



St Faiths' Church of England Primary School



School Prospectus **2025 – 2026**

*A snapshot of our school for parents, carers
and prospective pupils*



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Welcome from the Head of School

Dear Parents and Carers,

We'd like to wish you a warm welcome to our school. We're a thriving Church of England village school, offering a good education to children in the community. We pride ourselves on our "high expectations for how pupils behave and what they will achieve" (Ofsted, July 2024) and work hard to create an environment that allows our children to thrive and flourish. Being a village school, we know our children well and tailor our learning experiences to their interests and learning styles. You'll see from our prospectus many of the wonderful things we do, but should you want to find out more, please get in touch or visit our website.

~ Miss Katherine Wilson



Hello from the House Team Captains

In our school, we have four house teams. We are in charge of Circle Time which is usually held once or twice each half term. In Circle Time we talk about how we could make the school even better. We are role models to the other children in school and lead different activities throughout the year including Buddies, Christmas crafts and Sports Day.

We hope you like our school!

School Contact Information

St Faiths' Church of England VC Primary School
 Manor Road
 Horsham St Faith
 Norwich
 Norfolk
 NR10 3LF
 Tel: 01603 898353
 Email: office@stfaithsprimary.norfolk.sch.uk
 Website Address: <http://www.harnserfed.co.uk/>

Christian Values

St Faiths' C of E Primary School is a Voluntary Controlled Church of England School. This means that, in addition to teaching Religious Education in accordance with the Norfolk Agreed Syllabus for Religious Education, we have to ensure that our school has a distinctively Christian ethos.

In our school:

- ❖ We celebrate everyone's God-given talents in day-to-day school life with positive praise, sticker rewards, house points and class celebrations.
- ❖ We regularly select individual children for recognition in our weekly Celebration Assembly.
- ❖ We offer the opportunity for everyone in our school community to reflect on Christian values in our daily act of collective worship.
- ❖ There are quiet yet stimulating areas throughout for individual thought and small discussion.
- ❖ We help our children to become familiar with Anglican traditions and biblical stories.
- ❖ Our Reverend also comes to lead a collective worship once a week.
- ❖ We offer the opportunity for children to engage in and lead prayer daily. Children pray before lunch, going home and during worship time. Children are encouraged to write their own prayers for the prayer box which are shared during collective worship.
- ❖ Our behaviour policy is based upon the Christian values of truthfulness, kindness, respect and forgiveness.
- ❖ We encourage everyone in our school to be forgiving and to be the best they can be.

Our School's Core Christian Values



About our School

A Brief History

Our school was built in 1853 by the Twining family – most notable for their famous tea empire. Richard Twining attended Norwich Grammar School and at 15 years of age was sent to London to study business in The Strand. He would continue to visit St. Faiths occasionally and it was his wish that the children of the village should have a good school.

At the age of eighty, his children, grand-children and other relatives contributed to the building of our school. Sadly, Richard Twining died just five years later. Upon his death he left the vicar and churchwardens the sum of £450 to support the school and £180 to provide coal for the poor during the winter months.



Having become a primary school in 2007, we federated with Hainford and Frettenham Primary Schools to become the Harnser Federation in 2016, before joining with 3 other local schools that now make up the Nebula Federation.

Classroom Organisation



Elm Class

Reception and Year 1 children are taught by Miss Cunningham.



Chestnut Class

Year 2 and Year 3 children are taught by Mrs Cawood.



Oak Class

Year 4 and Year 5 children are taught by Mr Taunton.



Willow Class

Year 6 children are taught by Miss Wilson.

