

Spring Vale Primary School

Headteacher: Mr C Blunt



Spring Vale Primary School

Prospectus



Together Everyone Achieving More

Kenilworth Crescent, Parkfields, Wolverhampton, WV4 6SD

Tel 01902 556589 Fax 01902 556590

Dear Parents,

Welcome to Spring Vale Primary School. This prospectus is intended to paint a broad picture of the school. Thank you for taking the time to read it.

Primary aged children have been born into a time of unimaginable technological and world change. It is our role in school to equip our children with the skills needed to meet the challenges which lie ahead of them, while at the same time holding on to values which are important.

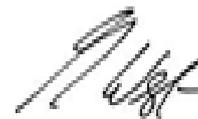
We want our pupils to leave Spring Vale Primary School with high academic and personal achievements, with a respect for each other and, above all, with a sense of pride and high self-esteem.

Their education will have begun on the day they were born and we value the role that parents play in their children's education. It is our job to build on those early years and to work with you to equip them with skills they will need to cement the foundations to life-long learning.

If we can achieve this and the children come to school with a skip in their step, a smile on their faces and excitement in their hearts, then we will all have succeeded!



Mr C Blunt
(Headteacher)



Matthew West
(Chair of Governors)

Mission Statement & Aims:

Together
Everyone
Achieving
More



Together with friends, families and community we care for ourselves, each other, our school and our world.

Everyone has access to a broad, balanced and stimulating curriculum, whatever their gender, race, ethnicity or ability.

Achieving our best is what we aim for every day we come to school.

More independence makes better learners and helps us to become good citizens.

Our Statement of Equal Opportunities:

At Spring Vale Primary School, people will not be treated differently, or be made to feel unhappy:

- Because they are a girl
- Because they are a boy
- Because of their name
- Because of the colour of their skin
- Because of the shape of their body
- Because they wear glasses or a brace
- Because of their family or home situation
- Because of their religion
- Because they are disabled
- Because they find something difficult



At Spring Vale Primary School, every child has the right to learn in a caring, happy and safe environment, without fear of intimidation or bullying. They also have a right to privacy and the opportunity to talk to a fellow student or member of staff confidentially about something that is concerning them.

Written and agreed by the children at Spring Vale Primary School

Our Curriculum:

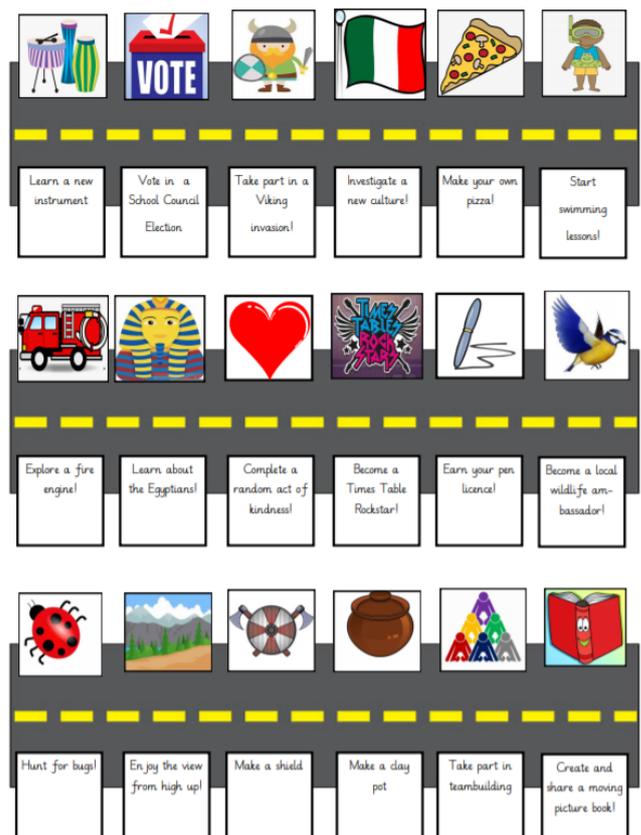
The Governors have adopted the Educational Principles to be found in the Local Authority (LA) Curriculum Statement.

