West Hill Primary Academy

Information Compendium

Table of Contents

1. Attendance
2. The Golden Thread Alliance Parent Code of Conduct
3. TFS School Uniform List
4. Class Dojo information
5. Arbor Parent App “how to” guide
6. Nut awareness/Allergy Letter
7. Golden Thread Food Allergies Guide
8. Cool Milk information
9. Relish Parent Guide
10. School Lunch Sample Menu

INFORMATION FOR PARENTS AND CARERS

ATTENDANCE

Stay Connected - Keep Learning

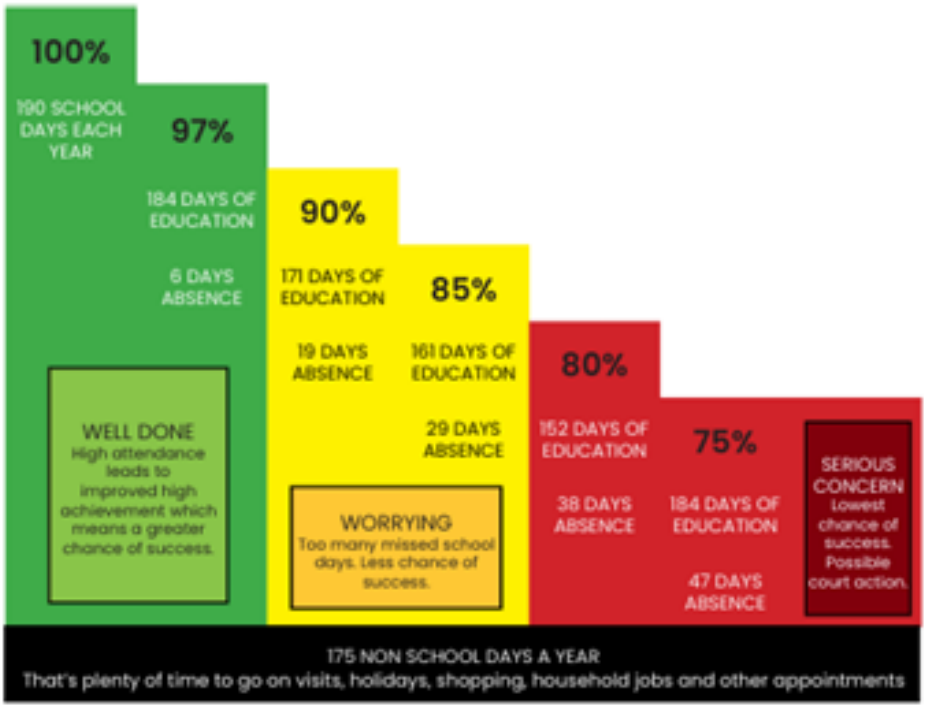
WHY IS ATTENDANCE IMPORTANT?

As parents and carers, we are sure you all want the best for your children. We do too. We are committed to providing an inclusive high-quality education and to continuously raise the achievement of all of our pupils, whilst providing them with many enriching experiences. That's why attendance and punctuality are so important to us. Pupils who attend regularly and punctually, have the best chances of:

- making friends and feeling included.
- feeling confident and happy about their schoolwork.
- developing skills and learning new things.
- fulfilling their full potential.
- developing good relationships with their teachers and getting any support they need.
- forming good habits for later in life.

Children only get one chance to attend school and to take advantage of all we have to offer.

THEIR FUTURE IS IN YOUR HANDS.



REQUESTS FOR LEAVE DURING TERM-TIME

At West Hill Primary Academy, we work hard to support all our pupils and their families to ensure that good attendance is achieved. Whilst we appreciate the experience that children have on holiday with their parents and carers can be valuable, from 1 September 2013 the Department of Education amended the Education (Pupil Registration) (England) Regulations 2006 removing the headteacher's ability to authorise any leave of absence during term time unless there are "exceptional circumstances". In general, **exceptional circumstances do not include cheaper holiday costs, a once in a lifetime experience, visiting relatives who you haven't seen for a while, relatives having an operation or holidays booked as a surprise by relatives.** The law does not grant parents and carers an automatic right to take their child out of school during term time. (The meaning of 'parent' in relation to a child includes any person with Parental Responsibility or who has care of the child, as per Section 576 of the Education Act 1996).

You must have Parental Responsibility to request an absence in term time or have written permission from someone with Parental Responsibility. **Headteachers are unable to authorise leave retrospectively, please therefore ensure your application is submitted at least 4 weeks before any leave of absence.**

If your application for leave results in the absence being unauthorised and you decide to proceed with the absence, then we may make a referral to Kent County Council.

The local authority or the police can fine parents for the unauthorised absence of their child from school, where the child is of compulsory school age, by issuing a penalty notice. If the absence meets threshold for a penalty notice, the school will refer to the local authority for the penalty notice to be issued.

Before referring to the Local Authority for a penalty notice, the school will consider the individual case, including:

- Whether the national threshold for considering a penalty notice has been met (10 sessions of unauthorised absence in a rolling period of 10 school weeks)
- Whether a penalty notice is the best available tool to improve attendance for that pupil
- Whether further support, a notice to improve or another legal intervention would be a more appropriate solution
- Whether any obligations that the school has under the Equality Act 2010 make issuing a penalty notice inappropriate

The payment must be made directly to the local authority. If the payment has not been made after 28 days, the local authority can decide whether to prosecute or withdraw the notice.

If issued with a **first** penalty notice, the parent must pay £80 within 21 days, or £160 within 28 days, per parent, per child.

If a **second** penalty notice is issued to the same parent in respect of the same pupil, the parent must pay £160 if paid within 28 days, per parent, per child. **There is no reduced sum available in this instance.**

A **third** penalty notice cannot be issued to the same parent in respect of the same child within 3 years of the date of the issue of the first penalty notice. In a case where the national threshold is met for a third time within those 3 years, alternative action will be taken instead. This will often include considering prosecution, but may include other tools such as one of the other attendance legal interventions.

For further guidance please visit; https://assets.childrenscommissioner.gov.uk/wpuploads/2024/07/aaa-guide-for-parents-on-school-attendance-19th-Aug-version.pdf

WHAT THE LAW SAYS ABOUT SCHOOL ATTENDANCE

Parents/carers have a legal responsibility to ensure compulsory school age child(ren) receive appropriate education. Failing to send your child(ren) to school regularly is a criminal offence. If after support and advice from the school or external agencies, attendance does not improve a referral to the Local Authority will be made and they may take legal action. By law, all schools have to follow strict regulations regarding attendance.

PERSISTENT ABSENCE - Any child(ren) whose attendance drops below 90% is considered a persistent absentee, this can result in an Education Penalty Notice or court proceedings.

AUTHORISED ABSENCE

If your child(ren) is absent from school for any reason, it is the parent/ carers responsibility to notify the school before 8.30am so that all parties know your child is safe. Please clearly state your child(ren)'s name, class, specific reason for absence (unwell is not sufficient). Parents/Carers should regularly update the school as to when their child(ren) is returning to school. All absences are monitored daily, and we will advise you if attendance becomes a concern. It is the Headteacher's discretion as to whether an absence is authorised. Authorised absences are only granted for valid reasons such as:

- Genuine Illness
- Medical or dental appointments
- Religious Observances
- Close Family bereavement

UNAUTHORISED ABSENCES

Parents/Carers should not keep their children off school for any of the following reasons:

- Sibling/Parent Unwell
- Birthdays
- Car broken down
- Days out
- Overslept/lack of sleep
- Waiting for delivery/repairman
- Visiting relatives
- Misunderstanding term dates

All of these will be marked **UNAUTHORISED**. Only 5 days unauthorised absence can result in the local authority issuing a penalty notice.

MEDICAL APPOINTMENTS

Where possible routine medical/dental/optician appointments should be arranged during the school holidays/weekends, or at the end of the school day. If an appointment is made during school time, your child should come to school first and/or return after their appointment. Only time off for the appointment will be authorised. Copies of appointment cards/letters should be provided so marks in registers can be recorded accurately.

PUNCTUALITY

All pupils should arrive to school on time. The gates open at 8.30 and the register is taken at 8.50am. If your child arrives after the close of registration at 9.05am they will receive an UNAUTHORISED mark. **PERSISTENT LATENESS AFTER REGISTRATION CLOSES CAN RESULT IN A PENALTY NOTICE BEING ISSUED.**

WHAT CAN I DO TO HELP?