Staffing

Executive Team

Executive Headteacher

Mrs A Best-White

Executive Deputy for School Improvement

Mrs K Connelly

Executive Deputy for SEND

Mrs J Porter

Executive Deputy for EYFS

Ms K Anatola

Teaching Staff

Head of School

Miss K Wilson

Reception/Year 1

Miss S Cunningham

Year 2/Year 3

Mrs E Cawood

Year 4/Year 5

Mr M Taunton

Year 6

Miss K Wilson

SENDCo

Mrs M Board

PE Teacher

Mrs L Hudson

Science Teacher

Mrs F Nerney

Classroom Support Staff

Mrs D Fox
Mrs A Hopkins
Mrs A Jones

Mrs R Mooney
Mrs Piercy
Mrs S Weston
Mrs S Youngs

Site Staff

School Receptionist

Mrs S Clare

Caretakers/Cleaners

Mrs A Hopkins
Mrs S Weston

Lunchtime Staff

Midday Supervisor

Mrs T Gowen

Nebula Federation

We are a federation of six schools in the north of Norwich.

We are a mix of community and church schools, primary and junior schools, mixed-age and single-age classes and larger than and smaller than average schools!

We recognise and celebrate the individuality of each school and promote the Christian ethos of our church schools. What all our six schools have in common however, is that they work closely together, to share their strengths and address areas of improvement to ensure that collectively they are providing the very best education for our children. The federation means we can highlight what works in each of our schools and have wider collective support to overcome some of the challenges that schools can face.

The core purpose of the federation is to develop the very best, self-improving organisations to ensure that our children do exceptionally well and are prepared for the future. We are committed to provide each and every child with holistic education that enables them to be successful and discover their talents.

Our enthusiastic and creative staff have a vast range of skills and experience in meeting learners' needs. We work hard to nurture the hidden potential we believe is in every child, giving them a range of experiences and the best possible opportunity to succeed. We are proud of our staff and what we are able to provide for our pupils and the wider community. The skills and qualities of our staff are key to this success.

~ Mrs A Best-White

Governors

A body consisting of people drawn from the community, parents and teachers governs the school. School governors have important responsibilities which are laid down in the Articles of Government. We have a federated governing body which is responsible for supporting the schools in our federation.

Chair of Governors
Sue Hill

More information about our governing body can be found here:

<http://www.harnserfed.co.uk/home/governors/>

School Timings and Routines

The School Day

Our school day is slightly different for our lower and upper classes:

Elm Class and Chestnut Class (Reception to Year 3)

8:45am

The school gate opens for registration and early morning work

9:00am

Morning Session, including 15-minute break

12:15pm (Year 3 have lunch at 12:30)

Lunch Time

1:10pm

Registration

1:10pm

Registration and Afternoon Session, including Collective Worship

3:10pm

End-of-Day

Oak Class and Willow Class (Years 4 to Year 6)

8:45am

The school gate opens for registration and early morning work

9:00am

Morning Session, including 15-minute break

12:15pm (Year 3 have lunch at 12:30)

Lunch Time

1:10pm

Registration

1:10pm

Registration and Afternoon Session, including Collective Worship

3:20pm

End-of-Day

Morning Routine

At 8:45am, the school gate is opened by a member of staff. Children are encouraged to arrive by this time. Parents are asked to leave their children at the gate to walk into class and begin their early-morning routines. The office is also open from 8:45am, should you need to relay any information to your child's teacher. The gate closes at 8:55am, after which children are encouraged to enter school via the school office.

We understand that this may be daunting for new children, so we allow parents of children new to the school to take their children to class until the children feel confident to come in independently. This is usually by the end of the first half term.

After-School Routine

The gate is opened at 3:05pm and parents are invited to wait for children from Reception and Year 1, and Years 2 and 3 in the 'Quiet Area'. Once these children are collected, we ask parents to leave the school grounds to wait for the older children. Children in Year 4 to 6 leave class independently. You may wish for your child – when they are in Key Stage 2 – to walk home by themselves/with friends. Any decision should be indicated to your child's class teacher or in writing. If a child expects an adult to be waiting and there is nobody there, they should come back into school so a member of staff can call their responsible adult.

Term Dates

We follow the Norfolk County Council agreed term date calendar.

