

FAQs - Frequently Asked Questions

1. How much is Dinner Money?

Presently the daily cost is £2.50. School dinners are paid for online using the School Gateway system. The school operates a cashless system; please see Section 21 for details.

2. How much is snack money?

Snack money is 40p a day.

2. What are the school opening and closing times?

We start school at 9am and school finishes at 3:15pm.

3. Where can I buy uniform?

This can be ordered from the school office; please see website for the order form or request one from the school office. It can also be ordered online using this link; <https://myclothing.com/>

4. How do I make an application for a school place?

All admissions for the school are made through the Halton admissions process in conjunction with the Halton SEN Assessment Team.

5. What should I do if my child is ill or has an appointment?

It is a legal requirement that your child attends school **each day**. If your child is ill then it is school policy that you should notify school by telephone **before 9:15 am**. Please speak to us directly rather than passing messages to bus guides or drivers. If we haven't heard from you then each absence will be followed up appropriately.

If your child has an appointment please notify us in advance.

6. Am I allowed to take holidays in school term time?

The aim of the school policy is to set out the way in which Brookfields School monitors and promotes the attendance and punctuality of its pupils. Brookfields School is committed to maximising the potential of every child and good attendance and punctuality are essential to this aim. We feel this will be achieved, with the support of parents/carers by ensuring that leave of absence will not be taken in school time, other than in exceptional circumstances. Absence during term time for any reason interrupts the continuity of teaching and learning and disrupts the educational progress of pupils.

From 1 September 2013 The Education Regulations made clear that Head Teachers may not grant leave of absence during term time unless there are exceptional circumstances.

In exceptional circumstances Brookfields School will consider a request for leave of absence for **one period of absence** during the academic year

7. Can I park at the school?

We do not have very spacious car parking facilities on site. The school is situated on a residential road and we ask parents to park legally and with due consideration for our neighbours. At school drop off and pick up times it is advised that parents / carers use the church car park next door to avoid having to cross Moorfield Road with their children at such a busy time. During the day it is acceptable to use the school car park but please remember when signing in to note down your registration number. When crossing the carpark with your child, please take care to use the zebra crossing.

8. What do I do if my child has lost a piece of clothing?

Parents must either sew a name label into all clothing and shoes or write the child's name in indelible ink. If an item goes missing you must inform the class teacher and bus guide (where appropriate). We will do our utmost to find lost items but we are unable to provide a replacement.

9. Where will my child go when they finish Brookfields in Year 6?

We offer a very comprehensive transition programme to support children and their families with the transition from Primary to Secondary school. This process begins at the Year 5 Annual Review and goes on to include parents' meetings, transition visits, social stories, multi-professionals meetings etc. We will endeavour to support each family as well as we can in both making the correct choice of school and also preparing their child to make an effective transition. Children tend to make the transition to secondary provision within the authority to the school that can best meet their needs. Please see the Local Offer section on Halton's website for information about all schools.

<http://www4.halton.gov.uk/Pages/EducationandFamilies/EducationandFamilies.aspx>

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10. Can my child bring toys in to school?

If this will help your child with the journey to and from school then this is allowed. However please ensure that they are not of high value and ideally would not be electrical items. In school the items will be stored away from the children until home time.

11. Can I receive the newsletter by email?

Not at the moment, these can be obtained from the website and will be sent home as a paper copy.

12. What is the best time to talk to the teacher if I have a question?

The school offers an open door policy in regards to communication with parents. Please use the home school books to communicate on a daily basis with your child's teacher however if you would like to speak to them please contact the school office. This would ideally be before or after school or at lunchtime. If you would like to speak to the headteacher please phone the school office at any time. You are welcome to make an appointment to meet with any teacher / headteacher at any time.

13. Is there before and after school provision?

There is no before school provision due to the large number of children that travel to school by transport. We offer a range of after school clubs that run from 3:15 to 4:15 and include Cookery, Rebound and Drama. Details of the clubs will be provided by school on a termly basis. Parents are responsible for collecting their child from after school clubs.

14. How can parents get involved?

We encourage parents and carers to get involved in as many ways as possible for example by supporting on minibus trips, for swimming lesson or for Rebound Therapy sessions. Also we offer a number of workshops, coffee mornings, Family Learning and other courses. We have a school PTFA that raises very valuable funds for the school and we are always looking for new members to support this.