- Only keep your child at home when they are genuinely too ill to attend school.
- Avoid taking term-time holidays.
- Show your child you think school is important.
- Do not keep your child off school when they have a problem or concern - come and speak with us.
- Talk to your child about school, praise their achievements.
- Recognise that if your child gets into bad habits from an early age, these are hard habits to break in later life.

SUPPORT

We always want to work in partnership with our families. If you are worried or there is something that is having an impact on your child's attendance, please let us know, as soon as possible. We can provide you with advice and support or maybe able to signpost you to other agencies that can help.

HONESTY

We would ask all parents/carers to be truthful about the reason why your child is absent from school. We have had occasions when a child's absence is reported as illness when they are off for other reasons. It is important that there is honesty and respect between home and school, and your child is not put in a difficult position with trusted adults and friends.

ATTENDANCE OFFICER:
DEBBIE PARISH

ABSENCE REPORTING LINE:
01322 226019 option 1

UK Health Security Agency

NHS

Should I keep my child off school?

Yes

	Until...
Chickenpox	at least 5 days from the onset of the rash and until all blisters have crusted over
Diarrhoea and Vomiting	48 hours after their last episode
Cold and Flu-like illness (including COVID-19)	they no longer have a high temperature and feel well enough to attend. Follow the national guidance if they've tested positive for COVID-19.
Impetigo	their sores have crusted and healed, or 48 hours after they started antibiotics
Measles	4 days after the rash first appeared
Mumps	5 days after the swelling started
Scabies	they've had their first treatment
Scarlet Fever	24 hours after they started taking antibiotics
Whooping Cough	48 hours after they started taking antibiotics

No

but make sure you let their school or nursery know about...

Hand, foot and mouth	Glandular fever
Head lice	Tonsillitis
Threadworms	Slapped cheek

SCAN ME

Advice and guidance

To find out more, **search for health protection in schools** or scan the QR code or visit **https://qrco.de/minfec.**

© Crown copyright 2022. Product code: MSGC1134. DC APRIL 2022 (APS) Gateway number: 2021651

The Golden Thread Alliance

Parent and Carer Code of Conduct

Date Reviewed	*Summer 2025*
Next Review Date	*Summer 2027*

This policy has been adopted by all schools within The Golden Thread Alliance

The Golden Thread Alliance

As united as we are different.

1 Purpose and Scope

In The Golden Thread Alliance, we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, colleagues and parents
- Model appropriate behaviour for our pupils at all times
- Uphold and promote The Golden Thread Alliance values

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes colleagues (through the Colleague Code of Conduct) and pupils (through our Behaviour Policy).

This code of conduct aims to help our schools work together with parents and carers by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil (See Appendix A for information and our response to Parental Responsibility and Family Court matters).
- Anyone caring for a child (such as grandparents or child-minders)

2 Our Expectations of Parents and Carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our schools
- 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 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

3 Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds, in the community such as school trips or sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at colleagues, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media

- Displaying a temper, or shouting at colleagues, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child
- Any aggressive behaviour (including verbally or in writing) towards any child or adult
- Disciplining another person's child physically or verbally – please bring any behaviour incidents to a member of staff's attention
- Smoking, vaping or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)
- Spitting

4 Equality Act 2010

The Trust and its schools are committed to upholding the Equality Act 2010. We will not tolerate discrimination, harassment or victimisation of any member of our school community on the basis of any protected characteristic, including race. Parents and carers must treat all pupils, staff and other families with dignity and respect, regardless of race or ethnic background.

5 Incidents in the Community

We expect that all parents and carers promote positive relationships within the community and that children have the ability to access good examples of conflict resolution with others from the adults who care for them. In the event of aggressive or threatening behaviour from adults outside of the school premises, we stress the importance of contacting community agencies with a specialism to support and maintain safety for all involved. This includes local Police, community Police or Dartford or Gravesham Borough Council for advice and assistance.

6 Breaching the Code of Conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior colleague or the Headteacher
- Contact the appropriate authorities (in cases of criminal behaviour or Child Protection concerns)
- Seek advice from The Golden Thread Alliance's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher.

The Headteacher will consult the Chief Executive Officer, Director of Education and/or Governance before banning a parent from the school site.

Appendix 1:

Our practice has been developed in accordance with the DFE guidance, *https://www.gov.uk/government/publications/dealing-with-issues-relating-to-parental-responsibility - September 2018 and https://www.gov.uk/parental-rights-responsibilities.*

Everyone who is a parent or has legal parental responsibility (whether they are a resident or non-resident parent) has a right to participate in decisions about a child's education and receive information about the child (even though for day-to-day purposes the school's main contact is likely to be a parent with whom the child lives on school days).

As a school we must treat all parents equally, unless there is a **court order** limiting an individual's exercise of parental responsibility. Individuals who have parental responsibility whether they are the resident parent or not have the right to:

- information, e.g. pupil reports/attendance
- to participate in activities, e.g. vote in elections for parent governors
- to be asked to give consent, e.g. to the child taking part in school trips
- to be informed about meetings involving the child, e.g. Parent Consultations

Where a parent's actions, or proposed actions, conflicts with our ability to act in the child's best interests, we will try to resolve the problem with that parent but avoid becoming involved in conflict or offer biased support in favour of either parent. However, there may be occasions when a school needs to decline requests for action from one or more parents.

In cases where we cannot resolve the conflict between separated parents, we will advise the parent to pursue the matter through the Family Court. We urge parents to engage in appropriate systems to resolve their conflicts and avoid making impulsive decisions that may affect the child's wellbeing. While we will honour the terms of a court order, issues around residency and contact arrangements remain a civil matter to be agreed between the parents and will not be facilitated by members of our staff.

Court orders under section 8 of the Children Act 1989 (often called section 8 orders) settle areas of dispute in relation to the exercise of parental responsibility or a child's care or upbringing, and can limit how an individual exercise their parental responsibility. It must be noted that a Court order limiting a parent's exercise of their parental responsibility does not necessarily prevent or restrict us from continuing to carry out our duties under education law including Safeguarding.

West Hill Primary Academy
Dartford Road,
Dartford, Kent,
DA1 3DZ

01322 296140

hello@golden-thread.org

The Golden Thread Alliance

As united as we are different.

Price List for West Hill Primary Academy

BOYS	FROM	GIRLS	FROM
Red Sweatshirt (Logo)	£12.75	Red Cardigan (Logo)	£13.75
White Poloshirt (Logo)	£8.95	White Poloshirt(Logo)	£8.95
White Shirt	£6.00	White Blouses	£6.00
Tie	£4.20	Tie	£4.20
Trousers (Grey)	£8.99	Skirt (Grey)	£7.99
Shorts (Grey)	£8.99	Summer Dress	£12.99
Grey Ankle Socks (Pack of 2)	£4.99	Tights (Grey)	£8.99

PE KIT	FROM	MISCELLANEOUS	FROM
Pe T-Shirt House Colours	£4.00	Red Bookbag(with logo)	£8.50
Pe Shorts	£4.99	Name Tapes	£4.99 (x25)
Red Pe Bag (with logo)	£7.05	Name Tapes	£5.99 (x50)
Black Plimsolls (Velcro fastening)	£4.99		

Contact us : enquiries@tfsclothing.co.uk - 01322 291 838

Website : www.tfsclothing.co.uk

Visit Us : 45 Spital Street Dartford Kent DA1 2DX

Opening Times : Monday – Friday 9am-5pm Saturday 9am – 4pm

We also offer payment plans to help spread the cost of uniform please contact us to find out more!