This can be found at:

<https://www.norfolk.gov.uk/education-and-learning/schools/term-dates-and-school-holidays>

School Uniform

Winter

- ❖ Black or grey trousers
- ❖ Black or grey skirt/pinafore dress
- ❖ White shirt or polo shirt
- ❖ Navy sweatshirt or cardigan
- ❖ Black shoes
- ❖ Change of footwear for outdoor use at lunchtime



- ❖ EYFS/KS1 – School book bag
- ❖ KS2 – School bag

Summer

- ❖ Black or grey shorts
- ❖ Blue gingham dress
- ❖ White shirt or polo shirt
- ❖ Black shoes
- ❖ Navy sweatshirt or cardigan
- ❖ EYFS/KS1 – School book bag
- ❖ KS2 – School bag

PE Kit (All Pupils)

- ❖ Plimsolls or trainers
- ❖ White t-shirt
- ❖ Plain blue/black shorts
- ❖ Plain hoodies/joggers permitted for winter games

We ask that the children come to school in their PE kits on PE days.

Jewellery (beyond one small stud per ear) and nail varnish are not permitted.

Swimming Kit (Key Stage 2)

- ❖ Swimming trunks or one-piece costume
- ❖ Swimming hat
- ❖ Towel
- ❖ Goggles (with written permission)

Year 6

Children in Year 6 are asked to wear a black school sweatshirt. We expect the Year 6 children to wear black as it helps make them identifiable in school and gives them additional responsibilities as positive role models to the younger children.

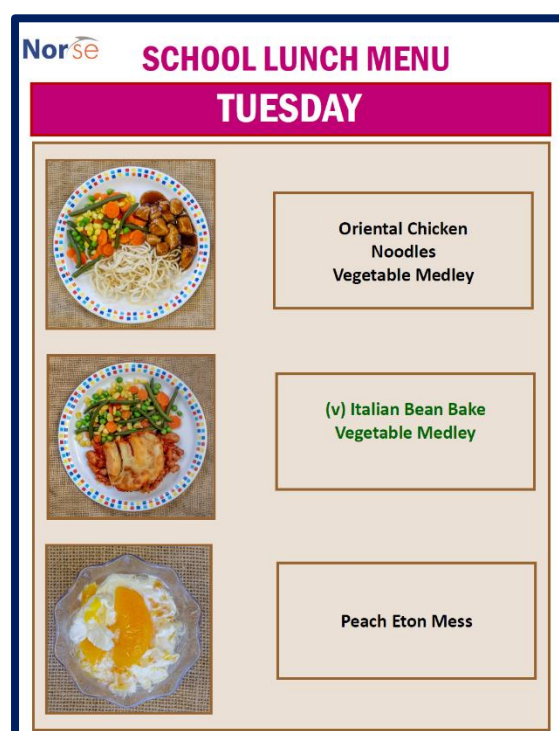
Appropriate Weather Clothing

It is expected that children will dress appropriately for all weathers. If a child is not dressed in what school staff believe is suitable, parents may be contacted, and children will be kept safe within school during break and lunchtimes.

Purchasing School Wear

Items of school uniform and book bags branded with our school logo are available from Birds of Dereham or www.myclothing.com.

Meals and Snacks



School Lunches

Home school dinners are cooked by Norse to comply with the Government's Nutritional Standards. They work on a 3-week rotation and we have vegetarian and jacket potato options daily. Special meal events are held throughout the year to encourage children to try different meals or celebrate national events.

We encourage all infant-age children to have a hot meal each day as they are entitled to a Universal Free School Meal. For children in Key Stage 2, the cost of school dinner is paid for by parents. Please enquire at the school office for the current meal price. Older children tend to pay for their meals on a Monday for the week ahead. This is done through the school deposit box. We are unable to offer change, but an account can be in credit for future meals.

Packed Lunches

You may prefer to send your child to school with a packed lunch. This should be brought to school in a named, reusable container. To help support our 'Healthy School' approach, we ask that chocolate and sweets are not included in a packed lunch.

Break Time Snack

Healthy snacks such as fresh fruit, raw vegetables, cheese or dried fruit may be eaten at break time. Under the Government's National Fruit and Vegetable Scheme, children in Reception, Year 1 and Year 2 classes receive a daily piece of fruit or vegetable.

