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EDUCATING YOUR CHILD

Starting school is one of the most important events in any child's life. At this time, parents are naturally concerned to do the best for their children, but many feel uncertain about what to do. Our aim is to make it as easy as possible for parents to understand the procedures involved.

Most parents prefer their children to go to the local school and a place can nearly always be found for them without difficulty. Sometimes, however, parents prefer a school outside their own area but may find that all the places have to be allocated to local children. Inevitably, therefore, some parents have to be disappointed.

This booklet contains all the information parents need to understand the arrangements for the admission of children to Herefordshire schools. It goes into a lot of detail to explain the rules and procedures the Council has to follow to ensure that the system works as fairly as possible. The rules and procedures have been agreed by the Local Admissions Forum through which the Council, Diocesan Education Authorities, Church schools and community schools work closely together to produce the best possible arrangements for parents. The rules and procedures are particularly important when more parents apply for a particular school than there are places available.

In the booklet, you will find details about -

- How the County's admission arrangements work, the admissions timetable for the 2009/2010 school year and the options that are open to you.
- Details of all maintained schools in the County, including the number of children that can be admitted to each primary school in the 2009/2010 school year.
- Information about the Church of England and Roman Catholic aided schools and what you have to do to apply if you would like your child to attend one.
- Information about nursery education and special education
- Information about school transport
- Other issues to do with schools – school uniform requirements and how parents can discuss concerns with individual schools

Staff in the Children & Young People's Services Directorate do all that they can to offer a friendly and efficient service to parents. Short leaflets are also provided to highlight the most important points parents need to bear in mind when they apply for a place in a primary or secondary school. Please get in touch with us if you need any help or advice, using the contact points shown inside the front cover of this booklet.

EDUCATING YOUR CHILD

Within Herefordshire a Choice Advisor offers help and guidance on the schools admissions process to parents and carers of young people transferring to secondary school

The aim being to:

- Make the process clearer
- Listen carefully to parents/carers and provide free, confidential and impartial advice
- Discuss all options available so that informed choices can be made
- Provide help and advice when filling in application forms and making appeals

For further information please contact:

Carol Weston - Choice Advisor

Telephone :01432 260999

1: ABOUT THE EDUCATION SERVICE

Herefordshire has 80 primary, (all of which are comprehensive day schools for both boys and girls), and 4 special schools, which are also for boys and girls. A full list of maintained schools in Herefordshire is given in Appendix 3 at the back of this booklet.

Admissions to community, foundation and voluntary controlled schools are on a non-selective basis. All such schools have defined catchment areas. Different admission arrangements apply to foundation and voluntary aided schools where the Governing Bodies make the decisions.

- **PRIMARY SCHOOLS** (age range 4-11 years or 4-7 years)
Of the 80 primary schools, 39 are community, 39 Church of England (20 Aided and 19 Controlled) 3 Roman Catholic (all Aided) and 2 Foundation Schools. In Leominster primary education is provided by separate infants and junior schools with transfer between them at age 7. 12 of the primary schools have nursery classes for 3 and 4 year olds.
- **SPECIAL SCHOOLS**
There are 4 special schools for children with Statements of special education needs (SEN). Admissions are arranged in consultation with the parents.

2: EARLY YEARS EDUCATION

2.1 Education For 3 and 4-Year Olds

Local Authorities (LA's) are required to arrange **half-time** education (i.e. 5 half-day sessions per week of 2½ hours each) for 3 and 4 year olds whose parents would like their children to attend. Eligibility is from the term **after** the child's 3rd birthday. Children with April birthdays will be admitted in the September (following their 3rd birthday).

A Leaflet entitled "Guide to Early Years Education for 3 and 4 Year Olds" is available from the Early Years and Extended Services (EYES) Childcare Information Service, on request.

Early years education in Herefordshire is provided through a mixture of LA, private, independent and voluntary settings, which include -

- LA nursery classes attached to 13 primary schools

- voluntary playgroups

- private nurseries

- LA reception classes in primary schools (in the school year of the child's 5th birthday only - see sections 4.1 and 4.2 below)

- independent schools

2.2 What Rights Do Parents Have?

Parents have a right to 5 half-day **education places** per week for their 4 year olds and 3 year olds in the term after their 3rd birthday. The places are free of charge provided they have been approved through the Herefordshire EYES. Parents are not obliged to take up such places if they do not wish their children to attend.

Parents do **not** have a right to a place in any particular setting. Nor can parents insist on any particular 'pick and mix' arrangement to make up the 5 days (e.g., some half-days in one setting and others elsewhere), **if** that does not fit the way in which the relevant settings work. All settings are allowed to have an admissions policy, and they can also decide the minimum and maximum levels of attendance per week for any child they agree to admit. Parents wanting more than the 5 x 2½ hour education sessions available (for example, full day care) will have to pay for the extra provision where it is available.

Any parent having difficulty obtaining their free provision for 5 half-day education sessions, or the level of provision to suit their needs on a paying basis, should contact the Childcare Information Service (see Section 2.6 below)

2.3 LA Nursery Classes

The Council maintains nursery classes for pupils aged 3 or 4 years in the following 13 primary schools-

Schools with nursery classes:

Bromyard, St. Peter's Primary School	01885 483237
Hereford, Broadlands Primary School	01432 266772
Hereford, Riverside Primary School	01432 274653
Hereford, Lord Scudamore Primary School	01432 273951
Hereford, Marlbrook Primary School	01432 266643
Hereford, St. Martin's Primary School	01432 273633
Kingstone and Thruxton Primary School	01981 250338
Kington Primary School	01544 230363
Ledbury Primary School	01531 632940
Leominster Infants' School	01568 612029
Ross-on-Wye, Ashfield Park Primary School	01989 562738
Weobley Primary School	01544 318273
Withington Primary School	01432 850289

2.4 How Do You Apply For A Place In A Nursery Class At A Primary School?

Each of the nursery classes, at 13 primary schools, serves quite a wide catchment area. The places available are allocated on a half time basis for either the morning or afternoon sessions on all days the nursery class is open. Acceptance of a place in an LA Nursery is for the full 5 half days of each school week, so that the children can experience the full range of Learning activities. However, there can be a flexible induction period for 3 year olds in the first half term, in negotiation with the school, whereby a child may attend for fewer than 5 sessions. This arrangement may be extended to the end of the first term in exceptional circumstances.

