



Glenmere's Frequently Asked Questions

We appreciate that parents/carers who are new to our school will have many questions and concerns. Staff at the school are often asked questions in relation to your child's education, school timings, procedures and a myriad of other topics. We won't have answered them all here of course but we have provided answers below to our most commonly asked questions in the hope that parents are able to find information they are looking for quickly without having to take time out to contact the school. If your particular question is not answered here then please do contact the school by ringing or emailing the school office.

What do I do if my child is late to school?

Take your child to the main office and sign them in on the paper register and inform the Office Manager or Office Assistant. The child can then go to class.

What do I do if I'm going to be late picking my child up?

There are times when parents are late collecting their child from school, if this is going to happen we ask that school is informed and the expected delay is given. You will then collect your child from the office reception area of the school.

Can I send someone else to pick up my child?

If you need someone else to come to school to collect your children, please speak to the class teacher in the morning or leave a message with in the office.

How do I report my child's absence from school?

Telephone the school on the day of the absence as soon as you can. A message can be left on the answer machine if it is before the start of the school day.

What happens if my child has a medical/dental appointment?

Please try to arrange medical appointments outside of school time. If this is unavoidable we ask that you bring the appointment letter to the school office so it can be recorded on the register and where possible children should be collected and returned to school following their appointment.

What happens if my child has an accident at school?

All staff are first aid trained and can offer reassurance and first aid to pupils who are injured at school. If the injury is significant we would inform parents and appropriate first aid would be given and of course any serious injury, we would involve the medical services as soon as possible.

Can my child cycle to school?

Your child can cycle to school and we have a bike shelter to leave bikes safely during the school day.

How can parents get involved?

We ask that parents support pupils by reading at home daily and practising times tables and number facts. We also ask that you engage with your child through the homework

knowledge organisers that are sent home half termly and termly (depending on the year group).

How do you communicate with parents?

In EYFS we use a system called 'Tapestry' to share observations and learning with parents.

The monthly newsletter gives parents information about the school and what we are doing. This is sent out via email.

All classes send out 'supporting your child' letters termly and class termly newsletters. All other news and information is sent out on a Friday.

We use Twitter to send out snippets of current/upcoming school information as well as sharing successes of pupils learning.

We also have a very informative calendar event system on our website which is populated with all major events from term times to day trips, parent evenings and any shows or events that pupils and or parents are going to be involved in.

The office uses a system called Bromcom/My Child at School to communicate with parents. Parents will use MCAS to pay for things such as trips, clubs, events and can also view messages from the office.

Do you have a school council?

We have a very active school council who meet each week at 1.15 with Mrs Quinonez. The school council are elected members of each class.

What should I do if I'm worried about my child's progress?

If you have any concerns about your child's progress we ask that you arrange an appointment to talk to your child's class teacher.

How is my child prepared for moving on to High School?

We have close links with the high schools that our children attend. The year 6 teachers meet with the Heads of Year 7 and also have an opportunity to visit the school.

How can I protect my child when using new technology?

All children are educated in eSafety in school. We have a page on our website called 'Internet Safety Advice' for parents/carers which can be found under the 'Parents' section of our website. Here you will also find extremely useful eSafety websites that will keep you informed and help you keep your child safe online.

We ask that parents are aware of online sites that their child is visiting and that they do not have access to social media accounts such as Facebook and Snap chat.

Where do I go to locate lost property?

Lost property is kept in our office reception area of the school. Attempts will be made to identify property and parents/carers informed if the item in question is labelled with the

pupil's name. Lost property is kept for a reasonable period of time after which it will be disposed of appropriately.

What clubs are there?

Glenmere offers a lot of enrichment activities for children to get involved in from additional learning activities to sports and creative clubs. You will find a list of clubs on our website in the 'Clubs & Activities' page under the 'Key Information' tab.

What does SEN / SENCo / ANP stand for?

If your child has Special Educational Needs they will be on the SEN register. Our Special Educational Needs Coordinator is Mrs Dorrington (SENCo). Children with special educational needs will have an ANP (Additional Needs Plan). To view more information about how Glenmere Primary caters for SEND please view our SEND page.

How will I know if the school is closed for bad weather?

In the event of severe weather and if the school has to close, we will endeavour to make a decision by 8:00 of that day. Parents will be informed by the following methods:

- ☒ A text message will be sent to the first contact on the school system.
- ☒ A message will be posted on the school website and on the school twitter feed.
- ☒ Information will be relayed to and broadcast on local radio stations. To listen, click on the links below:

https://www.bbc.co.uk/sounds/play/live:bbc_radio_leicester

Can my child walk home on their own?

Key Stage 2 children (from Year 4 onwards) can walk home alone if their parents give them permission. The class teacher must be informed of this arrangement.

Can my child have milk?

Yes. Children under 5 are entitled to free milk. Parents can purchase milk for their child at any age over 5 by visiting Cool Milk online.

Who are the governors and what do they do?

You can view our full list of Governors on our Website using the 'About us' tab. Governors provide a strategic view of where the school is heading; act as a critical friend; hold the school to account for the educational standards it achieves and the quality of education it provides.