These are:-

- ⇒ To provide all young children with access to a broad and balanced range of educational opportunities whatever their sex, race, ethnicity or special circumstances.
- ⇒ To value pupil's contributions, setting high standards and promoting individual achievement which leads to success and higher attainment. To promote the development of each person's intellectual, social, emotional, spiritual, aesthetic, creative, moral, ethical and physical attributes.
- ⇒ To offer a curriculum which enables young people to develop the ability and commitment to participate as actively and constructively as possible in society.
- ⇒ To take proper account of the educational process of other influences to which young people are exposed by their own cultures, communities and society.
- ⇒ To nurture inventiveness, originality and creativity at all stages of the educational process.
- ⇒ To offer a curriculum which promotes enjoyment and a personal sense of fulfilment and achievement

It is within these principles that the Governors and Staff plan and organise the curriculum provision for the pupils at Spring Vale Primary School.

All teachers ensure that pupils receive a broad cross-curricular education which fully complies with the requirements of the National Curriculum. Some pupils are taught in mixed ability classes according to their individual level of ability. Schemes of work are developed to take into account a wide variety of abilities and activities are planned to accommodate children whose needs range from Year 1 to Year 6 of the National Curriculum. Children in Nursery and Reception follow the Early Learning Goals from the Foundation Stage Curriculum. The total teaching time each week at Key Stage 1 is approximately 22.5 hours and at Key Stage 2 it is 23.75 hours.



All pupils are taught the core subjects of English, mathematics, science and information technology and the foundation subjects of design technology, history, geography, art, music and P.E. as well as religious education. We also have a PSHE (Personal, Social and Health Education) programme which is taught in each year group. We also celebrate Britishness and our diverse cultures, religions and beliefs.

As part of the RE programme we would expect that children attend visits to places of worship. Any parent/carer has a right to withdraw their child from RE or Collective Worship in school but must notify school in writing of this intention. Supervision of any pupils withdrawn from RE and/or Collective Worship is arranged by the child's parent/carer.

Throughout all of these subjects children are given unique opportunities to develop cultural capital...

Sense of
humour

Self
Confidence

Study Skills

Networking
skills

Resilience

Behavioural
norms

Historic, Cultural and
Economic Understanding

Sex and Relationships Education (SRE) & Drugs Education

Sex and drugs education is delivered within the National Curriculum, Science and Personal, Social and Health Education Programme (P.S.H.E.). Sex education is part of lifelong learning about physical, moral and emotional development. SRE is about attitudes and values; personal and social skills; knowledge and understanding. Our pupils will learn to respect themselves and others, and move with confidence from childhood, through adolescence and into adulthood.

All children will have access to SRE which is appropriate for their age and maturity (physical and emotional) and mindful of their previous experience and knowledge. Whenever we deliver sex education lessons, parents are informed beforehand and able to request to view any videos and resources we may be using with our pupils. Parents have the right to withdraw their children from parts of the sex and relationship education provided at the school, except for those parts included in the statutory National Curriculum.

(Details are available upon request).

Special Educational Needs (SEN)

The school has a Special Educational Needs policy which fully complies with the Government's Code of Practice. There is also in place a SEN co-ordinator (SENCO) who is responsible for supporting staff and ensuring that the school implements the policy.

Programmes of study are developed to take account of a full range of abilities. Pupils experiencing particular difficulties in language, reading or basic skills, will have an Individual Education Plan (I.E.P) drawn up by the teacher and SENCO, in consultation with parents. Some targeted children receive extra support from teaching assistants. Where LA policies and school budgets allow, pupils with quite specific difficulties will be given additional support.

Spring Vale Primary School is a community school under the control of Wolverhampton Local Authority (LA) and it has no affiliation to any religious denomination. The school follows the LA Admissions Policy and the LA Agreed Syllabus for Religious Education. Membership of any specific religious group does not exclude a child from admission to this school.

All children who live in the neighbourhood around Spring Vale, or who have brothers or sisters already attending Spring Vale Primary School, are able to attend our school if there are sufficient places available.

Admissions to our School

Foundation Stage Unit Admissions

Our Nursery and Reception children are taught in our Foundation Stage Unit, which has a base for nursery and a base for reception children. During parts of the day, children mix together for activities.

We admit Nursery children for half day sessions, either morning or afternoon, and have 20 children to each session. We also admit up to 60 children into the Reception class.



Nursery children are admitted as soon after their third birthday as places become available. This is normally in September and January of each year.