You can apply for a place in a nursery class by contacting the headteacher of the school in which it is based. It is advisable to apply as soon as possible **after** your child's 2nd birthday. Some priority is given to children with special needs or according to family circumstances.

It should be noted that admission to a nursery class is quite separate from admission to the main school. Consequently:

- i) there is no guarantee that a child in a nursery class will have a place in the reception class of the same school, especially since nursery classes serve an area that extends beyond the catchment area of the school;
- ii) the school cannot insist that nursery children remain at the school beyond the age of five.

2.5 Primary School Reception Classes

Details of when 4 year olds can be admitted into primary school reception classes are set out in sections 4.1 to 4.4 below.

2.6 Childcare Information Service

The EYES provides a Childcare Information Service, the C.I.S., which works to ensure that a comprehensive and accurate record of information is available to parents and carers about childminders, playgroups, nursery education, crèches, parent and toddler groups, before and after school clubs and services available for parents and children throughout the County of Hereford. The service is provided both in person at the Education and Conference Centre, Blackfriars Street, Hereford, and by telephone on 01432 261681.

2.7 Sure Start Area

A national programme called SureStart aims to improve the health and wellbeing of families and children before and from birth so that they flourish at home and when they go to school. In Herefordshire, the SureStart area covers Leominster and Kington towns and much of the rural area between and around the two. A mini Sure Start programme in Bromyard is also running through a voluntary organisation working in partnership with health, social services and education. The programmes aim to reduce child poverty and social exclusion by pioneering new ways of working to improve and sustain service. Sure Start can be contacted at the “Info In Herefordshire” Offices in Leominster by phone on 01432 383340 or in Bromyard on 01885 488495. Sure Start has now further developed into the provision of Children’s Centres as part of the Government’s ten-year childcare strategy.

2.8 Children’s Centres

Three Children’s Centres are now fully operational at Green Croft, alongside Marlbrook Primary School, Springfield (based on the site of Riverside Primary) in the south of Hereford City and Leominster (the local Sure Start programme in Leominster – see above). Six more Children’s Centres will be established in Herefordshire before 2008 based around the market towns of Bromyard, Ledbury, Kington, Ross-on-Wye, the Golden Valley and the North of Hereford City.

The intention is to offer a seamless service for parents and carers of children 0-4, incorporating integrated care and education, health services, family support and a base for childminders.

This integrated approach that will be easily accessible to families and lie at the centre of their communities, will provide an holistic approach for children’s development, support to families with young children and will facilitate the return to training and work for those parents who wish it.

3: GENERAL ADMISSIONS ARRANGEMENTS FOR PRIMARY AND HIGH SCHOOLS

This short Chapter explains basic terminology and general rules affecting primary schools. Chapters 4 explains how the specific admissions arrangements work for primary schools, and include the timetable for entry to schools in September 2009.

ADMISSION ARRANGEMENTS TO SCHOOLS

- **Catchment Areas**

Each community, foundation and voluntary controlled school serves a defined catchment area. That is also the case for most voluntary aided schools, although they also have a commitment to genuine church applicants for which details can be found in their school prospectus. Children whose parents apply on time are given priority for a place at the school serving their ordinary place of residence unless their parents ask for a place at a school in another area. The procedure for expressing a preference is described in chapter 3 (primary schools). **All parents must express a preference.** Catchment areas are kept under review and may be changed from time to time. Changes are made only after careful review and consultation with parents, schools and local communities.

- **Ordinary Place of Residence**

A child's ordinary place of residence is the address at which the child normally lives. **There are some rules, which apply when a child moves to a different address.** Those rules may affect a child's entitlement for school admission. Please contact the Pupil Admissions Office if you have any queries about changes of address.

- **Change of Home Address**

If you move house, your child may remain at the school at which they are registered, should you so wish, but you may not be eligible for free transport if the move is to a property outside the catchment area.

- **Published Admission Numbers (PAN)**

Each school has an admissions number, which is the number of pupils that the school can admit each year. **Published admission numbers** for each school are shown in Appendix 3. The admissions number will be taken into account by the Council and the Governing Body of a voluntary aided and foundation school when considering applications from parents. Some applications will be turned down if the total number of applications is greater than the published admission number. In such circumstances, parents have a right of appeal.

- **Definition Of 'Sibling'**

Paragraph 6.1 on page 16 sets out the Council's oversubscription policy and category 4 defines the brother/sister qualification. To qualify under this category a child must have a brother or sister at the preferred school both at the time of application and when the younger sibling is due to start. Qualification under this category is not only natural brothers and sisters but also stepbrothers/stepsisters and children legally adopted as well. Those applications which involve partners' children or foster children do not qualify. However, the Council will consider applications for partners and foster children under category 4 of the oversubscription policy if there are special circumstances to maintain the importance of daily family life.

