



West Twyford
Primary School

**Parent/ Carer Handbook
2026/27**

Introduction

Welcome to West Twyford Primary School. We are delighted that you have chosen our school for your child and our aim is to give them an excellent education. We aim to work together with parents, as we know that this has great benefit to the children.

This handbook is designed to give you key information about our school. We hope that this will be helpful to you in understanding what you can expect from us and what we provide. West Twyford school is organised to give an excellent education to over 450 children. West Twyford is a maintained (government) school which means that the government pays the £3 million pounds per year it takes to keep our school open, and we can provide you with a free education for your child. As a result, we are expected to follow government directives and expectations, which are common to all maintained primary schools.

This handbook aims to give all parents key information about how school operates. Some of the information presented here is from our school policies and these can be found in full on our school website ([West Twyford Primary School - Policies](#))

Our School Vision

Our vision is for children to enjoy learning, develop effective learning skills and achieve high academic standards. We foster a learning community and believe that everyone can learn; we are an inclusive school that supports all children to flourish. We also give them the tools to have positive mental health and well-being. We support children to be respectful, polite and kind and to develop positive relations with each other and those around them. We are a school rooted in our community and we celebrate its diversity.

Joining our Community

An important part of your child attending West Twyford is being a part of our community. Having a child at school will give you lots of opportunities to engage with school life and to meet other parents. Choosing a school is choosing a complete package for your child and West Twyford is organised to meet the needs of our children and families and to ensure that we are fair to all.

We hope that you will appreciate the way in which school is organised. You may find that it is different to schools you may have experienced. Schools have likely changed since you were at school and many of our families have experienced schools in different countries and cultural contexts. Coming to West Twyford may involve learning about how schools in the English education system operate. We will always try to work with you, but school systems cannot usually be altered or changed for individual parents.

Daily Information

It is important that your child comes to school every day ready to learn. Every minute in school is important and every day of the year matters. Please support your child by ensuring that they are on time for school having had a good sleep and a healthy breakfast. Your child must come to school wearing the correct uniform, so they are dressed suitably for learning. Please note that extra items such as jewellery are not allowed. Please see our uniform policy

All equipment is provided by the school. Children should bring a bookbag to school so they can bring books home. These are available from the school office. Please do not provide your child with a rucksack as these are too large to be stored safely in the classroom. If you are worried about something being lost or mislaid, do not bring it to school. School is not a place for valuable items as these can get lost, damaged or taken.

Q: Who is allowed to collect my child from school?

A: Only people who have been approved by parents are allowed to collect your child. We expect adults over the age of 16 to collect children, and staff need to ask if this is not clear. If an adult who is not on the approved list arrives to collect your child, we will always phone parents to confirm. Parents can always add people to this list by phoning or emailing the school with their details.

Q: My child has lost one of their possessions (uniform, water bottle etc.). Where is it?

A: Please label your child's uniform and possessions clearly. Anything left on the playground will be returned to that child if we can see a name inside. We also have a lost property box in front of the school office. Please check this regularly.

Q: What uniform should my child wear?

A: Our expectations are that all children wear appropriate uniform to school; however, we allow non-logo jumpers and cardigans in school. It is important children wear appropriate shoes to school. Trainers can only be worn for PE days (they must not be AstroTurf or studded boots). We offer regular secondhand uniform sales after school. Children eligible for the Pupil Premium receive 1 free school logo jumper /cardigan.

Q: How do School Lunches work?

A: Children in Reception to Year 6 have free school lunches, regardless of the family circumstances. There is always a vegetarian, meat and Halal option every day. You do not need to pre-select this.

Q: I require Breakfast or After School childcare, do you offer this?

A: We use a company called Junior Adventure Group (JAGs) who offer a breakfast and after school club. Breakfast club starts from 7:45am and after school club finishes at 6pm. You must book your child's place in advance as it can be busy. Bookings are made directly with JAGs, details are available in the office and on the school App.

Q: I am running late to collect my child, what do I do?

A: Phone the school office as soon as you know you will be late to collect your child. If possible, ask a known and trusted adult to collect your child on your behalf and inform the school.