Reception All children are admitted to school in September. Children who have their fifth birthday between 1st September and 31st August will be admitted at the start of the Autumn term in September.

Key Stage 1 & 2 Admissions

We are currently expanding to a two-form entry primary school, in this instance our admission limit for each year group will be 60 children.

Pastoral Care

The care and responsibility for children in school is that of the whole staff; Headteacher, Deputy Headteacher, Assistant Headteacher, class teachers, welfare assistants, teaching assistants, admin staff, lunchtime supervisors, caretaker and cleaning staff. We have many staff who are qualified first aiders who help with accidents and minor medical queries.



If parents/carers have any concerns about their child while at school, we encourage them to come in to school to see the Headteacher or class teacher. However, in doing so, would you please be aware that the class teachers have responsibility for their full class from during the school day and would only be free to give you their attention outside of these set times. The Headteacher is always available unless in a meeting, on the telephone or teaching.



Accidents/Illness at School

In case of accidents or illness at school, we ask all parents/carers to keep us informed of any change of address or telephone number. We require at least one emergency telephone number for every child. This should be for someone who would have your permission and accept the responsibility of collecting your child from school in the event that we could not contact you.

If a child has a fall at school that does not appear to require further medical attention, but we feel parents/carers need to be aware of, a letter will be sent home for information.

If a child has an accident that does appear to require further treatment, we will make every effort to contact parents/carers in order for the child to be comforted by someone they are close to and then taken for further treatment. If, however, we cannot contact anyone, the child would be taken to the hospital by a member of staff, while someone at school continues to try to make contact with home.

In an emergency, an ambulance would be called immediately and then school would try to make contact with parents/carers.

Medicine in School

The school staff have no professional obligation to administer medication to any child during the school day, however the following policy has been decided upon at Spring Vale Primary:-

If a child is on long term medication or recovered from an infection but needing to complete a course of antibiotics, then the staff are prepared to administer medication provided that it is prescribed by a doctor and needs to be taken **four** times a day. To prevent any confusion, before staff administer medication, parents/carers must give written authorisation by filling in a 'Medicine in School' form which details dosage and timings. The office manager keeps copies of these forms and will also take the medicine from you to store in a safe place.

Parents/carers are requested **not** to send medicine into school with children but to bring it to the office themselves.

Medical Assessments

During a child's first year of full time education, the school nurse will arrange a time when she can meet with parents/carers in order to fill out a questionnaire about the child's general health. Should parents/carers or school nurse have any concerns, then the child will be referred for a medical examination. We have close contact with the School Nurse and parents can meet with her if they have any problems they wish to discuss. In addition, throughout the year there are visits to school by the dental and audiology services. Height and weight checks are also carried out in Year 6.



Education Welfare Officer (EWO)

Our school has an Education and Welfare Officer. They usually visit on a fortnightly basis when to liaise with the school's attendance assistant to examine the attendance/lates file and the school registers. Any concerns are then discussed and the most appropriate course of action is decided upon.

Attendance

To enable children to reach their full potential regular attendance is essential. As a school we have annual returns to complete for the Government on the attendance, authorised and unauthorised absences, of the pupils at Spring Vale. The aim of the school is to have a high percentage of pupil attendance, a low percentage of authorised absences and no unauthorised absences. To help us achieve this it is very important that when pupils are not at school we are notified on the morning of the first day of absence. Should this not happen, our attendance assistant will follow up the absence either with a telephone call or a letter home.

All children attending school without absences for a full term receive a certificate. Those who have a full year's attendance are presented with a special Certificate and badge. Each week, the class with the highest attendance receives a special certificate. We have had great success in improving our attendance rates and we believe that attending school regularly has a direct effect on pupil performance. We are very proud of our excellent attendance.

Attendance at Spring Vale means that over a school year ...



0 Days Missed	→	100%	→	Perfection
4 Days Missed	→	98%	→	Well Done
★ 7 Days Missed	→	96%	→	Good ★
9 Days Missed	→	95%	→	Nearly There
11 Days Missed	→	94%	→	Needs Improving
4 Weeks Missed	→	90%	→	Persistent Absence
6 Weeks Missed	→	85%		Serious Concerns

Punctuality

Children should arrive at school between 8.30 am and 8.45 am and be in their classrooms by 8.50am which is the official start to the school day. We ask for the co-operation of parents/carers in encouraging good habits with children. Punctuality is an important discipline that needs to be learnt at the earliest opportunity. Pupils who are late lose valuable learning time and also can deprive other pupils of learning time if the teacher has to repeat something for the latecomer. It is particularly important to be on time for the morning sessions when children are engaged in Literacy and Numeracy.