- ***Class Size Regulations for Key Stage 1 Pupils (ages 4-7)***

The law requires pupils aged 4-7 generally to be in classes no larger than 30 pupils. However, the law on class size makes sensible allowance for the entry of an additional child in certain circumstances where not to admit the child would be prejudicial to his or her interests ('excepted pupils'). Such circumstances include:

- * where a child moves into an area outside the normal admissions round and there is no other school that would provide suitable education within a reasonable distance of his or her home.
- * where the child receives a Statement of special educational needs naming the school, or a pupil with a Statement naming that school moves into the area, in each case outside the normal admissions round.
- * where a pupil is initially refused admission to a school but is subsequently offered a place there for one of two reasons: the person making the original decision recognises that an error was made in implementing the school's admission arrangements; or an admission appeal panel decides that an error has been made or that the Council or the Governing Body of a voluntary aided school had acted unreasonably in refusing to admit the child to the school.
- * where a child who is normally educated in a special school, or in a special education centre in a primary school, spends part of the school week in an infants class of a primary school.

In the first three of these cases, the class may be above 30, but only for the remainder of that school year.

- ***Parental Interviews***

Parents should note that interviews are not part of the admissions process, though it is sensible for parents to visit the school before deciding whether or not to apply.

4: ADMISSION ARRANGEMENTS FOR PRIMARY SCHOOLS

4.1 *At What Age Can Your Child Start Primary School?*

Children reach compulsory school age at the beginning of the term **following their 5th birthday**. In Herefordshire, however, most children start school at least a term earlier than the law requires. The Council's **standard admissions policy** entitles parents to places for their children, in one of the Council's maintained schools, according to the date of their child's 5th birthday, as follows -

in the Autumn term if 5 between 1st September and 31st December inclusive
in the Spring term if 5 between 1st January and 30th April inclusive
in the Summer term if 5 between 1st May and 31st August inclusive

The autumn term begins after the summer holidays, the spring term after the Christmas and New Year holidays, and the summer term after the Easter holidays.

4.2 *Can Schools Let My Child Start Earlier?*

If your child has his or her 5th birthday between 1st January and 31st August, your school might allow your child to start earlier. Each school makes its own decision, after considering whether or not they are able to provide the accommodation, staffing, curriculum and care arrangements suited to the needs of the age group. Parents are not entitled to such arrangements for their children. Nor are parents obliged to take up places any earlier than they would wish (see paragraph 4.3 below). **Whatever the arrangements that schools make, allocation of places to individual children will be decided according to the procedures set out in paragraphs 4.5 to 4.10 below.**

You will need to check with the school you would like your child to attend, to see what their admissions arrangements are **for pupils with 5th birthdays on or after 1st January**. Some schools may decide to admit as set out in the Council's **standard admissions policy**. Other schools may allow all children who become 5 during the school year to start in September. Some schools may allow the older children to start in September, with the rest starting in January. Many schools provide for children to attend part-time at first. Any period of part-time attendance could vary according to the circumstances at each school and perhaps also according to the age of the child. (For details about Early Years education for 3 year olds and younger 4 year olds, please see Section 2)

4.3 *Can Parents Keep Their Children Out Of School Until They Are 5?*

Parents are not obliged to take up places for their children any earlier than the law requires (i.e. currently from the term following the 5th birthday). Schools cannot require children to start sooner than parents wish. If you do wish to defer taking up a place for your child, you are strongly advised to discuss the matter first with the school or with the Pupil Admissions Office, and you must apply by the closing date for applications (16th January 2009).

Parents therefore have the option of deferring their child's entry until later in the same school year. The effect is that the place is held for that child and is not available to be offered to another child. The parent would not however be able to defer entry beyond the beginning of the term after the child's fifth birthday, nor beyond the academic year for which the original application was accepted. If they want to defer their child's admission to a later academic year (if a summer term birth child i.e. 5 in June, July or August), they will have to reapply during the appropriate admissions round.

4.4 What If Your Child Is 5 Between 1st September And 31st December?

The Council does not allow schools to admit children before the school year in which they become 5. Children whose 5th birthday occurs between 1st September and 31st December, therefore, could **not** start school until the autumn term in which they become 5. Such children may instead go to one of the nursery units listed at paragraph 2.3 of this booklet, if there are places available, in the period before they are due to start school. They may also attend those playgroups, private nurseries, and independent schools included in the LA's Directory of Early Years' providers.

4.5 Can I Apply For A Place At Any Primary School?

You may apply for a place at any primary school maintained by Herefordshire Council. For the school year commencing September 2009, you will be able to express two preferences, in ranked order, on the common application form PA1.

On Line Admissions

Applications can be made on line at www.cs.herefordshire.gov.uk within Herefordshire for the academic year 2009/2010.

4.6 How do you apply for a place at a Primary School?

As previously stated, children who will start school, in the reception year after September 2009, (*parent's*) will be given the opportunity to express two individual preferences for primary schools of their choice. This position only relates to applications for the initial allocation process for forms received by 16th January 2009, or by September 2010 which will be dealt with as late applications.

Parents should give or send new applications to the Admissions Office of the LA, (**not the school**) for their highest preferred school, using the form (PA1) available from the Pupil Admissions Office. Applications are required from all parents, including parents whose preference will be for the school provided for the child's home address and parents whose preference is for a Voluntary Aided (church) School.

It is advisable to **apply as soon as your child is 3 years old** and no later than the date indicated in paragraph 4.8. **Late applications are always considered, though it might not be possible to allocate a place in the school you prefer, if it is over-subscribed, even if the school is the one provided for your home address.**

It would be very helpful if you would let the Pupil Admissions Office know either in writing or by e-mail to schooladmissions@herefordshire.gov.uk if you are withdrawing your application for any reason. **You should notify the Pupil Admissions Office of a change of address immediately.**

4.7 When Are Decisions Made?

Community, Voluntary Controlled and Voluntary Aided Primary Schools

Places in reception classes in community, voluntary controlled and voluntary aided schools

are allocated on the basis of applications received by the Pupil Admissions Office on or before: **16th January 2009** for admissions in school year September 2008 to August 2009

That date applies for all admissions during that school year, **including** children who might not be entitled to start school until January 2010 or April 2010. Parents who do not wish their children to start until the statutory school age (i.e. the term **after** the 5th birthday) should discuss their intentions with the school, and must also apply for a school place by the date above, so that their application can be considered. All offers of places, including voluntary aided schools, will be made by the Pupil Admissions Office on **24th March 2009**.

