

ST JAMES PRIMARY

CHURCH OF ENGLAND (AIDED)



Parent Handbook

We want our families to feel at home as quickly as possible and we have prepared this booklet so that you can check our procedures whenever you need to. Please do contact us if there is anything you wish to discuss further. Within this booklet, reference to parents should be read to include carers and guardians. The most up-to-date version can be found in the Parents Section on our school website.

Updated September 2026

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Safeguarding

St James Primary places safeguarding at the centre of school life. All staff, governors and volunteers share responsibility for protecting children from harm. Staff receive regular training to recognise signs of abuse, neglect, emotional distress and online risks. Concerns are always taken seriously and acted upon promptly.

The school aims to create an environment where children feel safe, respected and able to speak to trusted adults. Safeguarding procedures include secure site management, safer recruitment, visitor protocols, risk assessments, online safety education and close liaison with external agencies when needed.

If any parent, staff member, visitor or governor has a concern about a child's welfare, they must speak to a Designated Safeguarding Lead (DSL) as soon as possible. The DSL team are:

Headteacher
Assistant Headteacher
Associate Teacher

Mrs Charlotte Fincken
Mrs Abi Bradbury
Mr Stuart Gardner

Our Vision & Mission

St James Primary aims to be the school of choice for local families by '**bringing out the best**' in every child. The school's Christian ethos underpins daily life, encouraging kindness, respect, responsibility and community.

The mission is to provide every child — regardless of ability, background or need — with opportunities to grow academically, socially, emotionally, spiritually and physically. Outdoor learning, community partnerships, a broad curriculum and high expectations help children develop confidence, curiosity and resilience.

Faith

At our church school, we celebrate faith in a way that is welcoming, inclusive and rooted in our Christian values. Children are invited to explore and express their spirituality through daily collective worship, celebrations of the church year and opportunities to reflect on big questions. We make sure that children always have choice in how they engage—for example, during our Ash Wednesday service, pupils are offered the option to receive ashes if they wish, or simply take part in the reflection. In this way, every child feels respected, included and able to grow in their own understanding of faith.

The Senior Leadership Team

The senior leadership team at St James Primary comprises:

Headteacher	Mrs Charlotte Fincken
Assistant Headteacher	Mrs Abi Bradbury
Special Educational Needs Co-ordinator	Mrs Yasmin Maddocks
Senior Teacher	Mrs Kate Cleaver

A member of the SLT is present at the school gates every morning from 8.45am to greet families and provide a point of contact for quick queries or concerns.

Behaviour & Expectations

The school's behaviour policy is built around five core expectations:

- **Safe** — making choices that protect themselves and others
- **Respectful** — showing courtesy, kindness and consideration
- **Responsible** — taking ownership of actions, belongings and learning
- **Ready** — arriving prepared, focused and willing to participate
- **Resourceful** - using initiative, thinking creatively, finding positive ways to overcome challenges

These expectations are taught explicitly, modelled by staff and reinforced consistently. Children are praised for positive behaviour and supported when they struggle. The school does not tolerate discrimination, bullying or unkindness. Children with additional emotional or behavioural needs receive tailored support.

Equality & Inclusion

St James Primary is committed to equality of opportunity. Activities, resources and the physical environment are adapted where necessary to ensure all children can participate fully. The school recognises and celebrates the diversity of family structures, cultures and beliefs within the community. Staff aim to be sensitive to significant events in children's lives and to represent a wide range of backgrounds in the curriculum.

Special Educational Needs & Disability (SEND)

Children with special educational needs or disabilities receive tailored support. Each child on the SEND register has an Individual Support Plan (ISP) reviewed termly.

The SENCo co-ordinates support, liaises with external professionals and ensures that provision meets statutory requirements. Where appropriate, children may receive small group interventions, 1:1 support, specialist assessments or referrals to external agencies, e.g., speech therapists, educational psychologists.