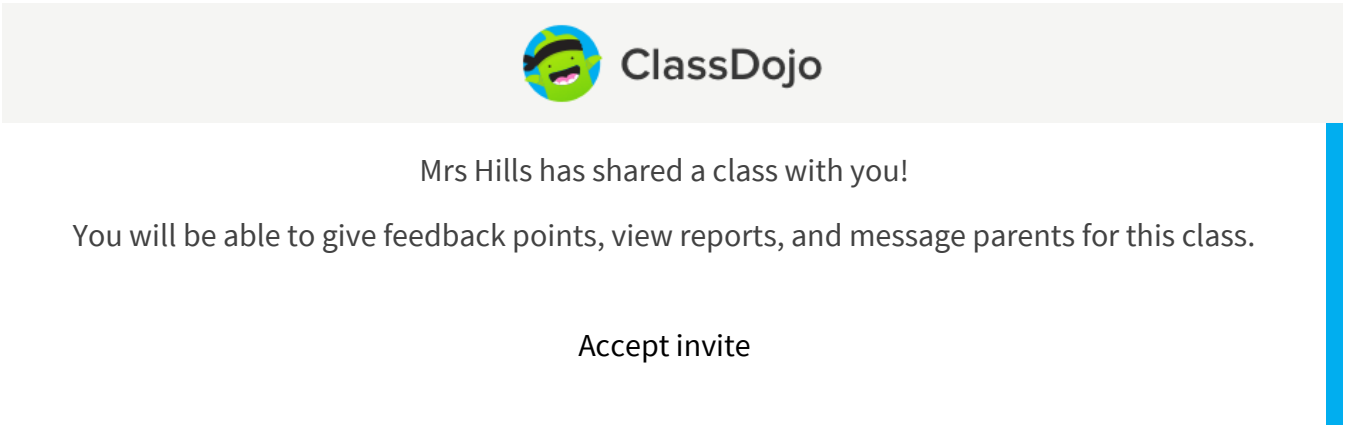
tfs_schoolwear / tfs_printandstitch

Tfs Schoolwear Printandstitch

ClassDojo is a communication app that is used by all teachers at West Hill Primary Academy. It is an extremely effective tool, giving parents and teachers the ability to contact each other directly. It allows parents to see work that the children have completed and displayed in class, as well as view other class resources, presentations and receive important announcements.

Parents can use any iOS device, Android device, Kindle Fire, or computer to connect. This is a free service and there is no need for you to sign up to any additional subscription service offered by Class Dojo to access your child's class app. You merely need to activate your account to be able to see the stories being uploaded onto the system and communicate with your child's class teacher.

You will be sent an invitation link by email from your child's class teacher and it will look something like this:-



If, for any reason, you have been unable to activate your account, or if you cannot locate the original invitation, please do contact your class teacher. They will be very happy to send you a new activation link.

Frequently Asked Questions

What if a parent was connected last year to their child?
Students can add all their student codes to the same account and track their progress across multiple classes. It's simple!

How do parents connect with multiple classes?
Parents can enter multiple parent codes to their account, letting them connect with all their children's classes.

When do parents get notified by ClassDojo?
ClassDojo notifies parents whenever they receive a new private message, or a new Class Story post is added, or if there are any important events or announcements added to the site.

Helpful resources
ClassDojo Privacy Center
Visit classdojo.com/PrivacyCenter to see how ClassDojo protects its entire community of teachers, parents, and students.

ClassDojo Helpdesk
Visit classdojo.com/Helpdesk to find answers to all your ClassDojo questions!

Still need help?
Email us at parents@classdojo.com

We're using Arbor's free Parent Portal and Parent App

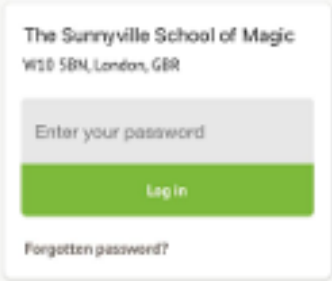
We've chosen Arbor to help us manage our school.

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Parent App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Parent App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

How to get started

1. Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before
2. Click the link in your welcome email to set up your password
3. Go to the App or Google Play Store on your phone and search 'Arbor'
4. Click 'Install' on Android or 'Get' on iPhone then open the App
5. Enter your email, select the school, then enter your password
6. Accept the Terms & Conditions and enter your child's birthday



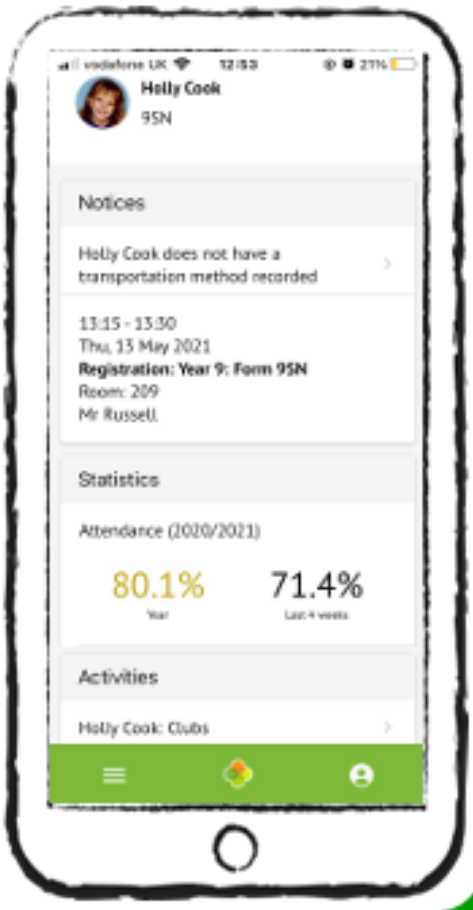
Need help using Arbor?

Contact the school office if you have questions about Arbor, the App or Parent Portal. Tell us the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings.

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

Some tips to try:

1. Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.
2. **Reset your password** from the login page, or ask us to do this.
3. If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.
4. Ask the school office to check that your email address has not been used twice - e.g. on another guardian or child's profile.
5. **Enter the birthday** of one of your children to log in.
6. Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask us to check you can access Arbor.



West Hill Primary Academy

01322 226019 - whoffice@golden-thread.org
Dartford Road, Dartford, DA1 3DZ
Katy Ward, Headteacher

June 2026

Dear Parents and Carers

West Hill Primary Academy is a food allergy and nut aware school.

The most common of these allergens are eggs, fish and shellfish, soy and wheat.

Nut allergies are caused by peanuts, or tree nuts (cashew, brazil, almond, hazelnut, pecan, walnut, macadamia, pine and pistachio). The most serious risk at West Hill are nut allergies which can cause life threatening anaphylactic reactions to some of our students.

For some students with this allergy, eating these foods (even in trace amounts) may cause serious reactions that can result in death. However, some students have allergies so severe, that even touching contaminated surfaces, or breathing in airborne nut protein, may cause a fatal anaphylactic reaction.

A wealth of resources and information on allergens and reactions can be found on the Anaphylaxis Campaign website:

https://www.anaphylaxis.org.uk/

To maintain the safety of all students, we strongly request that Parents and Carers of students at West Hill help us to ensure that all food brought into school is **nut free**.

Whilst we recognise the challenges of maintaining a nut-free environment, we ask you to support our school in being food allergy aware by:

- Ensuring that students do not bring in snacks with nuts of nut derivatives from home. This includes Nutella and most supermarket chocolate spreads.
- Reminding students not to buy snacks with nuts or nut derivatives on the way to school, to bring into school.

Should a product containing nuts be brought into school, the item will be removed and replaced with an appropriate substitute, and we will communicate with Parents and Carers this course of action.

Thank you in advance for your support.

West Hill Primary Academy

Food Allergies
Let's Keep Our Children Safe

Golden Lunch Co.

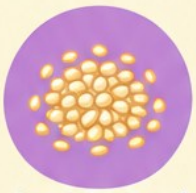
We understand that food allergies can be worrying, and we are committed to keeping every child safe and well at school.

The 14 Food Allergens

Please be aware of the 14 food allergens that must be declared (by law) in all food we provide:

Peanuts

Tree nuts
(e.g. almonds, hazelnuts, walnuts, cashews, pecans)



Sesame seeds

Milk

Eggs

Fish

Shellfish
(e.g. prawns, crab, lobster)

Soya

Lupin

Celery

Mustard

Molluscs
(e.g. clams, mussels, oysters)

Gluten
(wheat, barley, rye)

Sulphur dioxide
(in some dried fruit and drinks)

Please inform the school

of any allergies your child has, or if there are any changes to their allergy information.

Together we can keep all our children safe, happy and healthy!

Cool Milk
Free & Subsidised
SCHOOL MILK
Register your child today!
www.coolmilk.com
CM

Is your child registered for

SCHOOL MILK?