Water

We recommend each child has their own named water bottle that they can use in class. We have a water fountain in school and drinking water in class so these can be regularly refilled as necessary.

Our Curriculum

At St Faiths' Primary School, we follow the National Curriculum. Our curriculum also contains a variety of enriching activities and opportunities, which supplement and extend the objectives of the National Curriculum.

With having mixed-age classes, it is important that we ensure all areas of the curriculum are planned for and taught. Each class has a long-term plan in place and termly overviews are sent out to parents (as well as being available online).

The following subjects are taught in school:

<u>Core Subjects</u>			
English	Maths		Science

<u>Foundation Subjects</u>			
Design and Technology	Art and Design	History	Computing
Geography	Let's Think in English	Music	Physical Education
French	Religious Education	Relationship and Sex Education	Personal, Social and Health Education

Religious Education



At St Faiths' Primary School, we follow the Norfolk Agreed RE syllabus. We have discrete RE lessons each week as well as learning through other areas of the curriculum or experience days/events.

Collective Worship

In deciding that the daily assembly should consist of hymns, stories and prayers, and be broadly Christian in content, we ensure that Collective Worship is:

- ❖ an activity where all can contribute, and all can gain
- ❖ "collective" not "corporate"
- ❖ meaningful: seen as part of the whole school curriculum
- ❖ an "intentional learning experience"
- ❖ focused on what goes on in the school, sharing pupils' work and achievements.

Curriculum Enrichment

Being part of the Nebula Federation has allowed our children to participate in a wide range of enrichment activities. Every year children get the opportunity to participate in Charley Charley 1's Challenger Bronze Award. This award is designed to engage younger pupils in exciting learning experiences, challenges and community projects that prepare them for future learning. We have also been involved in:

- ❖ Nebula Sports Events across KS1 and KS2
- ❖ The GoGo Safari with Break Charity
- ❖ Young Voices at the O2 Arena
- ❖ Road Safety with Olly Day

Educational Visits

As part of our extended provision, we plan for a variety of school trips to enhance the children's learning in school. Day trips we offer include visits to Norwich Castle and Strangers Hall, along with visits further afield including a trip to IWM Duxford to support our Y4/5 History learning.



We also encourage our older children to take part in a residential visit. Recently, this has been to London and has included a West End show, a trip on the London Eye and much more.

Extra-Curricular Activities

At St Faiths' we pride ourselves on offering a wide variety of lunchtime clubs and some after-school clubs for children throughout the school. Recent clubs offered include:

- ❖ Drawing Club
- ❖ 3d Model Club
- ❖ Singing Club
- ❖ Story Club
- ❖ Football Club



We are always open to suggestions for new clubs and try to offer a broad range each term. Children are invited to share their ideas during our Circle Time meetings.

Communication

Newsletter

A fortnightly newsletter is sent out to keep you informed of school news and events. The newsletter is emailed out to ensure that parents/carers will see the newsletter as soon as it is issued. All newsletters are available via the school website.



Email

We use Pupil Asset to communicate our emails. This is an electronic messaging service and is the main way we communicate with you. We ask that you regularly look out for this correspondence. On occasions, it will be necessary to send paper documents to you. These will be placed in your child's book bags (in EYFS/KS1) or given to the children (KS2) to bring home. We may also contact you via text alerts from Pupil Asset on instances we need to send reminders for school trips, etc.

Assertive Mentoring

Your child's progress will be carefully monitored and assessed throughout the year and parents will be invited to discuss this at an Assertive Mentoring meeting (parent's evening) each term. An end-of-year Assertive Mentoring report detailing your child's progress and achievements will be issued in July. This report also contains the results of the national tests (SATs) or Phonics Screening Checks (Y1) alongside teacher assessments.

Parent Pay

For any transactions involving money, we use a digital payment platform called Parent Pay. Once your child attends our school, a login will be created, and you can use Parent Pay to pay for school meals, trips and other school-direct payments.

Wraparound Care Provision

We are pleased to be able to offer children the opportunity to attend Breakfast Club each morning, or After-School Club each day. This means that all primary-aged children can access term-time childcare each day from 8:00am to 6:00pm.