Nurture Provision

At St James Primary School, our Nurture Provision, known as *The Nest*, provides targeted support for children who would benefit from additional help with their social, emotional and developmental needs. Through a small-group approach and a bespoke curriculum, children are supported to develop confidence, independence, communication skills, emotional regulation and readiness for learning. Working closely with families and class teachers, we carefully monitor progress and help children build the skills and resilience needed to thrive both in the classroom and across school life.

Code of Conduct

St James is a nurturing learning community where pupils thrive in a safe, supportive environment built on **respect, trust, and positive relationships**. We believe that children learn best when staff, pupils, parents, carers, volunteers, visitors, and the wider school community work together in partnership. Please click on [this link](#) to take you to the Parents, Carers & Visitors Code of Conduct on the school website.

Class Organisation

The school admits children from age 2 and is organised into three stages:

- **Early Years Foundation Stage (EYFS):**
 - Little Ducks (Nursery)
 - Puffins (Reception)
- **Key Stage 1:**
 - Owls (Year 1)
 - Robins (Year 2)
- **Key Stage 2:**
 - Kingfishers (Year 3)
 - Woodpeckers (Year 4)
 - Kestrels (Year 5)
 - Eagles (Year 6)

Classes are named after birds to create a sense of identity and continuity across the school.

The School Day

The school day is structured to provide a balance of learning, play, physical activity and rest.

7.30am	Hen House wraparound care opens
8.45am – 8.55am	Gates open; children enter classrooms independently and begin morning tasks
8.55am	Start of school day Register taken & lessons begin promptly
10.15 – 10.30am	Morning break
12 noon – 1.10pm	Lunch session
1.10pm	Afternoon register
3.10pm	End of school day – parents come onto the playground from 3pm. On the last day of each term, school finishes at 1.30pm
3.20pm	Gates locked
6.00pm	Hen House wraparound care closes

Children arriving after 8.55am must sign in at reception. This ensures accurate attendance records and supports safeguarding.

Wraparound Care

External company, The Hen House provides wraparound care onsite at school from 7.30am in their breakfast club, and until 6.00pm at their after-school club. This is a private arrangement between parents and The Hen House. Please visit the [wraparound care page](#) on our website for further information.

Starting School

Whether your child is starting school in Reception in September or part-way through an academic year in other year groups, we realise that this can be both an exciting and an unsettling time for both you and them. We understand that each child is different and that every family situation is unique. We have established transition processes in place, which may vary slightly depending on your child's needs.

Children Entering Reception in September

For children beginning their school life with us at the beginning of the Reception year, the admission process is well-established. Once you have accepted an offer of a place at our school by the Surrey County Council deadline, we can begin the transition process for both you and your child in the following way:

Parent Presentation: Held in the summer term to introduce staff, routines, curriculum and practical arrangements.

1:1 Virtual Meeting: A personalised meeting with the class teacher to discuss your child's interests, strengths, needs and any concerns.

Stay & Play Sessions: Two after-school visits where children explore the classroom, meet staff and begin forming friendships.

Other school events: We also welcome you to join us at school events during the summer term, such as the Elstead Village Fete. Details of school events are listed on the website calendar.

Year 6 Buddy system: Each Reception child is paired with a Year 6 buddy who supports them during the first weeks at school, especially at lunchtime and during play. Buddies also accompany younger children on local walks and visits.

When children enter Year 1, we assign a 'Year 5 Buddy' to ease transition. These buddies can accompany the children at lunchtime on the KS1 playground.

In Year Admissions

For children joining mid-year, we offer:

- A tour of the school
- A morning taster session in class
- A class buddy to support routines, friendships and confidence

Communication

We believe that good communication between home and school is key to a strong parental partnership. **Parents are expected to read emails and check the Parent Portal and calendar on a regular basis.** We keep you up-to-date through email, the school website/calendar, the app and text.