SCHOOL SESSION TIMES

FOUNDATION STAGE

Nursery	Morning	8.30 am – 11.30 am.
	Afternoon	12.15 pm – 3.15 pm.
Reception	8.30am / 8:45am – 3 pm.	

KEY STAGE 1

Year 1 and 2	8.30am / 8:45am – 3:10 pm.
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KEY STAGE 2

Year 3—6	8.30am / 8:45am – 3 pm.
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Leave of Absence

The Governing Body of Spring Vale Primary School are keen to maintain the school's very good attendance record. Our policy for leave of absence taken during term time is in line with Local and National guidelines.

Thinking of taking your child out of school during term time?

Current legislation states that any application for holiday (this is now called leave of absence) must be in exceptional circumstances and must be approved by the Headteacher in advance of the leave being taken. The Headteacher must be satisfied that the circumstances warrant the granting of leave.

The current law does not allow parents to take their child(ren) out of school during term time. Parents can be fined for taking their child(ren) out of school during term time without consent from the school. Further information can be obtained from the school office.

Leaving the school premises during the day

If it is necessary for a child to leave school during the school day, the parent/carer should sign the child out using our electronic system. Similarly, if a child returns to school during the school day they should be signed back in, in the same way. Children must be collected from the school office. We cannot send them off the premises without a parent / carer.

Dismissal at the end of the day

Parents/carers need to make their child aware of what the arrangements at the end of the day are to be, ensuring a lack of confusion and security for the child. For the younger pupils it would be helpful if parents/carers informed the class teacher if the end of the day arrangements were to differ from the norm. We expect that all younger pupils (KSI) are collected by parent/carers. They will not be released to walk home by themselves.



Food at School

Provision of meals at school

A choice of cooked meals is available daily for pupils at lunchtime, which include a vegetarian option, or children may prefer to bring a packed lunch. We now have a new multi-choice, healthy menu, which has proved to be very popular with the children. Payment for the cooked meals is collected on Monday of each week. The correct money should be put into a sealed envelope with the child's name and class clearly marked on it. All infant children are eligible to receive free school meals as set out by the Government. In order to receive free school milk, entitled families would still have to apply to the Local Authority. By providing your data to us on our admission form we can regularly check for free school meal/milk eligibility.

Healthy Lunchboxes

If a child chooses to bring a packed lunch, may we suggest that a balanced lunch would include:- sandwiches, a piece of fruit and/or a yoghurt and perhaps some type of healthy cereal bar. Water can be provided but if children wish to bring their own non-fizzy drink - please ensure that it is in a non-spill container. In accordance with Government Guidelines, children at Spring Vale are not allowed to bring crisps, sweets or chocolate bars in their sandwich boxes except for Fridays when they are allowed a treat. This matches up with the school meals service which provides chips on Fridays only. Children cannot bring hot soup or drinks for health & safety reasons.

Cooking/food tasting in school

Sometimes as part of topic work, pupils are involved in cooking activities or food tasting. This is why it is very important that you inform us of any dietary or religious food requirements.

Morning Break

Children may have a carton of milk daily, at a cost of £12 per term, payable at the end of the previous term. This milk is subsidised by grants and the cost per term may vary. Children who are under the age of 5, or in receipt of Free School Meals, may also have Free School Milk. Please note that children who receive free meals under the Flexible Charging Scheme are not eligible for free milk.

All children in the Foundation Stage and Key Stage 1 receive free fruit each day, at morning break. We ask parents not to send children with any other snacks. In Key Stage 2, children may bring in their own fruit or pay 50p per week for fruit from school. Children are not allowed to eat sweets, crisps or chocolate bars on the playground.

Breakfast Club

We run a very successful Breakfast Club each morning from 7.45 am until the start of school. Children pay £2.00 each, per day. This cost includes childcare and breakfast and they then join in activities such as arts and crafts, playing table top games, skittles, table tennis or they may bring in homework to complete. Please find below our Breakfast Club menu:-

Lightbites

Toast

Crumpets

Cereal

Yoghurt

Beverages

Apple juice

Orange juice

Parents are asked not to drop off children before 7.45 am as there is no supervision available.