The provision both before and after school is staffed by our school and Federation staff. It will provide a friendly environment where children of all ages can relax before and after school or choose to take part in a range of age-appropriate activities, including accessing some of the outdoor areas or completing homework if the children wish to. They will also be provided with breakfast in the morning and a light meal at the afterschool provision.

Breakfast Club

In the mornings, children are invited into school from 8:00am. They sit together for breakfast, which may consist of fruit, porridge, cereal, toast or pastries.

After School Club

At St Faiths', the after-school provision is for children from St Faiths' and our Federation schools Hainford and Frettenham. It is a nice opportunity for the children to make friends across sites.

We try to offer a variety of meal options, and rotate these across a half term. They also change throughout the year based on seasonal produce availability. An example menu can be seen here.

At the after-school club, we try to encourage the children to take part in a range of activities, again depending on the time of year. Some activities the children enjoy include:

- Playing football
- Using the school trim-trail
- Taking part in bingo afternoons or group quizzes
- Using the Nintendo Switch
- Having a film afternoon

After School Club - Meal Menu

Monday	1 loaf of bread 2 tins of beans 1 tin of spaghetti hoops pack of raisins bag of carrots	toast fingers with beans or spaghetti hoops
Tuesday	3 packets of cream crackers 1 tub of butter 1 block of cheese 3 packets of ham 1 bag of apples 2 cucumbers	raisins and carrot sticks cream crackers with butter, cheese and ham
Wednesday	2 packs of pitta bread 2 bags of shredded lettuce 2 packs of tomatoes 2 packs of chicken 1 honeydew melon	apple and cucumber stuffed pitta with chicken, cheese and salad
Thursday	1 loaf of bread 1 tomato puree 1 pack of ham 1 pack of satsumas 1 pack of grapes	tomatoes and melon pizza bread with ham satsumas and grapes

Special Educational Needs and Disabilities

In our school we believe that every child is special and that all children have individual needs. Many children experience difficulties with their learning at some time or another. Sometimes specific difficulties arise, and we try to identify them as early as possible so that all children receive the support they need.

If a child has a learning difficulty which calls for special educational provision, then in accordance with national requirements we operate a staged approach. Pupils with a special need will be assessed and parents will be consulted at this stage. We work hard in conjunction with our Pastoral Care team to ensure interventions are in place to support our children with additional needs.

Occasionally we need to seek the help of an outside agency such as the learning support service, behavioural support service, or health agencies such as Speech Therapists and Physiotherapists. Parental permission will always be sought before contacting an outside agency.

If you have any worries about your child at school, please make an appointment to see your child's class teacher. Mrs M Board is the Special Educational Needs Co-ordinator for the Harnser Federation (SENDCo) and she is also available for advice.

Equal Opportunities

All members of the school's community are treated with equal regard, and we aim to offer equal opportunities in learning, regardless of intellect, age, gender, physical ability, capability, characteristics, racial or ethnic group, religious beliefs or social background. We encourage everyone to contribute towards a happy and caring environment in which there is respect and appreciation for all cultures.

We expect all adults to act in the same responsible way. This school has a Single Equality Scheme. We do not tolerate discrimination towards anyone on the basis of their race, gender, sexuality or beliefs. Racist behaviour of any kind is not tolerated. Any such incidents are recorded and reported in accordance with Local Authority procedures.



Equipment

The school provides all the necessary equipment for learning (including pencils, pens, rulers, paper, calculators and books) so there is no need for your child to bring any stationery from home.

There may be occasions when they will be encouraged to bring items e.g. photographs, toys or other objects to support their learning. You will be informed of these via the newsletter or in separate correspondence from the office.

Charging Policy

From time to time, parents may be asked to make a voluntary contribution towards the cost of additional enrichment activities to cover the costs of craft materials or educational visits or visitors. These additional activities make a valuable contribution to the education of the children at St Faiths', but no additional funds have been made available to schools to pay for them.