How we communicate with you:

- **Parent Portal:** We upload letters for parents each Friday. We email you each week to remind you to look at the password-protected Portal within the parent's tab on the school website. Letters remain on the portal for your future referral.
- **School App:** Recommended for quick access to the calendar, letters and absence reporting. Please [click here](#) for details on how to download the app.
- **Text Messages:** Used for urgent or last-minute changes (e.g., club cancellations).
- **Email:** Both parents receive communications.
- **Website:** Calendar, term dates, menus, homework, PTA news & the latest Parent Handbook.

How you communicate with us:

- **School office email** for general enquiries info@st-james-elstead.surrey.sch.uk
- **Class email addresses** for messages to teachers, eg puffins@st-james-elstead.surrey.sch.uk
- **Phone** for urgent matters. The school number is 01252 703248

Social Media

The school sometimes uses Facebook and X to share news about our school to the wider community.

- Facebook: we have a page on Facebook that you can follow, search for 'St James Elstead'
- X: Our X handle is @StJamesElstead.

We don't post faces of children on social media, and we never share the location of our school trips until after the children have returned.

Parents may take photos of their child during school events, eg sports day and school performances, but these images or videos are not to be shared on any social platform.

Reporting Your Child's Progress

- **Autumn & Spring Parent Consultations:** 10-minute face to face meetings with the class teacher to discuss progress, strengths & next steps.
- **End-of-Year Report:** A comprehensive written report including attainment, progress and attendance.
- **Open Classroom Events:** Opportunities to view your child's work.

Parents are encouraged to contact teachers early if concerns arise.

Drop Off & Collection

Mornings

- Parents say goodbye at the gate to promote independence
- Late arrivals sign in at reception

Afternoons

- **Reception–Y2:** Children are collected from classroom door
- **Y3–Y4:** Released to playground under supervision
- **Y5–Y6:** May walk home independently with written consent from a parent. Children should return to school if no suitable adult is at home
- Children not collected by 3.20pm wait in reception. Please ensure that all contact numbers of emergency contacts are up-to-date
- If arrangements change during the day please telephone the office, don't email
- For parents of children in years R-4, we need permission from you for other adults to collect your child from school
- Children may use adventure play equipment until 3.20pm with parent supervision
- We prefer parents to talk to class teachers at the end of the day, although please be aware that they may have a club to run or be expected at a staff meeting. Alternatively, you may arrange a mutually convenient time. Please email the teacher in the first instance using the class email address.

General

- Use side/back gates for entry to the school
- No dogs (except assistance dogs or by arrangement with the Headteacher)
- No smoking or vaping
- Bikes and scooters must be pushed on site
- The school field is out of bounds after school

Uniform & Personal Possessions

At St James Primary we expect all children to look smart wearing our school uniform. We believe that wearing the uniform encourages a sense of belonging and a pride in our school community.

Uniform can be purchased online new from [Wovina](#), or 2nd-hand through the [PTA webpage](#). Non-logo items can be sourced from other retailers.

Uniform Items

- Logo sweatshirt/cardigan - round-necked sweatshirt YR-2, 'v'-necked for Y3-6 (compulsory)
- **White** polo shirt (YR-6) or optional **white** shirt & tie (Y3-6)
- **Grey** trousers/shorts/skirt/pinafore/culottes
- **Plain black/white** trainers or **black** shoes suitable for running in (not boots, no flashing lights, no decoration)
- **Grey or white** socks / **grey or red** tights
- Logo house T-shirt
- Coats every day
- Water bottles every day – no squash/juice
- A red/white checked dress may be worn between Easter and Autumn half-term



PE Kit

To be worn to school on the classes chosen PE day

- **Logo red** PE T-shirt (compulsory)
- **Black** shorts (for safety, must be worn for indoor wall bars and gymnastics)
- **Black** trainers
- **Plain black** tracksuit (winter)
- Spare socks
- Swimming kit (summer) – fitted swimming trunks (not Bermuda style) or one-piece swimming costume, towel, flip-flops/crocs
- Red hoodie (optional)

For health and safety reasons, earrings must be removed before PE and swimming lessons. If newly pierced earrings cannot be removed, they must be taped over by the child/parent prior to the lesson. Staff should not remove or tape earrings.