Q: Can my child walk home from school alone?

A: Only children in Year 5 and 6 are allowed to walk home alone and must have parental permission to do so. A form can be collected from school and returned to the school office. In the case of after school clubs or trips we may ask for specific permission for year 5 and 6 children to go home alone.

Q: Can my child bring a mobile phone to school?

A: Only children in Year 5 and 6 can bring a phone to school. Parents must complete a form to give permission for this, and the phone is handed in in the morning and given back at the end of the day.

Q: It's my child's birthday and I would like to celebrate. What can I bring in?

A: We allow children to bring in healthy food such as fruit, or appropriate small gifts such as pencils or erasers. Please note that sweets, crisps or chocolates are not allowed.

Communicating with school

Our school office is the first place to make contact with school. You can visit the office at the beginning and end of the school day and also phone the office from 8am to 4pm; on 0208 965 6858 or email on admin@west-twifyord.ealing.sch.uk. If office staff are unable to help you, they will be able to pass on any message to the correct member of staff. Please note that we will acknowledge emails within 24 hours and aim to respond within 5 working days. We will aim to resolve all issues as soon as we can and always do so positively with the aim of sorting out any issues. We may respond to you in a number of ways including organising a meeting, calling you on the phone, or responding by email.

Staff are available at the beginning and end of the school day on the gates and this is an opportunity to talk to us about smaller day-to-day issues.

The best way to stay in touch with school is via our School App (Piota Schools) which can be downloaded from the App Store or Google Play. Weekly newsletters and messages related to the whole school are sent out via the app so it is important this is downloaded by all parents. Anything related to specific year groups is sent home via email to the main email contact. Please let us know if you require both parents to receive school emails. Physical letters are also sent home for items such as school trips, club request forms or school reports and these are often placed in children's bookbags. Please keep your parent contact details up to date and inform the school of any changes to your phone number, email address or postal address.

Q: English is not easy for me, can you help if I have a meeting?

A: We have a number of staff who can speak other languages and we can often help with translation. In some cases we can engage a translator to help.

Q: Can I bring someone else to the meeting?

A: In the case of an issue with a child, we need to speak to the parents or legal guardian. We can sometimes allow an appropriate person into meetings to offer emotional support.

Q: Can I discuss a child who is not mine?

A: Due to confidentiality we are unable to discuss children with other parents, and this includes any behaviour issues (see below)

Q: I want to raise a concern to the school, what should I do?

A: We take all concerns seriously. You can speak to your child's teacher at the beginning or end of the school day, or a member of Senior Leadership Team on the gate. You may also call or email the school office with your concern. If you would like to make a complaint, please read our guide to raising concerns with school. You can find this and our complaint form on the school website (www.west-twyford.ealing.sch.uk) .

Social Media

There are no social media groups organised and run by the school. The best way to stay in touch with school is to download our Piota App (please see above). If parents wish to be part of groups to share information that is a personal choice. You do not need to join these groups unless you wish to; all the information you need is provided by school and information you see on social media may not be accurate or truthful. If you do join, please ensure that you are respectful and kind. Social media should not be a forum for criticising the school, its staff or other parents, nor passing on rumours and gossip. This does not help our school to work together to deliver the high-quality education that we all want for our children.

Attendance

Regular attendance at school is one of the most important things that you can do for your child. Every minute and every day at school is a learning opportunity. Government guidance is very clear on the expectation for all children to attend school and West Twyford works in line with this. Please be aware that there are very few situations where children can be absent from school and this absence be authorised. We will keep you regularly informed about your child's attendance during the year.

We regularly monitor children's attendance and punctuality as this is important for children's academic achievement. We will communicate with you if your child's attendance or punctuality has dropped below an acceptable level and we would like this to be improved. If attendance or punctuality does not improve, we may request a meeting with parents and our School Attendance Officer.

Q: My child is too ill to come to school, what should I do?