Child UNDER 5

Every child under the age of five is entitled to free school milk. Simply register your child online.

Child OVER 5

Every child over the age of five is entitled to milk at a subsidised cost of around £20 per term. Register your child and pay online.

Children in receipt of benefits-based free school meals are eligible for free school milk. Speak to the school for further information.

Free milk for under 5s is funded by the Department of Health and milk for over 5s is subsidised by DEFRA.

REGISTER YOUR CHILD TODAY

Register online
www.coolmilk.com

Need help?
Send us a message
at www.coolmilk.com/contact
or give us a call on 0800 321 3248

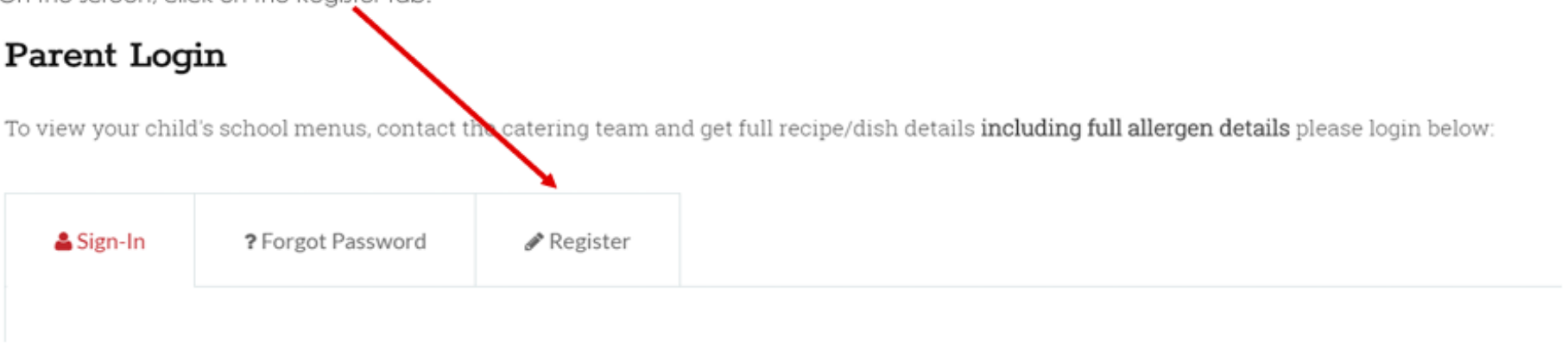
FIND US ON SOCIAL MEDIA - SEARCH COOLMILKSCHEME

Relish-till: Online meal pre-order guide for parents

In order to pre-order your child's school lunch online, you will first need to set up a parent account in the Relish parent portal. If you have already done this, please proceed to the next page.

Setting up a Parent Account

1. Follow the link: https://relishschoolfood.co.uk/parents
   On the screen, click on the Register tab.



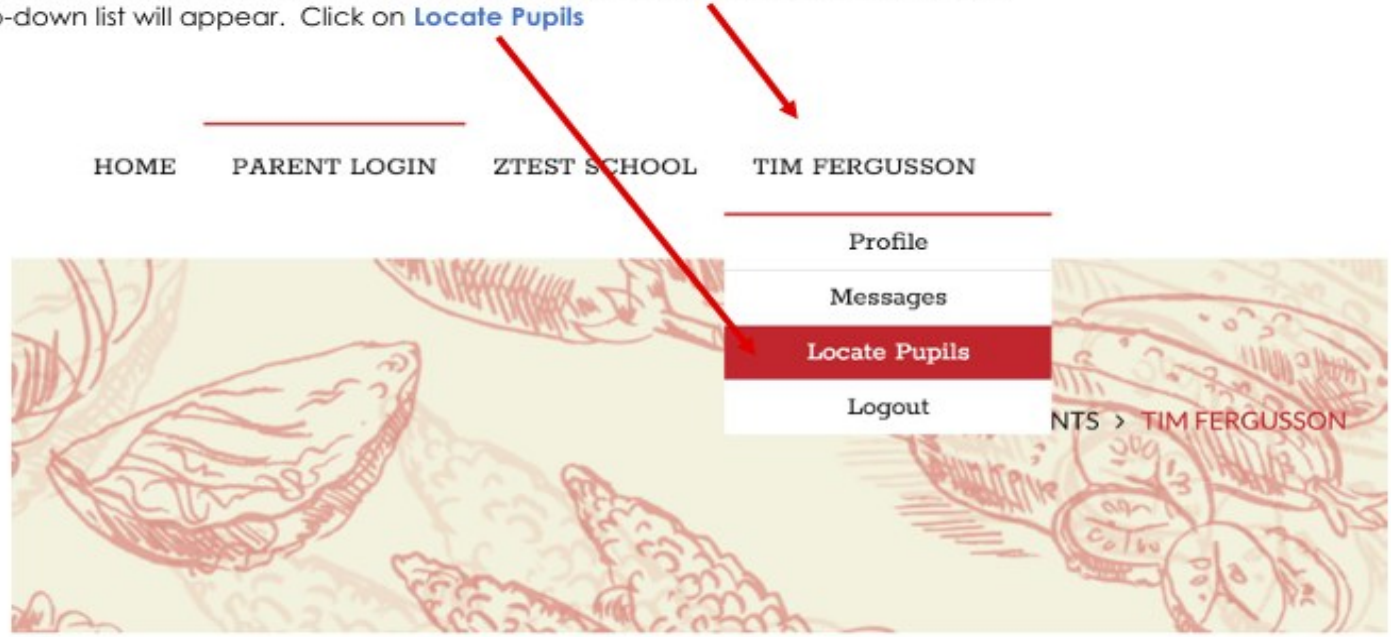
2. Complete all the required fields to register your account.
3. You will receive an email to activate your account – follow the instructions to complete the process.

Relish-till: Online meal pre-order guide for parents

Once your account is up and running, you will be able to order your child's meals from home or on the go, using any device, up to a term in advance. Menus are available to choose from once the last term has finished.

Online Meal Pre-ordering

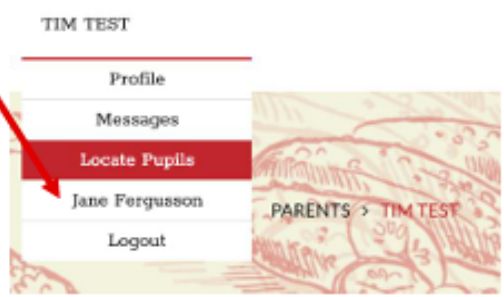
1. The first time you use the home ordering sections you will need to locate and allocate your child/children to your parent account. You will need to add each child individually using the form displayed on the 'Locate Pupils' page.
2. In the parent portal, click on your name in the headings across the top of the page.
3. A drop-down list will appear. Click on **Locate Pupils**

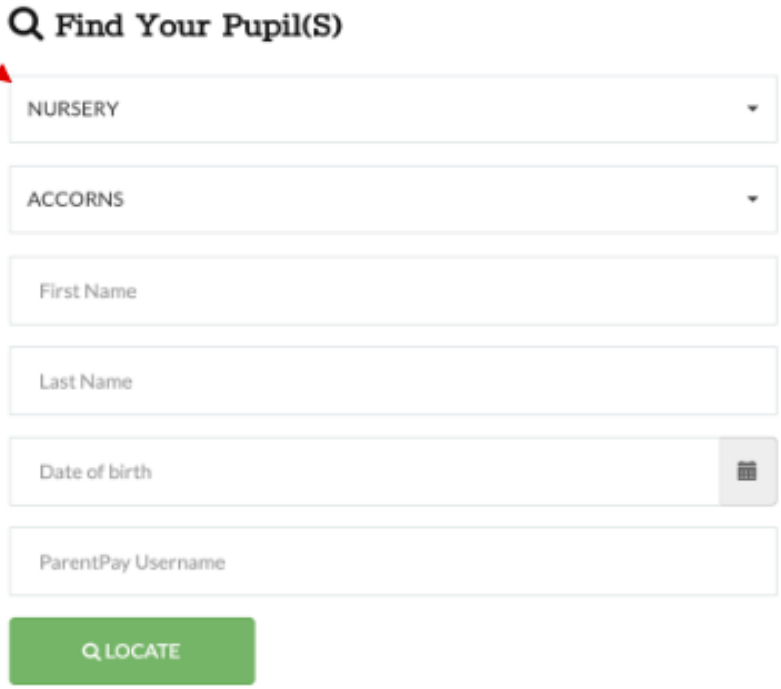


Relish-till: Online meal pre-order guide for parents

Locate Pupils/Child List Page

1. Select your child's current year group and their current class
2. Enter your child's first and last name, as registered with the school and confirm their date of birth. The details entered will be verified with the school records to locate your child correctly
3. You will also need to provide your Parentmail username. If you have not yet activated a Parentmail account then please enter the 'Activation Code' that you were previously provided with. If you do not have this then please contact the school directly
4. If you have more than one child, repeat the process to locate each child, one at a time.
5. Once allocated your children will appear in the main menu under your name.
6. Your child's name will also appear on the 'Locate Pupils' page. The name will be in blue and is a direct link to the diary page.