Please ensure that all clothing and bags are clearly named.

Personal Possessions

We discourage children from bringing in their own toys, as the school cannot be responsible for any damage or loss. Every item brought to school should be named.

Mobile Phones

Following feedback from a number of parents expressing concerns about the use of smartphones and their potential impact on children's mental health and brain development, we only allow 'brick' style phones on school premises. These basic phones provide the necessary communication features without the potential distractions and risks associated with smartphones.

Children in Years 5 & 6 may bring a named 'brick' style mobile phone to school, but it must not be switched on anywhere on the school premises. It must be brought to the school office for safekeeping at the beginning of the school day and be collected at 3.10pm.

Pencil Cases

We ask that all KS2 children (Years 3-6) bring a clear pencil case to school containing the following essential items: pencils, handwriting pen, ruler, whiteboard pen, rubber, pencil sharpener, glue stick. Children may also wish to include felt tip pens and coloured pencils. We believe that having their own set of equipment will help children to take responsibility for their learning resources and ensure they always have the tools they need readily available throughout the school day. If there are any difficulties in providing these items, please contact the school office in confidence and we will be happy to help.

Lost Property

Named items are returned to class. Unnamed lost property is stored in the office and is displayed on the playground each half-term before recycling. **Please ensure that all clothing, snack boxes, lunch boxes and bags are clearly named.**

Notifying Absence & Requesting Leave

Absence Procedures

- Absence must be reported by **9.15am** via the app or phone (01252 703248)
- Children arriving after **9.25am** without a valid reason are marked as unauthorised
- If absence is not reported, the school will text, then call, and may conduct a home visit
- Medical appointments should be outside school hours; evidence may be requested
- Children returning mid-day must sign in at reception

Requesting Leave

There is a clear link between attendance at school and good progress. Our school days are filled with important teaching, activities and experiences which introduce new learning, knowledge and skills, and reinforce those already covered.

- Holidays during term time are not authorised except in exceptional circumstances
- Leave of Absence forms must be submitted in advance
- Y6 cannot be granted leave during SATs periods

Full details of our procedures for dealing with all aspects of attendance can be found in our [Attendance Policy](#), available on our website.

School Meals & Packed Lunches

The lunch break is an important time for social interaction, fresh air and exercise. All children eat together. Please note, due to serious allergies, **we are a nut-free school**.

School Meals

Hot school meals are provided by external caterers, Caterlink. Their menus are carefully balanced to provide the nutrients necessary to release energy throughout the afternoon. Please look at the [School Meals page](#) on the school website for further information.

Meals must be ordered and paid for in advance. If payments are in arrears, Caterlink will not allow us to continue serving meals to your child. You can check your meals balance on the Scopay system.

- Currently, children in Years R, 1 & 2 receive school meals funded by the government and are therefore free each day.
- Parents of children in Years 3, 4, 5 & 6 pay for school meals online through the [Scopay website: www.scopay.com/stjames-elstead](http://www.scopay.com/stjames-elstead), unless eligible to receive free school meals for economic reasons (see section below).
- Make meal choices online through Scopay, by midnight the night before. A unique user code for registration to Scopay is issued to parents.
- The school office can order a fixed pattern of meals for your child, to save you time. Please contact them for more information.

Free School Meals (FSM)

A significant part of our school budget is determined by the number of eligible children we have registered for free school meals. Families may be eligible for free meals if they receive one of the following:

- Universal Credit
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Support under Part VI of the Immigration & Asylum Act 1999
- Child Tax Credit (without Working Tax Credit) & with an income below the government threshold of £16,105 or less
- Working Tax Credit run-on
- Guarantee element of Pension Credit
- Certain families with no recourse to public funds may qualify if their household income falls below specific strict thresholds set by the government.

How to apply: Please complete the application form with your admission pack and return this to the school office, although you can apply at any time.