A: If your child has vomited or had diarrhea, we request they do not come to school until 24 hours after they have stopped being unwell. This is to prevent the potential spread of infection to other children. If your child has other symptoms and you feel they are too unwell to come to school, please phone the school office or email the school office before 9am to inform us of your child's absence.

Q: I have a medical appointment for my child, what do I do?

A: All routine medical and dental appointments should be made outside of school time so your child does not miss out on any learning. If your child has a hospital appointment which cannot be moved, please inform the school office and give us a copy of your letter.

Q: My child is on medication (for example antibiotics), can they still come to school?

A: Yes, we can give your child any medication they require even if it is for a temporary amount of time. Please complete a form at the school office and give us the medication. All medicine must have a doctor's prescription label attached. We do not give out paracetamol or non-prescribed medicine.

Q: I would like to take my children out of school during term time, can I do this?

A: We do not authorise any holidays during term time. Please speak to the school before booking any holidays or flights abroad during term time. Term time absence can only be authorised in exceptional circumstances.

Q: Why have I received a fine from the local authority?

A: Taking children out of school during term time for unauthorised absence will very often incur a fine. This is currently £160 and this rises for repeated unauthorised absence. In serious cases of repeated absence, cases can be taken to court.

Behaviour

We have clear school rules and a behaviour system called Good to be Green. Children are regularly reminded of the rules, and these are displayed in every classroom and around the school.

We have system of consequences for children who break the rules. This is often missed time (a part of breaktime or a missed lunchtime play (detention). In more serious cases this can be some time away from class and in very serious cases, suspension or exclusion (please see the school behaviour policy on our website for a more complete list). The vast majority of children do not get to this stage.

Our School Rules

Ready: We are ready to listen, learn and respond. We pay attention and follow instructions

Respectful: We are kind in our words and actions. We treat everyone the way we would like to be treated

Safe: We follow instructions and move sensibly around the school. We use equipment safely and protect others and the environment.

Q: How does school investigate incidents that happen in school?

A: We are very experienced in investigating incidents and will do so thoroughly using the methods we consider appropriate. This can include: talking to the child and other children and speak to adult witnesses. We have CCTV that covers some areas of school.

Q: I have had an incident outside school, can West Twyford support with this?

A: We make it clear to children that should be behaving in line with our behaviour rules in all situations, but we do not have the capacity to always support with events outside school. You can always contact school and if we are unable to help we will support you in reporting this to the relevant authority. In the case where there have been violent behaviour or abusive and threatening behaviour, we recommend contacting the Police. Anti-social behaviour can be reported by phone using 111, our reported through the Met Police website.

Q: I have heard about an incident from other parents/ children

A: You may hear stories in the playground or on social media. Please remember that these are often only one person's view and are often not the whole picture. Children often want to be involved and say what they understand but this is not always exactly what happened. You may hear information that has been passed from one person to another and is no longer accurate. School is the best place to sort out issues as we can speak to different adults and children and get a full picture. If you have a concern, please contact the school.

Q: Can I speak directly to another parent?

A: If there is a problem in school, it is best to let school sort it out. Approaching another parent often goes badly and causes bad feeling and upset. In many cases, it can lead to arguments which do not solve a problem. If we need to speak to a parent, we will do so. Please note that approaching other parents, or their children, is breaking our code of conduct and doing so may result in a sanction which could include a ban from the school site.

Q: Will school to speak to the other parent?

A: School will decide whether this is appropriate. Please note we are unable to discuss with you any conversation with another parent due to confidentiality issues.

Q: Is my child supervised at school?

A: Children are always supervised with an appropriate number of adults. School is a busy place; we have over 450 children here. At times such as playtime and lunchtime, children need to be able to play. This is important for developing good social skills. In large spaces such as the playgrounds and field adults cannot control everything and sometimes children behave in a way that breaks the rules. When this happens, we have procedures in place to address these correctly. Our focus is on helping children to develop appropriate play and relationships with others.

Q: How does school inform me about an incident?

A: School will inform you if your child has had first aid (or a head or eye bump). We will send a formal letter if they have had a detention explaining the reason for this. We do not have the capacity to inform you of every incident. In the case of a serious incident such as a racist incident or where your child has been seriously hurt, we will always inform you.