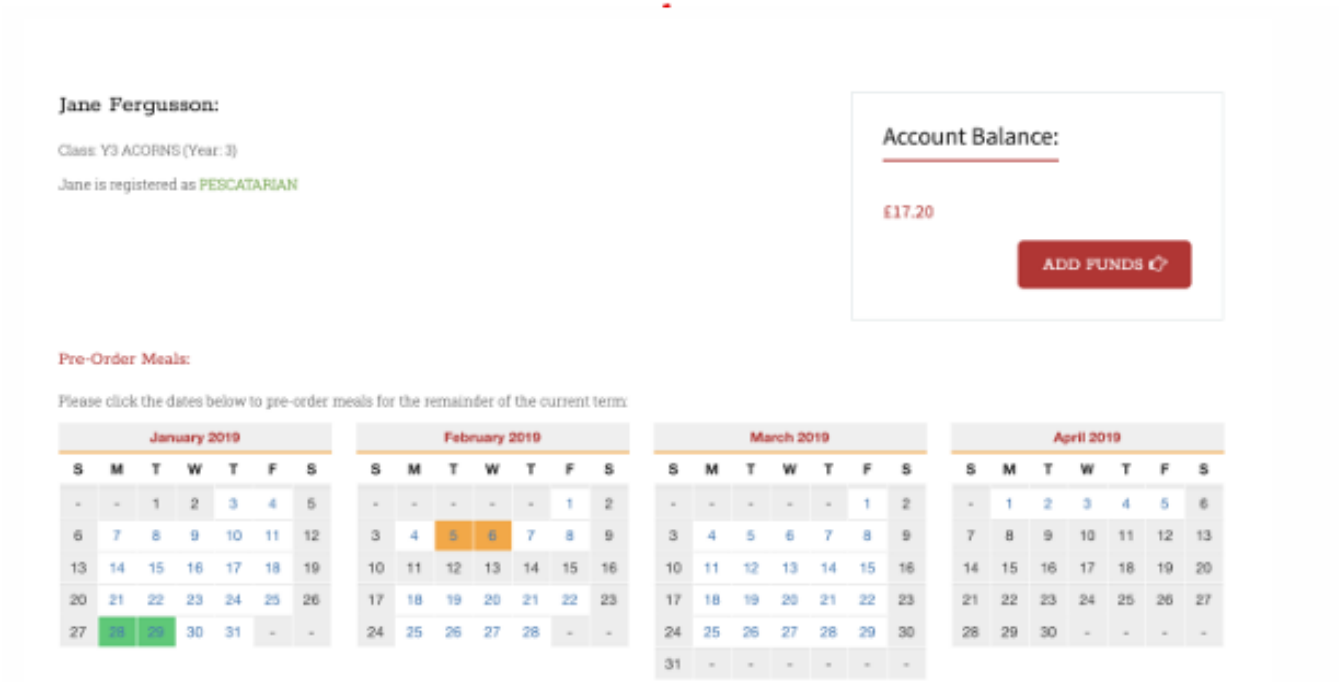


Relish-till: Online meal pre-order guide for parents

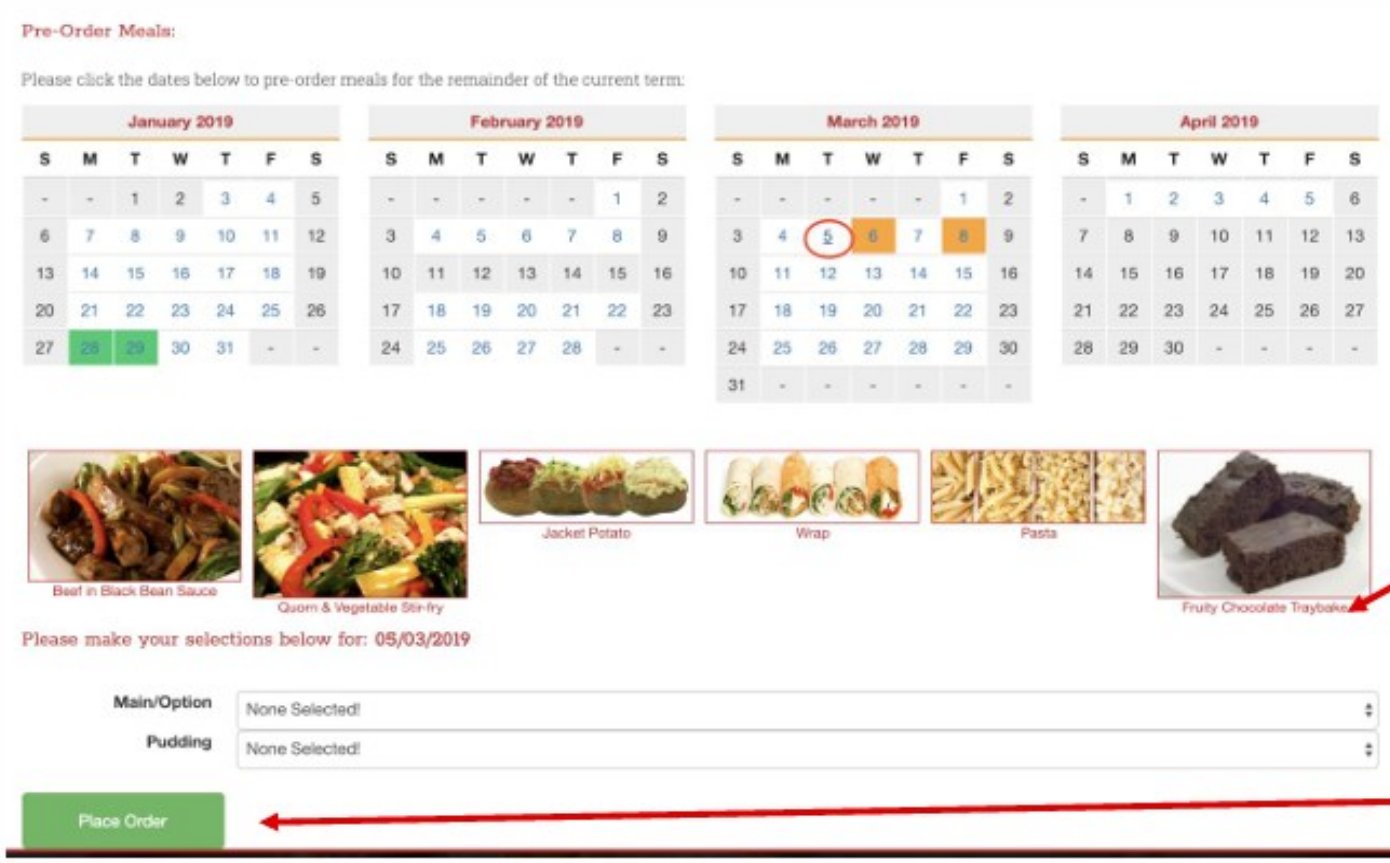
Child/Pupil Diary Page

A calendar for the months in the current term will appear. The screen will also show:

- your child's name and class
- any special dietary requirements, as logged on the school records
- your account balance - if you need to top-up your balance, click the red button to be directed to the Parentmail web site
- to order a meal, simply click on the date you require the meal
- dates shown in white boxes are actual school days