4.8 What Happens If I Apply After The Closing Date Of January 2009?

Applications received after 16th January 2009 will be allocated to the preferred school on the understanding that admissions do not exceed the published admission number or conflict with the requirement not to exceed 30 pupils in a key stage one class. When considering the late application the Council or the relevant Foundation or Voluntary Aided School will have regard to the reason for the delay in applying together with the distance to the nearest alternative school. However, the formal offer date for primary places will be 24th March 2009, so late applications received between 16th January and 24th March 2009, if the reasons are acceptable, will be able to be considered in the formal application process.

4.9 What Happens If You Are Moving Into A New Area and Your Child Is Beyond Reception Age?

When families with children of school age move into a new area, and wish to transfer their children to a different school, parents should at the earliest opportunity either ask at schools in the area or contact the Pupil Admissions Office.

Even if parents apply for the school provided for the child's home address, a place cannot be guaranteed if the year group is overcrowded. In these situations the Council may designate an alternative primary school or the parents may decide to use the appeal process.

4.10 How Many Children May Be Admitted To Each Primary School?

The Council has a duty to ensure the provision of efficient education and the efficient use of resources. Schools cannot be allowed to become overcrowded. The number of pupils that may be admitted to a school in the relevant year group is known as the Published Admission Number (PAN). Details for each school are given in Appendix 3.

The law on Key Stage 1 class size requires the Council and the Governing Bodies of voluntary aided schools to adjust standard admission numbers so that they are suitable for the class size limit of 30 pupils per class. The new law also introduces different arrangements for the consideration of parental appeals where the child concerned is in a relevant age group, to prevent the appeals panel from allowing appeals that would cause the class size limit to be exceeded.

For further details about the allocation of places, the appeals procedure and transport arrangements which might affect your decisions, you should refer to chapters 6 and 7 of this booklet.

4.11 Can Applications Be Considered For Pupils Who Do Not Live In Herefordshire?

In the case of primary school admissions, parents should approach their preferred school who will provide the necessary information and advice. Parents will need to complete an application form (PA1) indicating the Herefordshire school and formally apply by the 16th

January 2009. The offer of a place will be made by Herefordshire LA, on 24th March 2009, and not the Council in which the parents live.

5: ALLOCATION OF PLACES IN PRIMARY SCHOOLS

Although the School Standards and Framework Act 1998 gives parents the right to express preferences for their child to be admitted to any school maintained from public funds, there are 4 reasons why one or more of their 3 preferences might have to be refused:

- i) the school(s) might be oversubscribed;
- ii) the classes for infants (aged 4-7) in primary schools have reached the legal limit of 30 pupils;
- iii) the child does not meet the requirements of the admissions policy or subsequently fails to do so;
- iv) information provided by the parents (including information about addresses) is found to be fraudulent or intentionally misleading (such information may also be grounds for withdrawal of any place that has been allocated, even after the child has started at the school).

5.1 What happens if the school is oversubscribed?

When there are more applications than places, in a community or voluntary controlled school, children are admitted on the basis of the published policy listed in the following order of priority:

- i) *pupils* with a Statement of **special education need** which names the school and those pupils in receipt of banded funding where the LA believes a particular school should be named; (see Footnote 1)
- ii) *pupils* in the '**looked after**' system and children who are adopted where the approved agencies agree that the preferred school meets the child's social, pastoral and educational needs; (see Footnote 2)
- iii) *pupils* whose principal home address is within the **catchment** area of the school; **sorted firstly by sibling connection by distance and then by distance only** (see Footnote 3)
- iv) *pupils* who live outside the **catchment** area of the school; **sorted firstly by sibling/distance connection** and school not only at the time of application but also when the younger child is due to start; and **then by distance only** (see Footnote 4)
- v) *pupils* with exceptional **medical, social or compassionate** grounds for admission and whose parents can show that entry to a particular school is necessary for the well being of their child. Parents are required to produce a medical certificate, or other appropriate information preferably from an independent source. The critical test applied is whether the school that is sought is the only one, which can meet the individual pupil's needs. The Director of Children's Services or her advisory panel will not consider applications on such grounds unless this supporting information is attached to your application form when you apply (see Footnote 5)
- vi) *pupils* who live **nearest** to the school by the shortest available walking route. (See

paragraph 7.1 for how walking distance is measured). (see Footnote 6)

General notes:

No priority is given to pupils living outside, but attending a primary school within, the catchment area of the relevant high school, i.e. the determining factor is the child's home address.

Footnote 1: This is the first priority because the Council must comply fully with the requirements of the Statement of SEN.

Footnote 2: This is the 2nd priority because the Council wishes to protect children in public care from further disadvantage that can arise from possible changes of school when the care placement changes.

Footnote 3: This is the 3rd priority because the Council gives high importance to trying to ensure that children are able to attend the school within their local community.

Footnote 4: This is the 4th priority to recognise the importance to daily family life, including travel arrangements, of having brothers/sisters at the same school where possible. The rule is **not** intended to favour parents with a previous but no longer current family connection with the school (see also Section 3 for definition of 'sibling').

Footnote 5: This is the 5th priority to be sensitive to exceptional needs that individual children and families may have. If you successful with this you will only go to the top of the criteria that you come under.

Footnote 6: The 6th priority is a measurable, objective way of allocating the remaining places.

Where, at any school, applications exceed the number of places, the priorities will be applied in the sequence indicated above, i.e. after SEN and children in the 'looked after' system it will be catchment area children 3rd, brothers and sisters 4th, special reasons 5th, then according to distance, each assessed as indicated above.