Q: Will school let me know what happens to the other child/ children?

A: No, for reasons of confidentiality we can only discuss what has happened with your child. We will not discuss your child with other parents or other children with you.

Q: How can I support at home? Should children defend themselves?

A: Please discuss the school rules and expectations with your child. It is most helpful if you make it clear that you agree with our rules and also expect your child to follow them. If your child receives a detention you may also chose to apply a sanction at home (perhaps some missed screen time).

If a child responds to another child in a way that breaks school rules (such as hurting, pushing, hitting or being rude) then they will also receive a consequence. In school our approach is that this behaviour is never acceptable and there is always a better way to sort out a problem.

Q: My child has told me that they wanted to report an issue, but no one listened.

A: There are always adults available, and they are good at listening and responding to children. Children can tell an adult in class or use the share box, which every class has so that children can record any concerns.

Q: Are behaviour incidents a safeguarding concern?

A: We take safeguarding very seriously and follow all the requirements and guidance to ensure that children are safe. It is normal for children to sometimes have incidents in school and we have strong behaviour rules, with clear expectations and rewards and consequences for managing behaviour. Incidents in school are not necessarily safeguarding concerns. We take all incidents seriously and have the appropriate measures in place to deal with them.

Supporting with your child's learning

Children's learning is our main priority and is the focus of what we do in school. As a parent, your support is vital in helping children to learn and we are very grateful for any support you can offer. There are a number of ways that you can support your child:

Reading every day is vital and helps children to develop good reading skills and a love of books. Showing that you value books and reading gives a very important message to children about how important this is.

Here are some ways you can support your child's reading

- Encourage your child to read at home. Even a few minutes a day makes a big difference. You can set aside a regular time every day.
- Read aloud to your child. Have a special time to snuggle up and share a book. Children love rereading stories. You can add funny voices to really bring the story to life
- Encourage reading choices. There are lots of opportunities to read, including magazines, poetry comics, recipes and so much more
- Visit the local library. Becoming a member gives you access to lots of free reading resources. Two local libraries are Pitshanger library (143 Pitshanger Lane W5 1RH) and Ealing Central Library (in the Ealing Broadway shopping centre)

Children in the younger years bring home books to support their knowledge of phonics and these are ideal to read with you at home. Children should read with you every evening. Children also love being read to and this is lovely activity to do with your child. As children get older, they can read independently and setting aside a daily reading time is incredibly valuable. Talking to children about the books they have read is also important as children in the higher year groups need to understand what they are reading.

Times tables are a key focus in maths and children are tested on these at the end of year 4. Children who know all their times tables (up to 12x12) by the end of year 4 find maths easier and perform better. Regular practice really helps children to memorise these.

Children receive weekly homework in each year group and this will be activities to help consolidate and support their learning. The class teacher will let you know when this is given out and when it needs to be handed in.

Every half term we send home curriculum overviews which describe what your child will be learning. In September we also have our Meet the Teacher meetings, where the class teacher will introduce the year and explain information about what the expectations are for children's learning. We also offer parent workshops for specific for year groups and topics.

Q: How will I know how well my child is doing at school?

A: We have parents' evenings twice per year (usually December and March) where you can meet the class teacher and discuss your child's learning and progress. At the end of each year (usually June) we will send home a written school report about how your child has been progressing.

Q: Should my child be using devices with screens such as mobile phones/ iPads/ tablets?

A: We recommend that children have restricted access to devices with screens so that they are only using these at particular times and not for long periods. Overuse of screen time can mean that children struggle to concentrate and, these devices do not help them to build important social skills.

Q: Should my child be using social media?

A: Apps which allow communication such as WhatsApp and Instagram are not suitable for primary aged children (the user age is 13+). Social media can cause anxiety for children and means that they are always contactable. It is important for children to have real world experiences and a range of activities. There are many things that children can do out of school that encourage physical fitness, social skills and other important learning. It is also better to see their friends in person. Unfortunately issues on social media have come into school and disrupted children's learning as well as having a negative effect on their mental health and wellbeing.

