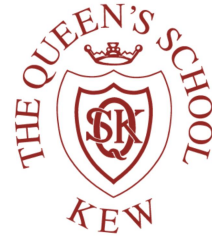


# The Queen's Church of England Primary School

Cumberland Road, Kew, Richmond, TW9 3HJ    [www.queens.richmond.sch.uk](http://www.queens.richmond.sch.uk)

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Headteacher: Miss K. Bentham



## Starting at Queen's

### Helpful Information for New Parents

This is a quick guide outlining what you need to know when your child starts at Queen's. If you would like more information on any of the topics listed below please do not hesitate to ask the school office.

#### Arriving at School in the Morning

The school gates open at 8.30am. The classroom doors open at 8.40am and children should be in class by 8:50am. If children arrive at school after 8.50am they need to come in through the main entrance and ensure that they are signed in at the school office by their parent or carer.

Please could you ensure that your children come to school with everything they need for the school day, as it is disruptive for the office staff if people are continually dropping off forgotten items. We do appreciate that occasionally something may need to be dropped off and this is not a problem. In the morning please let the class teacher know of any changes to your regular pick up arrangements. If your arrangements have to change during the school day, please phone the office to let them know. However, please arrange play dates prior to drop off so that the school office is not involved.

#### Absence from School

##### Sickness

If your child is sick please email [absence@queens.richmond.sch.uk](mailto:absence@queens.richmond.sch.uk) or phone 0208 940 3580 prior to 8:30am. It is important that you tell us so that we have accurate attendance information for the security of the children.

##### Medical/Dental Appointments

If your child has a medical appointment during the school day, please inform their teacher in the morning. Collect your child from the school office so that they can be signed out, and on their return bring your them back to the school office so that they can be signed back in.

##### Other Absences

If your child is going to be absent for any other reason an Absence Request Form must be completed in advance. This form can be obtained from the office or downloaded from the Parents' Forms section of the website.

#### School Lunches

School Lunches for Key Stage 1 (Reception, Year 1 and Year 2) are currently free under the Government UIFSM scheme. For Key Stage 2 (Year 3, 4, 5 & 6) school lunches are currently £2.20 a day. If your child is starting in Reception you will receive a letter home informing you when they are able to start school lunches. If you need to change your child's lunch arrangements, please send an email to [info@queens.richmond.sch.uk](mailto:info@queens.richmond.sch.uk). We will then confirm receipt of your email and let you know the date when your child can change over. As the kitchen orders food in advance some notice is required, but the change is usually effective within two weeks. School lunches are payable in advance. Please see the section below on Paying Online

## Leaving School in the Afternoon

School finishes at 3:20pm for Key Stage 1 and 3:25pm for Key Stage 2

Parents should ensure that they are here on time to pick up their children. Children are not allowed to play on the equipment after school. Please ensure that you have left the playground by 3:30pm. This is particularly important as Tinies Kew Kids and after school clubs use the playground.

We realise that occasionally parents are unavoidably delayed in picking up their children. In this instance please telephone the school office as soon as you are aware that you will be delayed so we can get a message to your child(ren) and their class teacher(s).

## Before and After School Care

### After School Care

Tinies Kew Kids Club are our after school care provider. For more information please contact them via email [kewkids@tinies.com](mailto:kewkids@tinies.com) or call them on 0207 384 8368. Tinies Kew Kids runs every day from after school until 6:15pm and also in the school holidays. Children can also attend after clubs finish from 4.30pm onwards.

### After School Clubs

Queen's School has a wide variety of after school clubs for the whole school. These run after school for an hour. (Children in reception can start clubs in the Spring term). Full details can be found on our website under the School Life section. Sign up for clubs is at the beginning of each term and information is sent out at the end of the prior term.

### Breakfast Club

Queen's School has a breakfast club which runs from 7:45am every morning. To book a place please telephone the school office. Bookings can be made on a regular or ad hoc basis and the cost is £3.50 per session. Children receive a healthy breakfast and can choose cereal, fruit or toast.

## Home School Communications

### School Website

[www.queens.richmond.sch.uk](http://www.queens.richmond.sch.uk)

The school website is a great source of information about what is happening at Queen's and is updated regularly. It contains diary information, photos, policy and procedures and much more.

### School Newsletter

The school newsletter is published on alternating Fridays on our website. Please ensure you read this as it is our principle means of communicating what is happening and sharing important information. There is a link on the front page of the school website to the newsletter. Once the newsletter is available on the website a ParentMail reminder is sent out.

### ParentMail

Queen's has subscribed to the School Communications Provider 'ParentMail'. We regularly email parents to let them know about school visits, parent consultations and other important information. This system also allows you to pay for school lunches, after school clubs and voluntary contributions for school trips.

### Signing up for ParentMail

When you join the school you are given a form to complete with your email address. ParentMail then sends you an email enabling you to register. Follow the instructions in this email. You have a limited amount of time to do this. If you would like a new registration email please email [info@queens.richmond.sch.uk](mailto:info@queens.richmond.sch.uk) and we will resend the registration email to you

### Paying Via ParentMail

+Pay is part of the ParentMail system and allows you to pay on line for lunches, trips and clubs. The first time you pay on line you will be prompted to enter the Queen's activation code which is **7AAD60C13B8D75C7**. After doing

this click on Home on the menu at the top of the screen. Your child's name should appear. Below that there should be a button 'View Payment Items'. Click on this and it will allow you to see all the items you are able to pay for. We would ask that you pay using a debit card rather than a credit card as this minimises bank charges for the school.

If you do not have access to email we will send the information via your child's book bag. If you do have an email address this is the school's preferred way of sending you information as it not only saves paper but is more reliable. We will also accept cash and cheques.

#### Helping in School - DBS

We are always grateful for parents who can help with school trips or help in school. We do require you to have a Barring Disclosure Service Check first. Please collect a form from the School office. We ask for a voluntary contribution of £10 to cover the school's costs of this check. Once you have completed your form please bring it into school with three original documents which prove your identification. This is similar to the procedure when you open a new bank account. The process is normally completed within 4 weeks.



*We encourage every child to reach their full potential, nurtured and supported in a Christian community which lives by the values of Love, Compassion and Respect*