Benefits of Free School Meals:

- A free, nutritious hot meal every school day
- Access to additional educational support funded through Pupil Premium
- Support with the cost of school trips, clubs and enrichment activities (where appropriate)
- Free milk

The school strongly encourages you to apply if you believe you may qualify, (even if your child is in Reception, Y1 or Y2 and you do not need to pay for meals. The school receives significant additional funding.

All enquiries are dealt with in the strictest confidence, so please don't hesitate to contact the school office for more details.

Special Diets

If your child has any dietary restrictions for religious, ethical or medical reasons, please complete the Dietary section of the Health Information Form.

If your child requires a restricted diet for medical reasons, our caterers, Caterlink, require you to complete their [online form](#) before they can provide meals. Caterlink will create a special menu tailored specifically to your child's dietary needs. As this process takes time to complete, they may be unable to provide a suitable meal for the first few weeks.

Packed Lunches & Snacks

We encourage children to eat healthy, balanced meals and snacks. Foods to avoid are those with high sugar, salt or fat levels e.g. crisps, chocolate, some cereal bars, cakes and biscuits.

- **Due to severe allergies, we have a strict policy of no nuts in school.**
- **Sweets, sugary drinks, nut products and glass containers are not permitted.**

School Milk

Parents can register for their child to receive a daily drink of chilled milk at a small cost from an external provider, Cool Milk - www.coolmilk.com. Milk is free for all under-5s and for children in receipt of targeted free school meals. Registration by parents is essential to receive this.

Health & Medical

Medical Conditions

We require you to complete a Health Information Form for each medical condition your child has. We may require further information or ask you to complete a more detailed Healthcare Plan, depending on the condition, or if your child has any allergies. Please keep us up-to-date of any changes to your child's health or dietary requirements.

Allergies

If your child has any allergies, we will invite you in to attend a meeting to discuss this in detail and to complete a Individual Healthcare Plan, in compliance with Benedict's Law 2026. A medical practitioner's advice will be required to complete this document.

Illness & Injuries

Please do not send your child to school with an illness as you may be asked to take them home until they have recovered. Please use this link to NHS guidance "[Is My Child Too Ill For School?](#)".

From time to time your child will become ill whilst at school. If deemed necessary, we may telephone you or other emergency contacts, to ask you to collect your child.

Diarrhoea & Vomiting

If your child has a stomach bug, please ensure that they do not return to school until 48 hours after the last episode of either sickness or diarrhoea, as they will still be infectious. Eg, if a child is sick at 11am on Tuesday, they can return to school at 11am on Thursday. This is in line with NHS guidelines. In this instance, we ask that you update us on the morning of their return date, including the time your child will be coming to school, and whether a school lunch should be ordered.

Infectious Conditions

We ask that you let us know if your child is suffering from an infectious condition (e.g. chicken pox) so that we may anonymously advise other parents to be on the lookout for symptoms. The relevant authorities will be informed in cases of notifiable diseases.

Medication

Medicines may be dispensed by a member of the office staff at the Headteacher's discretion.

- Short-term medication (eg antibiotics) will be given at 11.30am on completion of a medication form. Parents are welcome to come into school to dispense the medication if it is to be given at a different time.
- All medicines must be brought to the school office for safekeeping. **Under no circumstances should children look after any medicines themselves.**
- If relevant, children's medical needs will be shared with appropriate staff.

First Aid

- There are always qualified first aiders in school and on educational trips.
- Written records of injuries are kept.
- You will be contacted in the case of a serious injury or illness.
- The school will call for an ambulance if it is felt necessary.
- Head injuries, however minor, do have the risk of delayed concussion. We have a policy of texting the parents of any child that has a bang to the head to make them aware of the injury, however mild it may appear. If the injury is more serious, a member of staff will telephone.

Head Lice

- If headlice are suspected, we ask you to treat your child promptly in line with our own guide on the [prevention and treatment of head lice](#).
- Repeated cases in individual households may result in a referral to the school nurse.