Relish-till: Online meal pre-order guide for parents

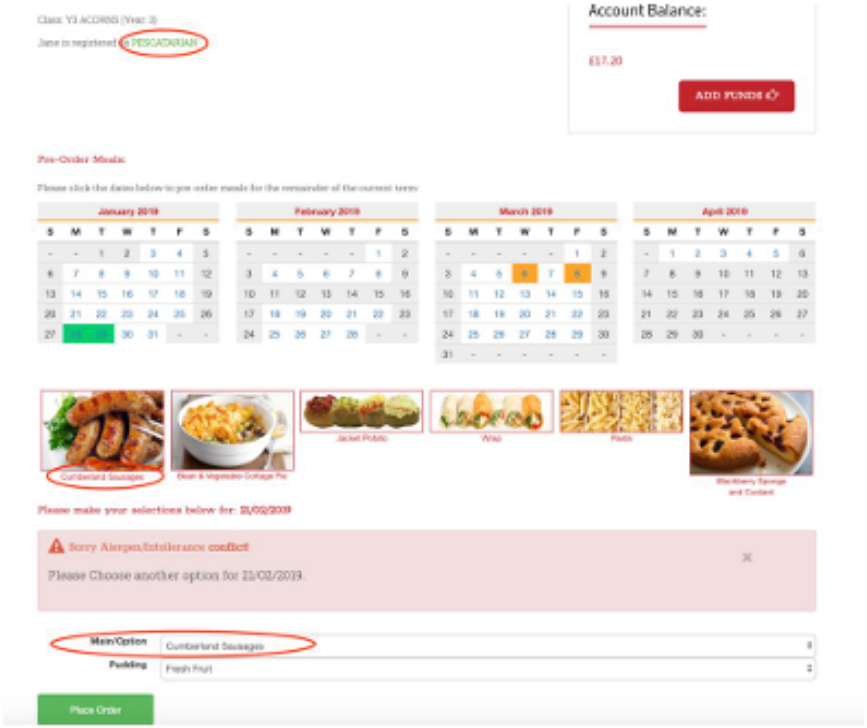


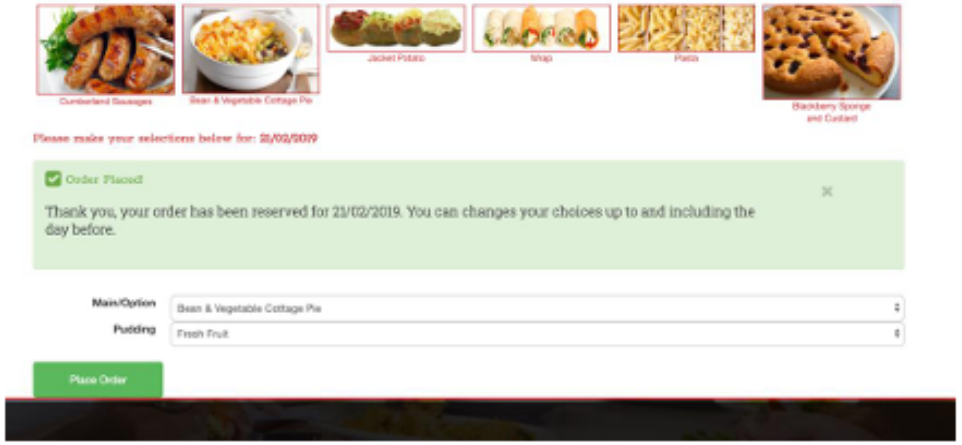
1. Once a future date is selected, the pictures and names of the dishes available that day will appear below the calendar. If you are accessing with your phone the calendar and photo display will be stacked.
2. Clicking a photo will scroll you further down to the meal selection dropdowns.
3. Clicking on the red dish names under the photos, will open a new browsing window and go direct to the dish recipe details where you can find all ingredient and allergen details.
4. Once you have decided upon the appropriate choice(s) via the dropdown selectors press the green 'Place Order' button.

Relish-till: Online meal pre-order guide for parents

Meal Order Placement - Assurance for dealing with intolerances

If your child has any allergies or lifestyle choices that are incompatible with the chosen dish a red alert will appear and you will be prompted to select another dish. In the example below (left) Jane Fergusson is registered with the school as a Vegetarian. Trying to order the sausage option will not proceed. The second option dish 'Bean & Veg pie' in the example below (right) is suitable for vegetarians and is accepted and the order is placed and confirmed with the green confirmation box:





Relish-till: Online meal pre-order guide for parents

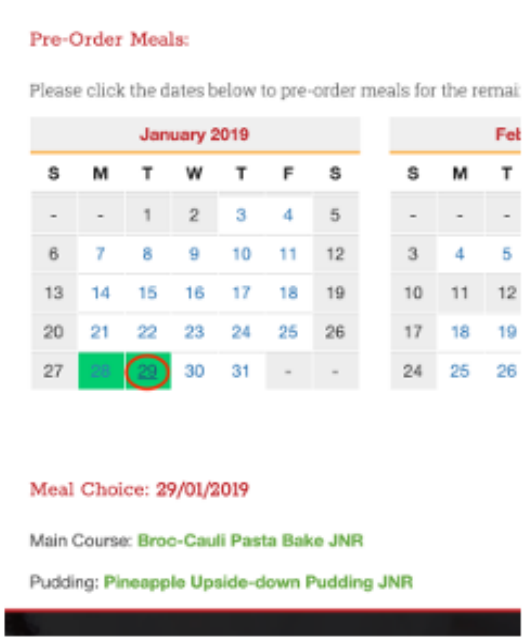
The Term Diary Colour-Coding

Dates already passed where 'No Meal was taken **(A)** appear simply on a white background.

Dates already passed where your child had a lunch that day appear with a green background **(B)**. Clicking the date will display meal details your child had on that day. This history will remain available for viewing until the end of the current term.

A:

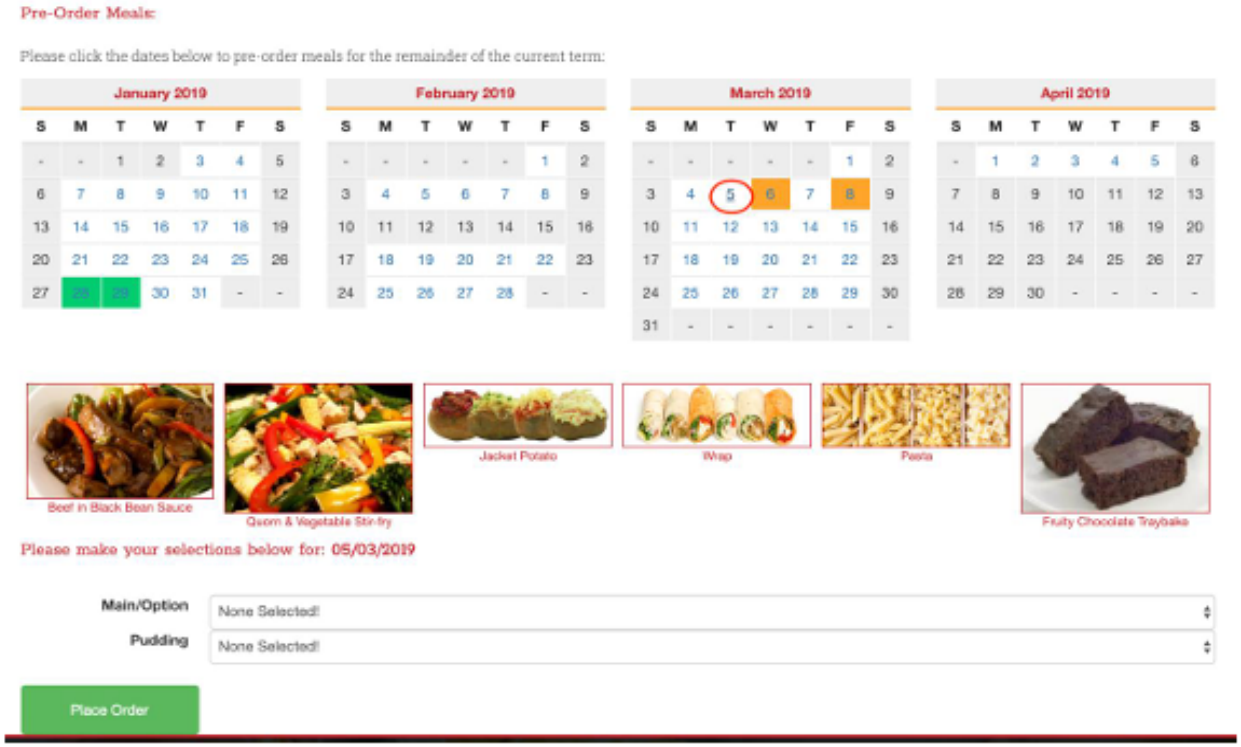
B:



Relish-till: Online meal pre-order guide for parents

Clicking on future dates where 'No Meal has been selected' **(C)** daily choices, photos and option selectors will appear below the calendar. On days where additional 'combo' options are offered (Jacket Potatoes / Hot Wraps / Hot Pasta Pots) an additional dropdown menu will appear for you to choose a filling if one of the combo choices is selected.