All letters sent to parents giving details of any proposed educational visits give details of costings including any subsidies and invite parents to make a voluntary contribution where appropriate. We believe these activities are incredibly valuable and thank the parents and carers for their support to allow these enhancements to continue.

Behaviour

Every day we recognise and celebrate positive behaviour at St Faiths'. This is achieved through our Merit System. There are different levels of success, outlined below:

Personal Recognition

Children earn merits for positive behaviours seen **immediately** such as:

- Good manners
- Walking sensibly around school
- Being a good role model
- Eating sensibly at lunch
- Being helpful
- Holding doors for others
- Full marks in spelling tests
- Good pieces of work

These merits accumulate in each class and contribute to our school's house point system; rewards for which can be seen below.

Whole-School Recognition

As part of our Merit System, all children are allocated a house team. We have 4 house teams, named after coastal Norfolk towns:

- ❖ Cromer (Blue)
- ❖ Sheringham (Yellow)
- ❖ Waxham (Green)
- ❖ Wells (Red)

Each week, we collect merits in class. These are counted on a Friday by our house captains and vice captains and added to a running display in the school hall during our Celebration Assemblies. House Points are celebrated throughout the year, according to our House Point Journey:





Class Recognition

Each class has a visual display to act as a class reward system. The class decides what possible rewards they would like each year and these can be achieved using the class 'tree'. Each class uses their class bird to move up the tree. This has 30 stages and once complete, the class is rewarded with **an afternoon activity**, selected at random from the ideas decided at the start of the year.

Some ways to earn a mark on the tree:

- ❖ Best attendance each week
- ❖ Lining up quietly
- ❖ Coming in first to assembly
- ❖ Leaving assembly quietly
- ❖ Working hard and staying on task



Here are some of our previous House Team winners – Wells!

Unacceptable Behaviour

At times when children's behaviour isn't as we expect in school, we have a rigorous policy in place to ensure these behaviours are dealt with quickly and efficiently. Any incidences of repeated or heightened negative behaviour will be shared with parents and carers at the end of the school day via a 'behaviour card'. Clear consequences are also adhered to in line with our Behaviour Policy.

Attendance

Regular attendance at school is a major contributing factor in a child's progress and success. We ask that you work with your child to ensure they are in school on time each day. We ask that children are only kept off school during term-time if they are unwell.

Please note – there is no entitlement to any leave of absence for holidays during term time. More information about this is provided at the start of each school year but should you have any queries, please contact the school office.

We aim for 97% attendance or better. Patterns of absence will be discussed with the Norfolk Pupil Attendance Officer and will be monitored.

We publish our half-termly attendance every fortnight in our newsletter and the children's attendance is celebrated every Friday in our Celebration Assembly.

Sickness

Please telephone or email before 8:30am to let us know if your child is absent due to illness. This enables us to ensure that each child is safe and that both parent and school know of their whereabouts. Upon return, an absence note is required, as this is filed in your child's records.

Should your child be taken ill at school, our staff will contact you to arrange collection for your child to care for or treat at home. In the case of stomach bugs, we request that your child is kept at home for **48 hours** after the last bout of illness.

Medicines

Children that require inhalers in school will have an allocated place in each class to store these. They must ask a member of staff before administering their inhaler independently. A record of this is then kept in school. Unfortunately, we are **unable** to administer non-prescribed medication to children as we have nowhere to safely store these medicines. Please contact the school office to make necessary arrangements for prescribed medication.

Safeguarding

We are committed to safeguarding the welfare of children at our school. The safety and security of pupils, staff and visitors is taken very seriously by the Head of School and Governing Body and this aspect of our work is subject to regular review.

All staff recruited to the school are subject to an enhanced DBS check as are our regular volunteers. Supply teachers and external staff used to deliver our extra-curricular activities programme have DBS clearances checked before commencing work. All other visitors to school are overseen by staff and are not allowed unsupervised access to the children.

Staff have a legal duty to follow procedures laid down by the Norfolk Area Child Protection Committee if they see signs which suggest that a child has been a victim of abuse. The use of these procedures is a legal obligation placed upon the school and the use of them in no way infers that a parent/carer is being accused of wrongdoing.