Miscellaneous

Donations to School

St James Primary School continues to be recognised by Ofsted and SIAMS for providing a very good education. However, like many schools across the UK, we face significant financial pressures as costs rise and funding does not.

We have maintained high standards with generous support from the PTA and local community. To continue offering an exceptional education and enriching experiences for all our children, we ask families to consider contributing to our School Trust Fund. This is not something we ask for lightly, but we know many other schools are asking the same. Please [click here](#) to donate.

Homework

KS1: Homework for Years 1 to 2 focuses on reading, phonics and maths, with the expectation that children read every day; on the school website there are resources created for each class.

KS2: Homework for Years 3 to 6 focuses on reading, maths and spelling, with the expectation that children read every day; on the school website there are resources created for each class.

Houses & House Points

Children are allocated to 'houses' when they join the school. Children are awarded house points in recognition of their effort or for positive behaviour such as being respectful or responsible. We hold a number of inter-house competitions throughout the year such as a 'bake off', photography and sports events. On these occasions, children wear house t-shirts to encourage a sense of competition and belonging. Siblings are always allocated the same house.

The school houses are named after local families who lost loved ones during WW1:

Ellis	green
Reffold	purple
Tilson	blue
Young	yellow

The School Council

Each year, two Year 6 children are selected as Head Pupils. All other year groups from Nursery to Year 5 select two children to represent their class, and these sixteen children become the School Council, which meets regularly with a teacher. Any child within school with a suggestion or a concern can ask their representative to raise the matter at a meeting.

School Clubs

Each term, we offer a variety of lunchtime and after-school clubs to children in Year 1 and above, with a limited choice for Year R. External providers charge a market-rate fee, but school-run clubs are for an administrative fee only.

Sport

It is important for children to be active and we achieve this by offering a variety of sports to our children through PE lessons, clubs and tournaments, and festivals outside of school with other local schools. Our achievements have led to us being awarded the Gold Schools Game Mark 2024/5. In our PE lessons, the children experience a wide range of different sports including net/wall games, eg tennis, badminton and volleyball; invasion games, eg handball, tag rugby, netball, basketball, hockey, football and striking; fielding games, eg cricket and rounders. We have local coaches that come into school to work with the staff offering tennis and cricket coaching in school time. We liaise closely with Active Surrey and the local secondary schools, which results in us taking the children to numerous tournaments and festivals during the school year.

For health and safety reasons, earrings must be removed before PE and swimming lessons. If newly pierced earrings cannot be removed, they must be taped over by the child/parent prior to the lesson. Staff should not remove or tape earrings.

Swimming

Funded by the PTA, our wonderful swimming pool is open after the summer half-term until the end of September (weather-dependent). Swimming lessons are given twice a week for Years 1-3 during the summer term. Years 4-6 have two sessions in the pool each week: swimming or life-saving lessons according to swimming ability, plus a fun splash. Swimming lessons are available for non-confident swimmers in Years 4-6 on request. A financial contribution is requested from all parents to keep this fantastic resource in use.

For planning purposes, costs for 2025/26: £45

Educational Visits

Educational visits enhance the learning and enjoyment for children. Parents sign to give permission for visits within the local community when their child is enrolled into the school, so written permission is not required for individual visits within a mile of the school.

Please note that trips are dependent on a financial contribution for each child. If parents feel that they are unable to contribute fully, they should speak to the Headteacher by the given deadline, so that we can assess the viability of the trip.

We plan that each year group will take part in 2 trips per academic year, based on the current class topic. Years 5 & 6 have the opportunity to take part in residential trips.

For planning purposes, in 2025/26 these trips cost approximately:

Non-residential	£25 - £35 each
Y5 residential	2 nights away – £300
Y6 residential	4 nights away – approx. £665

Payment by instalments is always available. Where children are entitled to free school meals, there may be help towards the cost of trips.

Music

To learn a musical instrument is a huge gift and privilege and has many positive benefits in other areas of learning.