If the admission of the top 3 categories can be satisfied, but there are insufficient places for all out-area brothers and sisters, priorities will be decided first by reference to special reasons, then according to distance (as defined under paragraph 7.1.).

Following the allocation of the top 2 categories, there may be an occasion when it is not possible to offer places for all children living in the catchment area. In that situation, the places will be allocated in the sequence of the criteria listed above, i.e. first to children with brothers and sisters who would still be at the school in September 2009, next to pupils with validated medical, social or compassionate grounds, and finally according to distance from the school.

PRIMARY SCHOOL ALLOCATIONS AT RECEPTION AGE

5.2 Who determines the allocation of places?

STAGE 1 All the applications received from parents, by the closing date of 16th January 2009, will be analysed together, along with any late applications for which there are good reasons (see paragraph 4.8). The applications for Community, Foundation and Voluntary Controlled Schools will be considered against the 6 priorities explained in paragraph 6.1. The Governors of Foundation and Voluntary Aided Schools will make their decisions based on the published admission criteria defined in Appendix 4. At this stage, the two preferences are each treated as a first preference, i.e. the priority order shown by parents will not count at this point.

STAGE 2 Following analysis, lists will be drawn up of all parents who have applied (whether as first or second preference) for each school. At the top of each list, for Community Foundation and Voluntary Controlled Schools, will be the applicants whose children live in the catchment area and living nearest to the school. At the bottom of the list will be the applicants whose children live outside the catchment area and live furthest from the school. Foundation and Voluntary Aided Schools will define their order as indicated in Appendix 4.

STAGE 3 Each parent will then be offered a place at the highest of their 2 preferences (if any) that is available after all higher priority applicants have been allocated places. At this stage applications for Community Voluntary Controlled and Voluntary Aided will be considered together.

STAGE 4 It is possible that some parents will not be offered a place at either of their 2 preferred schools. That could happen only in the case of parents who have applied for 2 over-subscribed schools and have not included their catchment area school as one of the 2 preferences or parents who have submitted a late application by the offer date without good reason. In such circumstances, the parents will be offered a place at the nearest or most accessible school that still has places available, taking account of any information the parents may have already provided.

5.3 When, and by whom, will the offers to parents be made?

Offers will be made on the same day to all parents who have applied in time. The day will be:

24th March 2009

The Council, including in the case of Foundation and Voluntary Aided Schools and schools in other LA's, will announce all offers. Please note that only **one** school will be offered on the 24th March 2009, which will be the highest ranked, with spaces available, that you have defined on your application form. **The Council is unable to provide any information about places to be offered before this date.**

5.4 Is there a waiting list for primary schools that have too many applicants?

A waiting list will be maintained for primary schools for the reception allocation year only. This waiting list will remain open until the start of term commencing September 2009 after the registration of pupils has been confirmed.

5.5 Can you appeal if your request is unsuccessful?

If parents are sent a refusal letter after the 24th March 2009, for either the first or second school preferred, they would be able to appeal. Appeals by parents, setting out the grounds upon which the appeal is made, should be submitted in writing, using the form sent to all unsuccessful applicants, to the Children & Young People's Directorate **within three weeks of the date of notification of the refusal of a place**. All appeals are heard by an independent appeals panel which holds most of its meetings between April and July, though meetings are arranged at any time of year, when necessary. Separate hearings are held for each school.

Further information about the appeals procedure is available from the Pupil Admissions Office or from the County Secretary and Solicitor, The Herefordshire Council, PO Box 185, Hereford HR4 9ZR.

In the case of Foundation and Voluntary Aided Schools the parents will appeal as follows: (i) for Catholic Schools: to the Governing Body;
(ii) for Church of England Schools: through the Director of Education, at The Diocesan Education Office, The Palace, Hereford, HR4 9BL.
(iii) for Foundation Schools: to the Governing Body.

6:ALLOCATION OF PRIMARY PLACES OUTSIDE NORMAL ADMISSIONS ROUND

6.1 *Can a child transfer to another school at any age other than the normal transfer age?*

If parents wish to transfer their child to the same age group in another school, parents should discuss the transfer with the Headteacher of the pupil's present school in the first instance. If it is then decided to make a formal request for transfer, parents should complete an application form PA2 for primary school available from the school to which you wish to apply to or from the Pupil Admissions Office. Parents should be aware that any information provided on the application form will be crosschecked and any fraudulent or misleading statement will result in the school place being refused.

The Council's policy in such circumstances is essentially the same as for admissions to schools at the normal age and time of transfer (i.e. as in paragraph 6.1 above). However, when determining the number of places available in the relevant age group, the Council will refer to the Published Admission Number (PAN) that was in operation when that year group was at the normal transfer age, in order to judge whether or not admission would prejudice the provision of efficient education or the efficient use of resources. In the case of primary schools, the Council will also take into account the regulations that limit to 30 the size of classes for children under the age of 7 at the start of the school year. Parents should note that interviews are not part of the admissions process, except in the case of Church place applications to a voluntary aided school, where the sole purpose of any interview would be to establish the denominational qualification of the parents. In no other circumstances should interviews be held before a place has been allocated, though it is sensible for parents to visit the school before deciding whether or not to apply. Headteachers of Community Schools are unable to offer places.

If a place is not available at the requested school then parents are entitled to appeal against the decision not to offer a place. However parents are limited to one appeal per school per academic year.

6.2 *Can a child be allocated a school place following permanent exclusion?*

If a child has been excluded from two separate schools it is unlikely that another primary school will be provided. The Council will arrange alternative provision through the Medical and Behavioural Support Service.

However, where possible the authority will try to place a pupil at a suitable alternative school at a reasonable distance from the home address.

7: SCHOOL TRANSPORT UP TO THE AGE OF 11

The policies set out in this Section are the general policies in force, but the Council also considers individual circumstances that may justify a variation in policy.