After School Provision

ACES after school club runs every evening after school until 5.45 pm, for all ages. For further details, please call into school after 3 pm to speak to a representative, or please find an information pack in the main entrance.

Extra Curricular Sporting Activities

During the year there are sports activities which can include football, cross-country, street dance, multi-skills, gymnastics and musical theatre. Some of these clubs are run by staff during lunchtimes, others take place after school. Spring Vale enters children into sporting competitions and leagues during the year.

School Uniform

At Spring Vale Primary, Governors and staff believe that uniform is important. It gives the child a feeling of belonging to the school, pride in their appearance and solves the problem of children wearing unsuitable clothes to school.

The Uniform for Spring Vale Primary School is:

For general school wear:

- School sweatshirt in maroon with pale blue Spring Vale logo.
- Jumper / cardigan in maroon
- Black or grey school trousers (tailored shorts in summer)
- Black or grey skirts / pinafore dresses of a reasonable length (blue and white checked dress in summer)
- Pale blue shirt blouse / polo shirt
- School tie in maroon with pale blue stripe
- Black sensible, low heeled shoes

School sweatshirts, blue polo shirts, school ties and blue t-shirts can be bought from Ron Flowers Sports, 28 Queen Street, Wolverhampton, WV1 3JW. **ALL GARMENTS AND PROPERTY SHOULD BE CLEARLY MARKED WITH THE CHILD'S NAME.** School cannot be responsible for confusion over clothing if this is not the case.

PE kit—please send your child to school in their PE kit on their PE day—these can be found on the school website:

For physical education:

Blue t-shirt

Black shorts

Black pumps/trainers

Navy joggers

Maroon Hoodie

These are available from Ron Flowers embroidered with the school logo.

A one piece swimming costume for girls & swimming trunks/shorts (not Long Bermudas) for boys are required at KS2 for swimming lessons. Children with long hair will also need a swimming cap.

Jewellery is not part of the uniform and should not be worn to school. It is a safety hazard, especially at playtimes and in PE lessons. If parents insist that earrings are worn because of pierced ears, then these must be small studs and not of the looped or dropper type. Children will be asked to remove them for PE lessons. No bangles should be worn to school unless worn for religious purposes. Nail varnish or any other make-up is not part of the school uniform and should not be worn to school.

Extreme hairstyles are not allowed in school. This would include brightly coloured hair, spikes, Mohicans or patterns shaved into the hair.

Provision for 'The Arts'

At our school, we recognise the importance of the Creative Arts. We run a very successful Junior Choir which has performed at various locations outside the school. We are very keen to encourage artists into school to work alongside pupils.

Year 4 pupils are involved in the "Wider Opportunities for Music" scheme, whereby they learn to play 3 instruments over the year, as well as singing.

Key Stage 2 children have the opportunity to learn to play a brass instrument, with tuition from the LA peripatetic music team.

ICT Provision

Over the last few years, the school has greatly increased provision for Information Communications Technology. All children have timetabled access to laptop and tablet computers to enhance learning. We are committed to keeping up to date with new technologies and each classroom has an inter-active white board, which is used to enhance teaching and learning across the curriculum. We aim to make learning exciting and children need to have good computer skills for life.

Homework

Parents/carers can most help their children by taking an interest in the work that they are doing at school, listening to them, by sharing reading activities and generally talking to them about a range of activities. There is a school homework policy, which all families receive a copy of when their child enters full time education at Spring Vale. In conjunction with the homework policy, all children will have a 'home book' to bring home daily or weekly. This book will be for pupils to complete their homework in and for any messages to or from school.

Off-site Visits

We try to extend pupils' knowledge and experiences, both inside and outside the school grounds. Throughout the year we may take supervised small groups or classes on walks/visits in the neighbourhood. To prevent troubling parents/carers with many individual letters, we ask that one permission letter is signed at the start of each academic year to cover all such excursions into the locality near school. Occasionally pupils are taken further afield by public transport or coach and for these visits parents/carers will be notified in advance and separate permission sought. ALL these visits are covered by adequate insurance and are closely supervised by adults. The off site visits co-ordinator for the school is the Headteacher, Mr C Blunt.