There are occasions when children are photographed or filmed as part of school activities. Consent forms for this are included in the admissions pack for all pupils new to the school.

Pupils are required to access the internet to support aspects of their learning. All computers have a high level of filtering provided through the Norfolk Local Authority to minimise the likelihood of pupils encountering undesirable web content. The school has an ICT and e-Safety policy available to view. Children are taught about the safe use of the internet in lessons and have access with adult supervision. We annually participate in 'Safer Internet Day' to ensure the e-Safety message is reinforced.

Designated Safeguarding Professionals

As part of our commitment to safeguarding our pupils, we have Designated Safeguarding Leads (DSLs) in school. They are:

<u>Executive Headteacher</u> Mrs A Best-White	
<u>Senior DSL</u> Mrs J Porter	<u>Deputy DSL</u> Miss K Wilson
<u>Safeguarding Governor</u> Mrs J Steward	

Health and Safety

We have a Health and Safety policy in place to provide a safe and secure environment at St Faiths' Primary School. We work in accordance with the Norfolk County Council and carry out regular Health and Safety inspections and fire drills.

At all times, we ensure that appropriate adult:pupil ratios are maintained and risk-assessments are carried out for all activities and school trips.

Please note:
Smoking and vaping are not permitted anywhere on the school site.



We also ask that parents who wish to collect their children with their pets wait on the path a little way from the gate so others can leave confidently at the end of the day. Dogs are not permitted on the school site.

Severe Weather

If the school has to close due to extreme weather conditions, parents and carers are advised to listen to BBC Radio Norfolk or Heart FM which gives local school closures at regular intervals.

We will, of course, endeavour to keep you up to date using our in-school communication services. However, it is also possible to find the necessary information on the Norfolk County Council website using the following address:

www.schoolclosures.norfolk.gov.uk



Photo Credit: Alistair Malcolm

Admissions

The Application Process

Parents who wish to apply for a place for their child are encouraged to make a visit. The Head of School or House Captains shows prospective pupils around the school and the office will provide parents/carers with an admissions pack containing a copy of the School Prospectus and an admission form.

All admissions to school are dealt with centrally by Norfolk County Council through a common application form that should be returned directly to them. The council will notify parents in writing about whether their child has a place at our school.

Children who reach the age of five between September 2023 and August 2024 will be admitted full-time from the Autumn Term 2023.

Induction Arrangements for First Admissions

When parents have been notified by Norfolk County Council of their child's place at the school, a letter is sent early in May detailing the school's arrangements for induction and admission.

To assist the transition into school, pupils are invited to attend morning and afternoon sessions. We also try to arrange a 'stay and play' where the children and an adult have time in the classroom with their new cohort peers. We also arrange for parents/carers to attend a short meeting with staff to find out more about the school and ask any questions they may have.

In addition to these induction sessions, the class teacher arranges contact with pre-school settings to ensure a smooth transition for the children. This helps to forge good relationships and learn more about each child before they start school.

Local Authority Contact Information

Children's Services Department

County Hall

Martineau Lane

Norwich

Norfolk

NR1 2DL

Tel: 01603 222601

Children's Services - Schools Information Tel: 0344 800 8001

School Transport Tel: 0344 800 8020

Complaints Procedure

We hope that you will be happy with the education and opportunities which we provide for your child. We aim to ensure that all our pupils are healthy, safe and happy. However, if you have a complaint about the school, please feel free to come and discuss this with us.

We ask that classroom issues are discussed with the class teacher in the first instance. If, after this meeting, the issue has not been resolved then a meeting with the Head of School should be arranged. In the unlikely event of that no resolution to the issue has been made then a formal complaint should be made and the appropriate guidance followed. We strive to ensure that all matters are dealt with quickly, effectively and to everyone's satisfaction with the child being the central concern.

A copy of the School Complaints policy can be found online at:
www.harnserfed.co.uk

You can also access advice from the Norfolk County Council website.