- We currently host private group music lessons held by Music Works and Surrey Arts, during the afternoons to avoid interrupting morning core-curriculum time. There is a charge for these lessons and they are a private arrangement between you and the music company. There could be occasions where a music lesson coincides with a school activity, for example a trip off-site. On these occasions, the school activity must take precedence.
- Free bursary placements may be available for children who show a keen interest or aptitude for playing an instrument, and whose parents cannot afford to pay and/or entitled to free school meals. Please speak in confidence to the school office for further details.

Assemblies

Weekly assemblies include worship, singing and celebration of achievements.

Productions

Early Years, KS1 and KS2 will either put on a Christmas Carol concert or Christmas production.

In the summer, we usually have a main school production for children in Years 5 & 6. Previous productions have included Oliver!, The Lion King and Beauty and the Beast. We encourage children to apply for roles on stage and backstage. There is an expectation for children to commit to regular attendance and prioritise this production over other external activities.

School Volunteers

We are very fortunate to have a large number of volunteer helpers. They are given guidelines to help work safely and effectively. Should you wish to join our team of volunteers, please talk to your child's class teacher in the first instance. You will then be asked to contact the school office to complete an enhanced DBS check – we encourage volunteers to sign up to the DBS update service.

PTA

All staff, parents and carers are automatically members of the St James PTA, which is a registered charity. Any member of the PTA can join the committee or help with fund-raising events, and it is a great way to get to know staff and other parents.

The PTA performs two important functions:

- To foster a positive team spirit and strong school community that benefits everyone involved
- To raise funds for additional resources that adds so much to the children's enjoyment and development.

Each class has two PTA representatives (class reps) who help with co-ordinating and encouraging involvement of parents at PTA and school events.

Scopay – Online Payment & Booking System

Scopay is our online booking and payment system for school meals, trips and clubs. You will be provided with a code to register prior to your child's admission.

Distribution Of Gifts & Invitations

We do not allow children to bring in birthday sweets or cake to share with the rest of their class in order to ensure safety for children with food allergies. The school will not distribute gifts, cards and party invitations as this takes time away from supporting the children's learning. You may, however, distribute these to other parents on the playground.

Emergency Closure Procedure

If the school has to be closed at short notice before the children are on site:

- Parents will be notified by email and alert via the school app.
- The information will be posted and regularly updated on our school website: www.st-james-elstead.surrey.sch.uk.
- BBC Surrey radio station will be informed along with the Local Education Office which puts details on www.surreyalert.info

If the school has to be closed at short notice while the children are on site:

- The closure will be communicated via text message, followed by phone calls to those parents who have not responded.