7.1 For whom is assistance with transport provided?

Assistance with transport is provided for children who are attending the designated school provided for their home address and who live beyond walking distance from the school they attend.

Walking distance is defined in law as up to 2 miles for children under 8 years of age and up to 3 miles for older children. It is always assumed that a child will be accompanied as necessary. The distance is measured by the shortest available walking route along a road or made up footpath, as measured from the nearest pedestrian access to the school site to the nearest entrance to the external boundary of the pupil's home address.

(NB: In general, children eligible for free transport may be required to walk or be taken by parents up to one mile to or from a designated boarding or alighting point.)

As from September 2007 children aged eight but under age 11 from low income families (children entitled to free school meals, or whose parents are in receipt of their maximum level of Working Tax Credit) are eligible for free transport where they live more than two miles from their designated school.

7.2 What happens if there is disagreement about walking routes?

In cases of disagreement about walking routes, you may consult the Admissions and Transport Manager, The Herefordshire Council, PO Box 185, Hereford HR4 9ZR (01432 260927).

7.3 Is transport provided for under 5s?

The Council does not provide transport for under 5s, until the term in which children are entitled to start school under the Council's **standard admissions policy**, as described in paragraph 4.1. In other words, transport is not provided for children attending nursery classes, or for children attending reception classes under earlier admission arrangements allowed by schools, as described in paragraph 4.2 above.

7.4 What types of transport assistance are available?

The Director of Education decides on the most suitable transport arrangements, bearing in mind all relevant factors, including cost.

Depending on individual circumstances, transport is arranged usually by contract bus, service bus or rail, though sometimes other individual arrangements have to be made. Transport is provided at the beginning and end of the normal school day, but is not provided for out of hour's activities.

7.5 How far will I need to walk to the nearest boarding point?

In general, children, accompanied by their parents where appropriate, may be required to walk up to one mile to or from a designated boarding or alighting point. (In the case of denominational transport the distance to the boarding could be further than one mile) However, in certain circumstances the cost of redesignating a new boarding point may not be economic or cost effective and therefore parents may be expected to take their child up to the limit of the statutory walking distances.

7.6 Will travel assistance be given to a school other than one provided for the home address?

Assistance with transport is normally given only to pupils attending the school(s) **provided** for their home address. Parents are responsible for transport when their child attends, by parental preference, an alternative school. However, some exceptions may be made in the following circumstances:

- (a) address and the Local Authority redesignated alternative school is situated beyond the defined walking distance (see paragraph 7.1 above);
- (b) a pupil with problems associated with special education needs for whom attendance at a particular school is considered to be appropriate and the school is situated beyond the defined walking distance, or if walking is too difficult for the pupil.
- (c) Children from low-income groups who meet the criteria laid out in 7.1 above.

7.7 What travel arrangements apply to Aided church schools?

Herefordshire Council will provide assistance with transport where a child attends, on **denominational grounds**, the nearest appropriate or designated voluntary aided church school, **and** it is beyond statutory walking distance from the home address.

Parents are asked to pay a contribution towards the cost of providing such transport subject to the following criteria:

1. Parents to pay contributions towards the cost of transport for the first two children attending any denominational school from any one family (at the same address) with any subsequent children having a denominational place entitled to free transport, so long as those other children remain in receipt of transport under this scheme.
2. Free transport for those children entitled to free school meals (Entitlement can be checked by contacting the Free School Meals team on 01432 260921), families in receipt of free prescriptions (on income related criteria) or in receipt of full housing or Council Tax benefit.
3. A contribution of 50% of the set contribution rate per term for those not entitled under 2 above but whose parent(s) are entitled to Housing or Council tax benefit.

A child is deemed to attend a local Church School on denominational grounds where the denomination of the parents is the same as the denomination of the school and the child is offered a denominational place.

As in the case of transport to community schools, statutory walking distance is up to 2 miles for children under 8 years of age, and up to 3 miles for older children.

The Children's Services Cabinet member will set the level of parental contribution in January 2009. For budgetary purposes the charge will be linked to the level of contribution paid by parents utilising the Vacant Seat Payments Scheme, which for the 2008/2009 school year is £125 per term.

For information the list of Aided Church Schools is as follows;

Church of England

Bodenham, St Michael's C.E. Primary
 Brampton Abbots C.E Primary
 Bridstow C.E Primary
 Cradley C.E. Primary
 Fownhope, St Mary's C.E. Primary
 Hereford, St James' C.E. Primary
 Hereford, St Paul's C.E Primary
 Hereford, St Thomas Cantilupe C.E. Primary
 Kimbolton, St James' C.E. Primary
 Kingsland C.E. Primary
 LA C.E. Primary
 Leintwardine Endowed Primary
 Leominster, Ivington C.E. Primary
 Llangrove C.E. Primary
 Much Marcle C.E. Primary
 Pembridge C.E. Primary
 Pencombe C.E. Primary
 Weston-under-Penyard C.E. Primary
 Whitchurch C.E. Primary

7.8 *Can children who do not qualify for assistance with transport take up spare seats on school buses?*

Each term, the Admission and Transport Section identifies any spare seats on school buses. Spare seats are sold at either the current standard rate for each child (£125 per term in 2008/2009) or at the lesser rate for each child (£40 per term in 2008/2009) who is in receipt of free school meals. There is no guarantee that a seat will be available at the start of the following term, or continued throughout a term. In the event of more applicants than vacant seats being available, the allocation of places will be on the basis of nearness to the provided/preferred school. It is also important to note that the Council is reviewing all routes now that pupil numbers are falling and there are likely to be an increasing number of situations in which routes will be combined or simplified, and this may mean that vacant seats will reduce in number.

7.9 Will transport be provided for medical reasons?

The Council may provide free transport for medical reasons, if necessary, on the recommendation of the Senior Clinical Medical Officer.