Coach Journeys

The school follows the Local Authorities agreed guidelines on coach and minibus travel and uses local coach firms approved by the LA.

Supervision for School Visits

Wolverhampton regulations require schools, when taking pupils out on a visit, to have one adult to supervise 8 children between the ages of 5 - 7 years and one adult per 15 children between the ages of 8 - 11 years. For children aged 3 - 4 years, schools are required to have one adult supervisor for every four pupils.

Payments for School Trips

We ask for voluntary contributions for trips, however if parents decide that they are not going to pay, then we would have to cancel the trip for the whole class, as we do not have enough funding in school to cover all the costs. All trips are subsidised by School Fund (see next page). Entrance costs may not always be the same as advertised elsewhere, as we often book educational workshops for the classes at an additional cost. If it is an expensive trip, we always send the letters out well in advance and parents are welcome to pay a small amount each week. If your child is on free school meals, or you are struggling at the moment, for any reason, we always ask parents to come in to see us as we can make arrangements for payments over a longer period of time.



School Fund

We ask parents to pay school fund either by paying 50p per week or £5.00 per term. This is payable per family. We use these donations to subsidise school trips and without this money, the cost of school trips would go up considerably. There is a prize draw at the end of each term for families paying School Fund.

Safety/Security of Pupils

The main entrance to school is secured by a digital lock which is kept closed during the whole of the school day. There is free entrance to the lobby area where the admin staff are able to deal with any queries through the enquiry hatch. Should the main office not be attended, there is a bell to ring to attract attention.

The Foundation and Key Stage 1 and 2 play areas are securely fenced and gates are locked during the school day.

We ask parents not to enter school via the children's entrances, but to use our Main Entrance.

Cars

To maintain the safety of children once they have entered the school gates, parents' cars are excluded from the school site between 8.30 am and 4.45 pm. We also ask parents to park sensibly, and on occasion, school staff may ask you to move your cars if it is in the interest of the safety of the children. There is further parking at the back of the school, which may provide an alternative during busy periods.

Dogs

For a variety of reasons; safety, children's fears and health related reasons, no dogs are to be brought onto the school site, even if they are on a lead.

Disability Access

The school occupies a flat site and is very accessible for pupils and adults who are wheelchair users. We have a number of ramp access points and a disabled toilet. We have automatic entrance doors which give full access to the disabled. Future plans to improve disability access can be found in the school's accessibility plans.

Smoking

Smoking is no longer allowed in public buildings, you are breaking the law if you do so. Spring Vale Primary School has been designated by the Governors as a 'No Smoking Site'. This means no smoking anywhere on the site, whether inside or outside of the building. This includes electronic cigarettes. Staff, parents/carers and all visitors to the site are expected to adhere to this policy.

Reporting to Parents

Staff are available to talk to parents about their child's progress at any time during the school year and we ask parents to arrange a mutually convenient time and date.

Parent Interviews are arranged in the Autumn, Spring and Summer Terms when parents can discuss their children's targets for the term and their progress. In the Summer Term, parents can discuss their child's end of year Report.

Safeguarding

Safeguarding of pupils is one of the most important aspects of school life at Spring Vale Primary School. We have a detailed Safeguarding and Child Protection policy available should any parent/carer wish to see it. This is available on our school website.

Behaviour at School

We would hope to create an atmosphere of mutual respect and co-operation in school by building meaningful relationships between children, staff and parents/carers. We expect that everyone speaks to each other in a respectful manner and we do not tolerate rudeness.

We believe that it is necessary for the safety and wellbeing of children to establish a friendly but firm code of discipline in school, with every member of staff following a consistent, fair approach; encouraging the children towards self-discipline.

When children begin full time school at Spring Vale, they will bring home a copy of our behaviour policy, which explains in more detail our approach to behaviour and discipline in school, along with our rewards and sanctions system (Good to be Green).

At the start of each school year, pupils in each class decide on their class rules. The rules are displayed around school to serve as a reminder to pupils.

We do hope that our approach to behaviour and discipline will be reinforced by the continued support of parents/carers at home. In the event of any concerns or suggestions that you, as parents/carers, may have, please do not hesitate to contact the Headteacher at the school to discuss them.