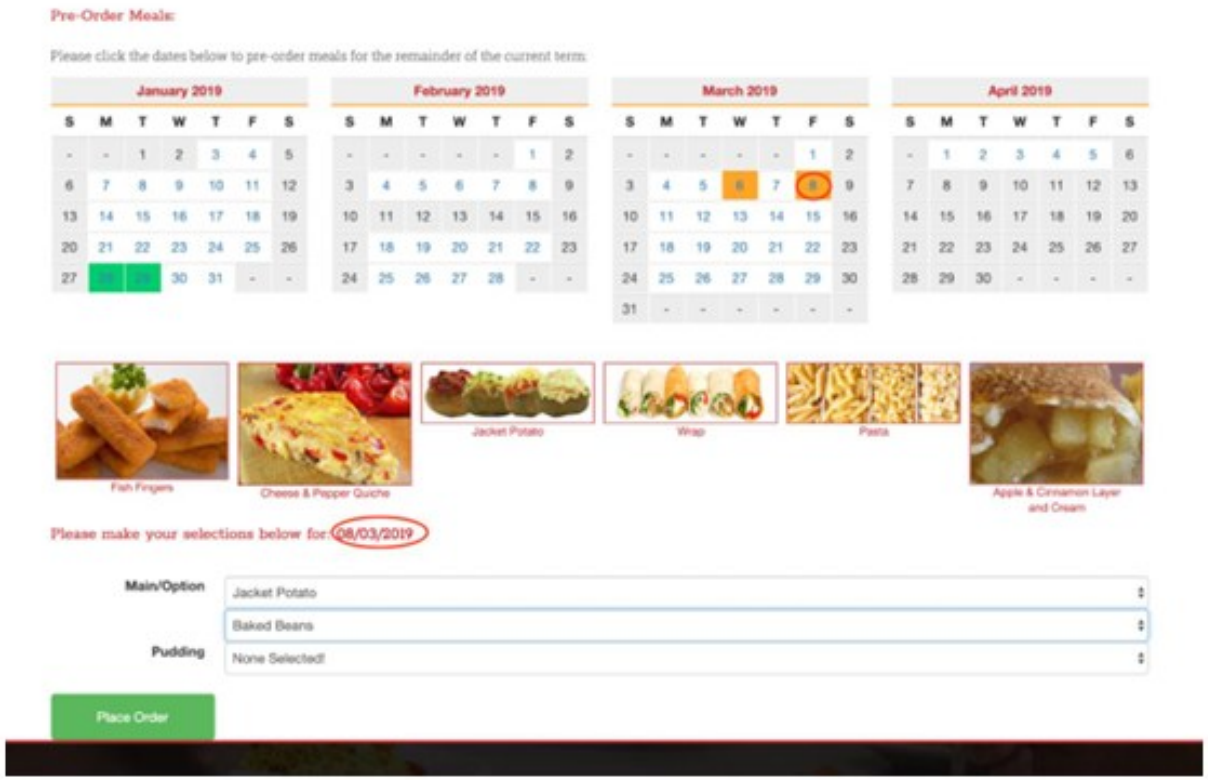
C:



Relish-till: Online meal pre-order guide for parents

Future dates where a meal has 'Already been selected' **(D)**, the date will have an orange background and will appear with the your daily listed. You can change your choices of future dates up to 12pm the night before service.

D:



Golden Lunch Co

Step 1 Choose a delicious main course

Step 2 Choose from a variety of side dishes

Step 3 Choose from a tasty selection of puddings

Spring/Summer

w/c 20/04, 11/05, 08/06/29/06/20/07

	Monday	Tuesday	Wednesday	Thursday	Friday
Meat/Fish	Pork Sausage Roll (3,6,16) Homemade Potato Wedges Baked Beans	Beef Bolognaise Spaghetti (3 MC: 8,13) Sweetcorn	Roast Gammon Roast Potatoes Mixed Veg Gravy	Chicken Paella Homemade Garlic Bread (3,13, MC:6,7) Broccoli	Fish Fingers (3,11) Chips Baked Beans or Peas
Vegetarian	Cheese & Tomato Pizza (3,13,7 MC: 6) Homemade Potato Wedges Baked Beans	Vegetarian Bolognaise (13) Spaghetti (3 MC: 8,13) Sweetcorn	Vegetarian Sausage (3) Roast Potatoes Mixed Veg, Gravy	Spanish Omelette (6) Homemade Garlic Bread (3,13, MC:6,7) Broccoli	Crispy Vegetable Nuggets (3) Chips Baked Beans or Peas
Combo	Jacket Potato with Baked Beans, Cheese & Beans (7), Grated Cheese (7), Tuna Mayo (6,11) Pasta (3,MC: 8,13) Toppings: Grated Cheese (7), Tomato & basil Sauce, Pesto Sauce, No Topping	Jacket Potato with Baked Beans, Cheese & Beans (7), Grated Cheese (7), Tuna Mayo (6,11) Wrap (3) Toppings: Grated Cheese (7), Ham, Tuna Mayo (6,11)	Jacket Potato with Baked Beans, Cheese & Beans (7), Grated Cheese (7), Tuna Mayo (6,11) Pasta (3,MC: 8,13) Toppings: Grated Cheese (7), Tomato & basil Sauce, Pesto Sauce, No Topping	Jacket Potato with Baked Beans, Cheese & Beans (7), Grated Cheese (7), Tuna Mayo (6,11), Vegan Cheese Baguette (3,13, MC 9) Toppings: Grated Cheese (7), Ham, Tuna Mayo (6,11)	Jacket Potato with Baked Beans, Cheese & Beans (7), Grated Cheese (7), Tuna Mayo (6,11) Pasta (3,MC: 8,13) Toppings: Grated Cheese (7), Tomato & basil Sauce, Pesto Sauce, No Topping
Pudding	Chocolate Cornflake Cake (3) Fresh Fruit, Yoghurt (7), Cheese & Biscuits(7,3), Jelly	Fruit Pancake & Toffee Sauce (3,6,7) Fresh Fruit, Yoghurt (7), Cheese & Biscuits(7,3), Jelly	Eton Mess (6,7) Fresh Fruit, Yoghurt (7), Cheese & Biscuits(7,3), Jelly	Apple Sponge & Custard (3, 6, 7) Fresh Fruit, Yoghurt (7), Cheese & Biscuits(7,3), Jelly	Chocolate Ice Cream (7) Fresh Fruit, Yoghurt (7), Cheese & Biscuits(7,3), Jelly

Please note this menu may change through the term. For the most up to date information, please visit: relishschoolfood.co.uk/parents

Menu meets school food plan nutritional standards. (V) Suitable for Vegetarians, (Ve) Suitable for Vegans. Allergen key - Cereals containing Gluten (3), Molluscs (4), Peanuts (5), Eggs (6), Milk (7), Mustard (8), Sesame (9), Crustaceans (10), Fish (11), Nuts (12), Soya (13), Celery (14), Lupin (15), Sulphur dioxide (16) Jacket Potatoes and Freshly cooked pasta available daily Jacket potato fillings - Grated cheddar cheese (7), Tuna Mayonnaise (11,6), Baked Beans Pasta toppings - Tomato and vegetable sauce, Grated cheese (7) Fresh bread available daily (3,13) may also contain eggs and milk Fresh salads available daily which will always be allergen free.