7.10 Will transport be provided to and from Independent Schools?

No travel assistance will be given to pupils attending Independent primary and secondary schools.

7.11 What happens if a pupil is disruptive on the provided transport?

Parents must appreciate that the authority will not tolerate anti-social behaviour on its home to school transport. The authority has issued various sanctions to deal with these situations, which in the most serious of cases could result in the pupil/student being banned from all authority transport. In these situations the parents will become responsible for transporting the child to school.

7.12 How do I apply for transport?

If you believe that you qualify for free transport or if you wish to apply for a seat under the Vacant Seat Payment Scheme please contact the Transport Section by email schooltransport@herefordshire.gov.uk or ring one of the contact numbers on the inside cover of this booklet.

8: NATIONAL CURRICULUM AND ASSESSMENT ARRANGEMENTS

The Education Reform Act (1988) introduced a National Curriculum for all pupils aged 5-16 years in all publicly funded schools, including special schools. The main aims of the National Curriculum are to provide pupils with a broad and balanced curriculum, which promotes their spiritual, moral, cultural, social, mental and physical development. The following information explains the position for the school year 2007-2008.

8.1 What must pupils aged 5 –11 study?

Pupils in Key Stages 1 (ages 5-7) and 2 (ages 7-11) must study English, mathematics, science, design and technology (D&T), information and communication technology (ICT), history, geography, art and design, music, physical education (PE) and religious education (RE).

Although it is not statutory most schools provide lessons in personal, social and health education.

From September 2009 it will be compulsory for all pupils in Key Stage 2 (KS2) to study a modern foreign language (MFL); it is anticipated that many schools will begin to introduce a MFL to some pupils in KS2 from September 2005 and phase in the entitlement over 4 years.

8.2 What about pupils with special education needs?

Pupils with special education needs also follow the National Curriculum so that they have similar education opportunities. However, in particular circumstances, parts of the National Curriculum can be withdrawn for short periods of time. This is known as 'disapplication'. (See Chapter 12 of this booklet about Special Education Needs.) Pupils attending Pupil Referral Units follow a broad and balanced curriculum, which includes important aspects of the National Curriculum.

8.3 Specialist Schools

In schools that are designated and funded as specialist because they are centres of excellence for a certain subject, the government requires enhanced provision and opportunities for pupils in that subject.

8.4 Who makes the decisions about the curriculum in schools?

The content and assessment procedures of the National Curriculum are determined by the Secretary of State for Education and Employment, and are overseen by the Qualifications and Curriculum Authority (Q.C.A.). In all parts of the curriculum, the manner in which the curriculum is taught is a matter for individual schools, taking account of external guidance, which includes the national literacy and numeracy strategies. It is the responsibility of the Governing Body to ensure each school has a curriculum policy, which must include the National Curriculum determined by the Secretary of State for Education and Skills.

8.5 What do you do if you are unhappy about the curriculum your child is studying?

Most problems can be solved by discussing them with your child's teacher and/or headteacher. If a problem cannot be solved in that way, please contact the School Improvement Services at the office of the Children and Young Peoples' Services, P.O. Box 185, Hereford HR4 9ZR, telephone: 01432 260813.

8.6 *How is the National Curriculum assessed?*

The National Curriculum is organised into the Foundation Stage and 2 other Key Stages.

Foundation Stage for pupils age 3-5 years
 Key Stage 1 for pupils aged 5-7 years
 Key Stage 2 for pupils aged 7-11 years

Regular assessment is not new; it lies at the heart of effective teaching and helps in the planning of the next stage of a pupil's learning programme. During each school year, teachers continually assess pupils' work.

National Curriculum statutory assessment takes place at the end of the Foundation Stage and at the end of Key Stages 1, 2 (i.e. for pupils aged 7- 11). It includes both teacher assessment and externally set tasks/tests in the core subjects of English, mathematics and science as follows:

<i>End of Foundation Stage</i>	*	Teacher assessment using the Foundation Stage Profile
<i>End of Key Stage 1</i>	*	Teacher, assessment supported by externally set tests and tasks in reading, writing, handwriting, spelling and mathematics.
<i>End of Key Stage 2</i>	*	Externally set tests in English, mathematics and science.

8.7 *Where can you find out more about the curriculum your child will study and how will you be kept informed of progress?*

Each **school's prospectus and governors' annual report** must include information about what is taught and how the curriculum is arranged. Schools must also provide information about examinations and vocational qualifications, school results in tests, and teacher assessments at the end of each Key Stage.

Schools must provide a written **annual report** for your child, detailing attendance and progress, with comments on all National Curriculum subjects. At the end of the Key Stage, the report must give your child's National Curriculum assessment results in Mathematics, English and Science and how these compare with the results of pupils of the same age in the school and, where relevant, nationally. The results of any public examinations taken by your child must also be given. Schools must give general information about the attainment of other pupils of the same age, so that you can compare your child's results with those details.

All schools must also make **arrangements for parents to discuss their child's progress with appropriate teachers, at least once a year.**

8.8 *How can you best help your child?*

- looking at books, reading to and with your child before and after they first start school;
- talking to your child about school;
- contacting the school about any concerns or worries you or your child have;
- keeping in touch with teachers who are in the best position to answer questions about what pupils are learning and the progress they are making;
- attending open evenings;
- encouraging your child to do homework the school has set.

Headteachers and teachers are always willing to discuss your child's progress with you, by appointment.

9: CHARGES, SCHOOL MEALS AND MILK ALLOWANCES

9.1 *Are any charges made for school activities?*

In general, schools may not charge for the education of pupils, but there are some circumstances in which charges may be made, as explained below.