Complaints Procedure

At Spring Vale Primary school, we endeavour to listen to any concerns from parents or children immediately. We operate an open door policy, where parents are encouraged to come into school if they have any concerns and discuss them informally with their child's class teacher or the headteacher. In this way, issues are usually resolved on the same day that they are raised.

If parents are concerned at all about anything to do with their child's education or their general wellbeing in school, **PLEASE COME AND SEE US AND TALK ABOUT IT.**

We can often resolve problems very quickly - children sometimes get messages muddled up, or only tell their parents half of the story! We will listen to any concerns politely, receive them sympathetically and deal with them speedily.

We also ask parents to approach members of staff, other parents and children politely, without shouting or using threatening behaviour. If there has been an incident concerning another child in the school, we ask parents not to approach that child individually or their parents, as this can sometimes result in heated arguments, which can quickly get out of hand. Always speak to the class teacher or headteacher and we will resolve the issue in school and let you know what action we have decided to take.

The Governing Body will not tolerate any rudeness towards children or staff of the school. If you start to shout at a member of staff, you will be asked to leave the school site and come back at another time when you are able to speak more calmly. All incidents of aggressive behaviour are reported to the LA, who can, in extreme cases, issue a 5+7 notice banning parents from the school site.

Dealing with Complaints - Formal Procedures

In the unusual event, that initial attempts to resolve a problem have not been successful, and the person raising the concern remains unsatisfied, then parents will need to follow the school's formal complaints procedure. We follow the guidelines issued by the DFES.

STAGE ONE

Parents are asked to put their formal complaint in writing to the Complaints co-ordinator. At Spring Vale Primary this is the Headteacher or the Deputy Headteacher. The complaint will then be heard objectively and impartially.

When investigating complaints, we will make sure that we:

- ⇒ Establish what has happened so far and who has been involved.
- ⇒ Clarify the nature of the complaint and what remains unresolved.
- ⇒ Meet with the complainant or contact them.
- ⇒ Clarify what the complainant feels would put things right.
- ⇒ Interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish.
- ⇒ Conduct the interview with an open mind and be prepared to persist in the questioning.
- ⇒ Keep notes of any interviews.

When investigating a complaint, we will always endeavour to identify areas of agreement between the parties and to clarify any misunderstandings that may have occurred.

If a complaint is upheld, it may be appropriate to offer one or more of the following:-

- ⇒ An apology
- ⇒ An explanation
- ⇒ An admission that the situation could have been handled differently or better.
- ⇒ An assurance that the event complained of will not recur.
- ⇒ An explanation of the steps that have been taken to ensure that it will not happen again.
- ⇒ An undertaking to review school policies and procedures in light of the complaint.

STAGE TWO

If a complaint remains unresolved after being heard by the complaints co-ordinator, then parents are asked to write to the Chair of Governors, giving details of the complaint. The Chair, will then convene a Governing Body Complaints Panel, which is the final school-based stage of the complaints procedure.

They will hear the complaint at a specially convened hearing, where each side is given the opportunity to state their case and ask questions. Written material is seen by all parties.

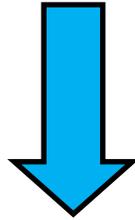
The Chair of the Panel will ensure that the complainant is notified of the panel's decision in writing, within seven days of the hearing. This letter will also explain if there are any further rights of appeal and, if so, to whom they need to be addressed.

Spring Vale Primary School Formal Complaints Procedure Flowchart

1. Formal Complaint heard by Headteacher

Acknowledge receipt of complaint

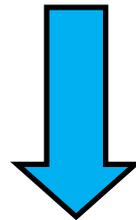
Write to complainant with outcome of investigation



Issue resolved



Issue not resolved



2. Complaint heard by Governor's Complaints Panel

Issue letter inviting complainant to meeting

Issue letter confirming panel decision

Destination of School Leavers

Year 6 pupils leaving school in July 2021 went to the following secondary schools in September 2021:

Wolverhampton Girls High

The Royal School

Beacon Hill Academy

Colton Hills

Dormston School

Khalsa Academy

Ormiston SWB Academy

St Peter's Collegiate School

Bridgnorth Endowed School

Thomas Telford School

Smestow School

St Edmunds Catholic School

Ellowes Hall

Highfields School

The King's Church of England School



Governors' Information to Parents

Policy of charging for Visits or Events in School

All charges for educational visits or special events which involve external providers, organised by the school, are voluntary and no one should be excluded from participation in any of these events on financial grounds. However, these visits and events can only continue at the present level on the basis of receiving voluntary contributions from parents/carers. Children in receipt of free school meals are also entitled to free board and lodging on residential trips. However, this would amount to approximately 10% of the overall costs. As a school, we always subsidise residential visits by more than 10% per child. The Headteacher will be available to see any parent/carer experiencing difficulty in offering a voluntary contribution, in order that a solution may be found.

