on 01276 858299</p>
<p><b>A MEETING WITH A MEMBER OF STAFF</b></p> <p><i>'I need to set up a meeting with a teacher, Assistant Headteacher or Headteacher.</i></p> <p><i>I would like to discuss something in person or over the phone.'</i></p> <p><b>Examples of previous meetings</b> have included matters relating to: medical needs, behaviour, safety, homework, reading, writing, maths, language, friendships, advice and support.</p> <p>Where possible please let the member of staff know what the meeting is in regards to. This is so that we can prepare the appropriate resources or acquire the relevant information in time for the meeting.</p>	<p>Please arrange a meeting with the member of staff using one of the following:</p> <ul style="list-style-type: none"> <li>• in person</li> <li>• phone the school on 01276 858299</li> <li>• email <a href="mailto:info@valleyend.surrey.sch.uk">info@valleyend.surrey.sch.uk</a></li> </ul> <p>The appropriate member of staff will get back to you.</p> <p>These meetings will usually last no longer than 15 minutes.</p>
<p><b>MESSAGES TO THE TEACHER</b></p> <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><b>Message examples:</b> a restless night, a parent away on business for a week, a request for a new book, a death in the family, toilet trouble the day before, child has not received home learning or a letter.</p>	<p>Please pass the message on via the clipboard system in the mornings or leave your message with the office team using one of the following:</p> <p><b>phone</b> 01276 858299, or <b>email</b> <a href="mailto:info@valleyend.surrey.sch.uk">info@valleyend.surrey.sch.uk</a></p> <p>The office team will then pass on your message to the relevant member of staff.</p> <p>If you send the office an email, please expect a reply along the lines of 'this has been passed onto the class teacher' or 'this has been read and taken care of'.</p>

## ATTENDANCE

*It is an expectation that you will do everything you can to get your child to school every day, on time.*

### **THE AIM FOR ATTENDANCE MUST BE 100%.**

*Any attendance that falls below 90% will be passed to the Education Welfare Officer and categorised as 'persistent absenteeism'.*

*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.*

*If your child has had sickness or diarrhoea, they need to stay off school for 48 hours from the end of their last episode. If your child has a common cold they are 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. Usually, once children get into school, they forget they were poorly.*

### **Punctuality**

*Teachers begin teaching as soon as the children enter the classroom. Children must be in the classroom before the gates close at 8.55am. Lateness is not acceptable. 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 and takes the teacher away from their group. If you have other children at different schools and run the risk of being late because of this, we encourage you to use the drop-off zone to ease the pressure of finding a parking space in time.*

### **Inclusion Officer**

*If we have concerns about attendance or punctuality, we will always share this with our IO. They will make calls and visits to ensure attendance improves. If attendance or punctuality is not at the expected standard, this can lead to fines and court proceedings. Children truly flourish when they are in school every day, on time.*

### **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 the school website. Holidays during term times may incur a fine from the inclusion team at Valley End and can lead to court proceedings.*

### *Exceptional Circumstances*

*In very exceptional circumstances, absence from school can be authorised e.g. funerals, unavoidable travel for family illness abroad, family weddings. This must be discussed with the Headteacher at least two weeks beforehand and a leave request form completed.*

## **MEDICINE**

### *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 complete a medical form to enable us to administer this medication in school. You must also alert staff if your child has had any form of medication prior to arriving in school, including non-prescribed forms e.g. Calpol.*

### *Allergies*

*If your child has any allergies, you must let the school know immediately. The catering company 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.*

## **SOCIAL MEDIA**

*Social media is a useful place to meet and greet other school families and share information on school life. social media should never be used as a way of providing a platform for families to air a query or concern they may have regarding the school. If you have a concern or complaint, please raise them directly with Mrs Harper-Cole, so that they can be quickly and effectively resolved.*

## **UNIFORM**

*We have a school uniform from Reception to Year 2. 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 Kids Biz, our school uniform provider. Please see our dedicated uniform page on our website for more details.*

## **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.*

## **CONTACTING US**

*During term time, you can contact the school via the school office by phone, on: 01276 858299 or by email on: [info@valleyend.surrey.sch.uk](mailto:info@valleyend.surrey.sch.uk)*

*Our school address is:*

*Valley End CoE Infant School  
Highams Lane  
Chobham  
Surrey  
GU24 8TB*

***THANK YOU FOR SUPPORTING OUR HAPPY SCHOOL!***