The Golden Thread Alliance

West Hill Chill – Before and After School Club
Terms and Conditions
West Hill Primary Academy

Introduction

West Hill Chill is run by West Hill Primary Academy and exists to provide high quality out-of-school hours' childcare for our parents and carers. It provides a range of stimulating and creative activities in a safe environment.

The club operates from 7.00am – 8.30am and from 3.15pm - 6.00pm term time. The cost of the sessions are as follows:

Before School Club	Cost		After School Club	Times	Cost
7.00am till 8.30am	£6.00		Light Chill (no tea)	3.15pm till 4.30pm	£8.00
			Mid Chill (light tea included)	4.30pm till 6.00pm	£9.50
			Full Chill (light tea included)	3.15pm till 6.00pm	£15.00

How to book

All wraparound care sessions must be booked and paid for via Childcare Bookings for Schools - https://west-hill.cbfs.uk

Parents and carers are encouraged to book sessions in advance where it is possible to help with planning and staffing. Availability is subject to capacity and places are allocated on a first-come, first-served basis. If a session appears to be fully booked, please contact the school office to check whether If a session appears to be fully booked, please email enquiries@childcarebookings.co.uk. Please note that days are not transferable.

For permanent bookings, monthly bills for the exact amount of that month's childcare are processed in advance on the 1st working day of each month. For any ad-hoc booking, payment is due at the time of the booking, in order to check out and complete the process.

Amendments to bookings can be made if they are done 24 hours before the session start time via the Childcare Booking System. Credit will be added to your balance, which can be used to offset future bookings. Refunds will only be given in the event of school closure or sickness. No monies will be refunded in the event of early collection or non-attendance.

Late collection

Charges will be made for late collection; please ensure you have a back-up plan in case of extreme lateness. Please see below for details:

a. 16.31-18.00 = full session payment of £15.00 will be charged
b. 18:01-18:30 = £10
c. 18:31-19:00 = £20
d. If your child is collected after 19:00 additional charges will be made to cover staffing costs and a letter will be sent home.
e. If you are late collecting your child having already received a letter, you will then receive a 'final' warning letter stating that the child will be unable to attend for the remainder of the term if the child is collected at 19:00 again.

If children are not collected after a period of 30 minutes with no contact from parents or carers, the school has an obligation to contact Social Services.

Fees will be waivered **only** if there is a significant traffic incident, which impacts on multiple parents. The school appreciates that we are surrounded by major roads, for example, A2 and M25 which on occasion have significant closures. It is vital that you have a support network in place for these situations.

Please ensure West Hill Chill have up to date emergency contact details. **West Hill Chill's Direct Number is: 01322 296146.**

Admissions

- Pupils and colleagues attending West Hill are invited to attend the club. Pupils who do not attend these schools or who are not those of members of The Golden Thread Alliance may attend through prior arrangements with the manager or supervisors of the provision.
- All places are subject to availability.
- The registration process must be completed prior to the child's commencement at the club.
- The terms and conditions are available to view via our school website.
- All club colleagues are made aware of the details of a new child.
- Children's attendance is recorded in a register.

Arrival and Departure

Breakfast Club

- Parents and carers are required to bring their child directly to the club and sign them in. You should enter via the main school office at the front of the school. Please do not let your child enter on their own. They must be accompanied by an adult.
- Children using breakfast club will be escorted towards their classrooms by West Hill Chill staff by 8.30am.

After School Club

The club colleagues will take a register of all contracted children and liaise with the class teacher/school office to determine why a child is not accounted for.

Departure

- Parents and carers should enter the club via the Lawrence Hill Gardens entrance at the back of the school canteen. Staff will be alerted to your arrival when you press the doorbell/intercom situated on the black gate of the club entrance.
- When a child is collected at the end of, or during a session, they must be signed out by a parent, carer or named collector, and the time recorded.
- Parents and carers must ensure that any person who may collect their child is listed on the registration form and that it is kept fully up to date.
- Parents must inform club colleagues if their child is going to be absent from the club.
- All children must be collected by an adult over 16 as per school policy, but under 16s can collect siblings with written consent from parents or carers.
- Children will not be allowed to walk home alone. We strongly advise that parents and carers have contingency plans in place for collection of children in case of traffic/train delays that affect the whole area.

Behaviour

Whilst attending the club, children are expected to:

- Use socially acceptable behaviour.
- Respect one another, accepting differences of race, gender, ability, age and religion.
- Choose and participate in a variety of activities.
- Ask for help if needed.
- Enjoy their time at the club.

Positive behaviour is encouraged by:

- Colleagues acting as positive role models.
- Praising appropriate behaviour.
- Sticker rewards.
- Informing parents about individual achievements.

Dealing with inappropriate behaviour:

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, if necessary, the child will be temporarily removed from the activity.
- Colleagues will explain why the behaviour displayed is deemed inappropriate.
- Colleagues will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- Colleagues will consult with parents and carers to formulate clear strategies for dealing with persistent inappropriate behaviour.

If after consultation with parents and carers, and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the club may decide to exclude the child. The reasons and processes involved will be clearly explained to the child and their parent or carer.

The club reserves the right to cancel with immediate effect any contract where behaviour is not deemed safe for the child, other children, or adults in the club.

First Aid

- All accidents will be recorded using the medical tracker online software, completed by staff. Parents and carers will be verbally notified upon collection of their child(ren) and the medical tracker summary will be forwarded the following morning. In cases of urgency and further investigation, you will be notified as soon as it is safe to do so.
- Accident records will give details of; time, date and nature of the accident, details of the child involved, type and location of the injury, action taken, and by whom.
- All incidents are dealt with by a qualified first aider.

Parents or carers of any child who becomes unwell during the club will be contacted immediately. If a child is sent home during school hours, the club will be informed of their absence.

Children with SEND and Additional Support Needs

We aim to provide an inclusive environment for all children wishing to attend our wraparound club sessions. We will take reasonable steps to make sure children with SEND and additional support needs can take part in activities and will put in place appropriate measures to safeguard them.

On registration we will ask all parents and carers to describe their child's needs in full to help us understand how we need to care for, and respond to, their child. This will enable us to explain to parents and carers how we can support their child(ren) which may include putting in place suitable safeguarding and health and safety arrangements and adapting activities to meet their individual needs. Parents and carers should be aware that there may be occasions where we do not have the full range of skills, facilities or resources required to meet an individual child's needs. If this is the case, we will discuss this with parents and carers and will provide support in identifying alternative local services and activities suitable to meet their child's needs. If parents do not make us aware of the child's needs on registration and we determine that we cannot meet need, parents will be invited in for a discussion as to a best way forward, which may involve finding alternative services or withdrawal of the place.

Payment of Fees

The club requires parents to pay their fees promptly in accordance with our terms and conditions. Fees are to be paid in advance, and payment is due for all contracted sessions even if your child is unable to attend their booked session.

The parent or carer signing the club's registration form is known as the 'contracting parent or carer' and is responsible for payment of all fees.

If a parent is experiencing difficulty with the payment of their fees, they should contact the school office staff as soon as possible. Our colleagues will treat all matters confidentially and arrange for discussions in private.

Procedures for Payment of Fees

For permanent bookings – Monthly bills, for the exact amount of that month's childcare, are processed in advance on the 1st working day of each month. For example, a permanent booking made now will not incur any charge until 1st September. At this point, you do not need to do anything – payment will be taken automatically for all booked sessions falling in September.

For ad hoc bookings, payment is due at the time of booking, in order to check out and complete the process.

If you wish to pay for the extended services provision using childcare vouchers, once you have registered an account with Childcare Bookings, simply send a payment via Tax Free Childcare or Childcare Voucher, directly to your school, as you have done previously.

Once the payment reaches the bank account, these funds will be automatically credited to your Account Balance in the online booking system. Your Account Balance can then be used as a payment method when making bookings.

Related Whole School Policies:

- Child Protection and Safeguarding policy
- Equal opportunities policy
- Health and Safety policy
- First Aid policy

Due to Health and Safety regulations, only food provided by the session may be consumed on the premises.

***The Golden Thread Alliance may update these Terms and Conditions at any time which may include changes to the session timings and from half sessions to full sessions only. Any changes to the Terms and Conditions will be communicated in writing and we will aim to give as much notice as possible.**