Legislation and Documentation

Educational Legislation arising from Acts of Parliament and documentation concerning the National Curriculum, National Literacy Strategy and the National Numeracy Strategy are to be found in school. If any parents/carers wish to see any of this documentation, please arrange a mutually convenient appointment with the Headteacher.

Curriculum Statement

The Governors have agreed and accepted the Local Education Authority's Curriculum Statement as the basis on which to establish the National Curriculum in school. A copy of this can be found on the school website.

Our Curriculum Statement

Reading will always be at the heart of our curriculum. We believe that learning to read is a magical experience. It opens the doors to endless possibilities and life long learning. For us, reading well, and for pleasure, is the foundation for learning and allowing every child, from all starting points, the opportunities to succeed and love learning. Additionally, we believe music combines the development of ideas and concepts, through to exploration and education of feeling, thus helping to educate the whole child emotionally, spiritually, intellectually and socially. At Spring Vale, we believe every child should have the opportunity to learn a musical instrument whilst at primary school. We are also passionate about children leading healthy lifestyles, being proud of their background, culture, school and city. Our curriculum is focused on children and ensuring they leave Spring Vale with skills to equip them for their future.

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Physical Education: We believe that learning to read is a magical experience. It opens the doors to endless possibilities and life long learning. For us, reading well, and for pleasure, is the foundation for learning and allowing every child, from all starting points, the opportunities to succeed and love learning. Additionally, we believe music combines the development of ideas and concepts, through to exploration and education of feeling, thus helping to educate the whole child emotionally, spiritually, intellectually and socially. At Spring Vale, we believe every child should have the opportunity to learn a musical instrument whilst at primary school. We are also passionate about children leading healthy lifestyles, being proud of their background, culture, school and city. Our curriculum is focused on children and ensuring they leave Spring Vale with skills to equip them for their future.

Insurance

The school has full public liability insurance cover under the LA insurance scheme. The school's property is also insured. Parents are reminded that children's personal belongings are not covered by the school's insurance and they should therefore make provision for these items under their home insurance policies.

Holidays 2021/22

Autumn Term 2021

- Term Time: Thursday 2 September 2021 to Friday 22 October 2021
- Half term: Monday 25 October 2021 to Friday 29 October 2021
- Term Time: Monday 1 November 2021 to Friday 17 December 2021

Spring Term 2022

- Term Time: Tuesday 4 January 2022 to Friday 18 February 2022
- Half term: Monday 21 February 2022 to Friday 25 February 2022
- Term Time: Monday 28 February 2022 to Friday 8 April 2022

Summer Term 2022

- Term Time: Monday 25 April 2022 to Friday 27 May 2022
- Half term: Monday 30 May 2022 to Friday 3 June 2022
- Term Time: Monday 6 June 2022 to Friday 22 July 2022

There will be additional teacher training days.

Holidays 2022/23

Autumn Term 2022

- Term Time: Monday 5 September 2022 to Friday 21 October 2022
- Half term: Monday 24 October 2022 to Friday 28 October 2022
- Term Time: Monday 31 October 2022 to Friday 16 December 2022

Spring Term 2023

- Term Time: Tuesday 3 January 2023 to Friday 17 February 2023
- Half term: Monday 20 February 2023 to Friday 24 February 2023
- Term Time: Monday 27 February 2023 to Friday 31 March 2023

Summer Term 2023

- Term Time: Monday 17 April 2023 to Friday 26 May 2023
- Half term: Monday 29 May 2023 to Friday 2 June 2023
- Term Time: Monday 5 June 2023 to Tuesday 25 July 2023

There will be additional teacher training days.



Spring Vale Primary School

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