If you are asked to help or you would like to help please see Wendy in the school office to go through some paperwork as you will need a DBS check completed.

15. What should I do if I think my child is being bullied?

Please contact school immediately to discuss with the class teacher or member of the school leadership team. Where it is appropriate please advise your child to speak to an adult in the school. This can be any member of staff that they feel comfortable with. You may also wish to support your child by talking to the teacher with your child. We would encourage that they report any incident to the class teacher as they can observe behaviour during lessons and advise lunchtime staff as necessary. We take accusations of bullying very seriously and any incidents are dealt with appropriately and with speed. If you are concerned about your child please speak to the head teacher and never approach a child or the parent.

16. What happens if my child is poorly at school?

If your child becomes unwell at school then the class teacher will inform parents and a decision made as to whether they should stay in school or be collected.

17. What happens if my child hurts themselves at school?

If your child hurts themselves they will be seen by a school first aider. Two things can then possibly happen; you will receive a 'green' notification note in your school bag to tell you what has happened and what treatment they received or on the rare occasion that this is more serious then you will receive a phone call to tell you about it and maybe ask you to collect your child to seek further medical attention.

18. How do I know what is happening in school and how my child is doing?

There is lots of communication between home and school; Regular letters and newsletters, text messages, home-school book completed daily, parents evenings, annual review meetings, full school report at the end of the school year, regular parent workshops, Social Media (Facebook and Twitter) and the school website. We often send text messages to parents /carers to inform you of event information or reminders. Please ensure that you keep the school office informed of any changes to your mobile telephone number or email address.

We also use a school app which is provided by eSchools, our website provider. The app allows us to send messages to parents /carers free of charge. Parent/carers receive a notification, similar to other apps, to inform you of a new message. We can also upload letters to the app, which reduce our printing costs and helps to look after the environment by saving paper.

You will be given your own personal login details to register with eSchools, once your child starts school, which gives you secure access to the website and app. We recommend that you check your device to ensure that all the relevant permissions are set to ensure you receive notifications.

19. My child needs medication in school; can this be given?

School staff will administer medication that has to be given 4x a day. If the child only needs medication 3x a day then this should be administered at home unless directed otherwise by a medical professional in exceptional circumstances.

There is a form that all parents / carers must complete if their child requires medication during the school day. These are available from school and on the school website.

Any medication must be transferred securely to school. This can be in person by the parent / carer or by handing the medication to the driver / escort and ensuring that they store this safely on the school transport and that it is handed directly to an adult at school. No medication should be placed in school bags for the children to carry.

Any medication sent into school must be in the original packaging with pharmacy label stating contents, dosage, expiry date/dispensing date and the child's name in full. We are not allowed to administer medication that has not been sent in with this.

The school will NOT keep a supply of Paracetamol. If a child is well enough to be in school but may require Paracetamol then parents / carers can send this in having signed usual forms and we can administer it or if a child appears unwell then parents / carers can come to school to administer / bring Paracetamol etc. We are not allowed to store quantities of Paracetamol.

20. If I am not happy about something, what should I do?

When parents, pupils and visitors offer praise, or criticism, we listen carefully. We review all comments that are made and use that information to improve our service even further. We aim to always pass praise to the people concerned, handle complaints in complete confidence, investigate impartially, and offer a clear and complete explanation in a timely manner.

In the first instance please speak to your class teacher, however if you are not satisfied with how your concern is being / has been dealt with then please contact the headteacher. We take all comments and complaints seriously in line with the schools policy.

21. Payments to school

Brookfields uses a cashless system for payments for school meals, snack, visits and uniform. This means that you will be able to make online payments via the School Gateway smartphone app or website. You will also be able to view school snack balances and top

them up at any time.

What you need to do:

Download the app: If you have a smartphone, please download School Gateway from your app store (Android and iPhone). The app shows the same information as the website.

OR

Visit the website: www.schoolgateway.com and click on 'New User'. You'll be asked for the email address and mobile number that school use to contact you on. You'll receive a text message with a PIN number. Use this PIN to login to School Gateway.

Please note that registering for any online systems will only work once your child has started at Brookfields and not before. For any payments of school uniform prior to your child starting school, we will be happy to accept a cash or cheque payment.