Children with Special Needs (SEND)

We support all our children to achieve, and we firmly believe that all children can learn. We recognize that some children have additional barriers to learning. This ranges from mild to more serious issues and we support each child individually based on their needs. All of our children with additional needs are placed on our SEND register. Some children will have more significant needs and have an Education and Health Care Plan (EHCP). Every child with identified needs has an individual education plan (IEP) and this is updated and shared with parents each term. This document explains how we are supporting your child in class. This is lead by our special needs co-ordinator (SENDCO) and they are available to meet parents at parents evening. They will also support parents with information to support children and can refer to outside agencies for additional support.

Additional Questions

Q: I would like to volunteer in the school, how can I do this?

A: We have volunteers working in school, especially those who are completing a course in teaching and required to complete work experience in a school. Please note that we do not put parent volunteers in the same year group as their child. We request all volunteers to complete an application form to ensure their written and spoken English is a high level to appropriately support our children in school. We also occasionally ask parents to volunteers on school trips.

Q: I can't afford to pay for my child's school trip, school lunch, club place etc. What can I do?

A: Please communicate any financial issues with the school as early as possible. We are able to allow small payments towards items, to make things easier. If your child is eligible for Pupil Premium Grant we offer 1 free after school club place per term and discounts on school trips.

Q: I want to get involved with fundraising for the school, do you have a PTA?

A: Yes we have a PTA called PAWS (Parent Association of West Twyford School). They run several fundraising events throughout the year and always appreciate support from parents. Please inform the school office if you are interested in joining.

Our Expectations of Parents/ Carers

We are delighted to have good relations with our community and we want school to be a safe, positive and respectful environment for all. For this reason, we have a code of conduct for parents/ cares and this can be found in full on our website. The key expectations are listed below and we ask all our community to abide by these:

- Respect the ethos, vision and values of our school.
- Work together with staff in the best interests of our pupils.
- Treat all members of the school community with respect – setting a good example with speech and behaviour.
- Seek a peaceful, positive and reasonable solution to all issues.
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct.
- Approach the right member of school staff to help resolve any issues of concern and to arrange this with the school.

West Twyford does not tolerate the following behaviour:

- Disrespectful behaviour. This includes displaying a temper, or shouting at members of staff, pupils or other parents. Threatening, intimidating or harassing another member of the school community. Any aggressive behaviour (including verbally or in writing) towards another child or adult.

- Disrupting, or threatening to disrupt, school operations; Swearing, or using offensive language;
- Sending abusive messages;
- Taking photos/ videos or recording staff or other members of the school community without permission
- Use of physical punishment against a child in their care while on school premises
- Disciplining, or attempting to discipline, another person's child. This includes approaching other parents/ carers and speaking to other parents' children regarding issues which have taken place in school. behaviour incidents or concerns should be raised with school and school trusted to resolve these.
- Smoking, drinking alcohol or possessing or taking drugs on the school premises
- Bringing animals onto the school premises (other than guide dogs)
- Approaching staff outside school and outside of their working hours. Staff have the right to time off and it is not appropriate to ask them to explain or discuss issues in school when they are not on duty.

A more detailed list is available in our parent/ carer code of conduct.

West Twyford Primary School aims to resolve all conflicts and difficulties positively. However, in the case of breaches of the code of conduct, it will take action to protect staff and other members of the community. This will be in line with our parent/ carer code of conduct. This is available to view on our website

West Twyford Zero Tolerance Policy

We are dedicated to ensuring that all members of our school community are treated with respect and courtesy. We expect that all staff and those working on behalf of the school will be treated similarly.

We do not tolerate any form of abuse, aggression, threats, discrimination, or violence towards our staff.

If such behaviour occurs, we may need to take one or more of the following steps to ensure a safe and respectful environment:

- Report the incident to the police
- Limit communication to specific channels
- Restrict access to the school premises

Any other questions?

Thank you for reading our handbook and we hope this has been helpful. If you have questions not covered here, please let us know. We are always happy to help and update this handbook regularly.

Thank you for your support