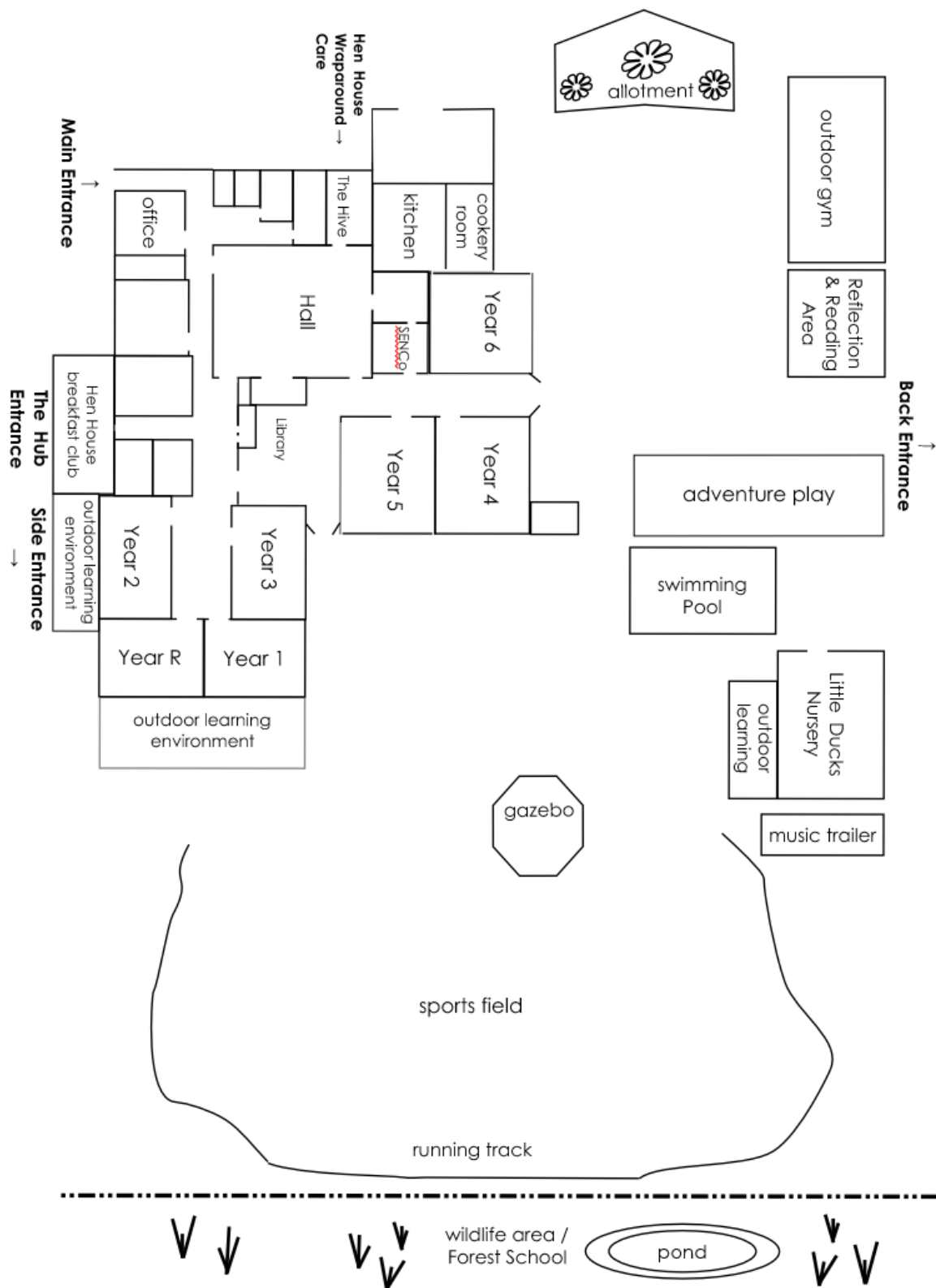
Please ensure that the school office always has up-to-date contact numbers.

Concerns & Complaints

We believe that most complaints can be made constructively and sorted out at an early stage. They will be taken seriously and dealt with fairly and in a way which respects confidentiality. If you are uneasy about any aspect of the provision at St James Primary, you should first talk over any worries or anxieties with your child's class teacher. We do urge you to discuss your concerns at the earliest opportunity before they become a problem.

Full details of our procedure for dealing with both informal concerns and formal complaints can be found in our [Complaints Policy](#) on the school website.

Plan Of The School



Contact Details

St James Primary

T: 01252 703248

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Reception puffins@st-james-elstead.surrey.sch.uk

Year 1 owls@st-james-elstead.surrey.sch.uk

Year 2 robins@st-james-elstead.surrey.sch.uk

Year 3 kingfishers@st-james-elstead.surrey.sch.uk

Year 4 woodpeckers@st-james-elstead.surrey.sch.uk

Year 5 kestrels@st-james-elstead.surrey.sch.uk

Year 6 eagles@st-james-elstead.surrey.sch.uk

Chair of Governors

Mrs Lizzie Geffen

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PTA

Zara Deegan (Co-Chair)

Chiara Detsiny (Co-Chair)

St. James' Church

Reverend Hannah Moore

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