Instrumental Music Tuition

Charging arrangements exist for parents to pay part of the cost, if their children receive instrumental music tuition in a small group (up to and including 4 children) or have individual lessons with one of the County's specialist teachers. The Authority also provide an instrument leasing scheme which is chargeable

Residential Activities

Parents will be required to pay all or part of the cost of accommodation and meals for residential activities organised by the school as part of the curriculum. Transport for curriculum activities is provided free of charge by the school, though schools may ask parents for voluntary contributions.

Swimming

No charge is made to parents for swimming instruction organised by the school, though schools may ask for voluntary contributions towards the cost of pool fees and transport.

Examinations

Fees for public examinations are usually paid by the Council. Entry for approved public examinations is encouraged as long as pupils have a reasonable chance of success. Decisions on such matters are normally left to the professional judgement of the headteacher and staff. Parents might be asked to pay fees if pupils fail to attend an examination for which they have been entered.

Milk

Milk is not provided free of charge by the Council. However, some schools choose to operate a European Community Scheme where milk is provided at subsidised rates, and a Department of Health Scheme, which provides free milk for Under 5s.

Meals

Although the Council does not have a school meals service, many schools have arrangements with private caterers to provide food for sale to pupils. Children who are eligible for free meals receive either a sandwich pack or a contribution towards the cost of a meal available at the school. Free school meals are available only to pupils whose parents are receiving a Department of Social Security Award of Income Support or Job Seeker's Allowance (Income based). Application forms are available from all schools and from the Free Meals Unit, The Herefordshire Council, PO Box 185, Hereford HR4 9ZR or 01432 260921.

9.2 Are there any allowances available?

The only allowance available is for essential clothing. In the most recent financial year, the essential clothing allowance was available only for a limited range of items such as shoes. Grants are considered only for children as they start school and later when they move on to each stage of schooling. The scheme is subject to revision each January. Applications for assistance should be addressed to The Herefordshire Council, PO Box 185, Hereford HR4 9ZR or 01432 260000.

Education Welfare Service

The Education Welfare Service provides support to children, families and schools ensuring school attendance. Each Education Welfare Officer works with particular high schools and their local primary schools.

The Service advises on pupil welfare matters and issues related to attendance at school, including child employment matters.

Should you experience problems, which directly or indirectly affect your child's attendance, a Welfare Officer will be pleased to provide advice and support.

The Home School Liaison Service works alongside the Education Welfare Service providing similar support and advice aimed at targeted primary Schools.

Information about both these services can be obtained from:

Principal Education Welfare Officer,
P.O. Box 185,
Blackfriars
Hereford HR4 9ZR. Tel: 01432 260861

School Uniform and Appearance Codes

Many Governing Bodies have made a policy to define a 'school uniform' as it can make a considerable contribution towards the school's ethos or image. Schools, in setting their uniform policy, must act reasonably. Recently legal advice has been given indicating that it would be inappropriate for any school to have a policy for uniform, which did not include provision for girls to wear trousers.

The policy on uniform varies between schools and parents should seek information on the policy by reference to the school prospectus. Prospectuses are supplied to parents by the individual school concerned. Any parent wishing to know more about the uniform policies of a particular school should make inquiries at the school.

School Leaving Date

Following the Education (School Leaving Date) Order 1997, which came into effect from 1998, the school leaving date is the last Friday in June for all pupils who will be 16 by 31st August.

11.1 What are Special Educational needs?

The terms SEN and disability have legal definitions:

- Children with SEN have Learning difficulties or disabilities that make it harder for them to Learn than most children of the same age and which calls for special educational provision to be made for them. (SEN Code of Practice 2001) It has been estimated that about one in five children will have SEN at some time during their education.
- Children have a disability if they have a physical or mental impairment that has a substantial and long term effect on their ability to carry out normal day to day activities. (SEN & Disability Act 2001)

11.2 What provision is made for children with SEN and Disabilities

In the majority of cases children will have their needs met in their local mainstream school where school staff, working in co-operation with the Council's support services; Learning Support Service (LSS), Behavioural Support Service (BSS), Physical and Sensory Support Service (PASSS), Herefordshire Psychological Service (HPS) and Pre-School area Inclusion

Co-ordinators will be able to identify, assess and advise schools on how to provide for children with special or additional educational needs. All schools and early years' settings use the Code of Practice on Special Educational needs, to guide their procedures for deciding which children need special help and their arrangements for providing that help.

The Code of Practice recommends that schools should deal with children's needs in stages, matching the level of help to the needs of the child. Most children with special educational needs will have these needs met at 'School Action' and 'School Action Plus'. These stages are school based. A small minority of children with Special Educational needs may require a statutory assessment which may result in a written statement of need. The Council has also put into place a system of banded funding which is in addition to that delegated to schools budgets to meet SEN. It is designed to enable schools to make a range of additional arrangements for children with significant needs more quickly and simply. Banded funding is still being phased in and currently applies to pupils from year R to year 10. Please see Parent Partnership Leaflet 'Funding for Inclusion' for more details.

A small minority of children will require the extra support of a special school. A child must have a statement of SEN to attend a special school and a place is determined following the Council's consideration of statutory advice or statutory annual review of a statement of SEN. **Admission to a special school is not part of the process described in this booklet and you should not name a special school as one of your 3 choices.** The possibility of consideration for a special school place should be discussed as part of the Annual Review process.

There are 4 special schools in Herefordshire:

- Barrs Court School (40 places) for children & young people with Severe Profound and Multiple Learning Difficulties (SLD/ PMLD) Age Range 11-19
- Blackmarston School (40 places) for children & young people with Severe Profound and Multiple Learning Difficulties (SLD/PMLD) Age Range 3 -11
- Westfield School (30 places) for children & young people with Severe Profound and Multiple Learning Difficulties (SLD/PLMD) Age Range 5 -19
- The Brookfield School (48 places) for children & young people with Behavioural, Emotional and Social Difficulties (BESD) Age Range 5 -16

All schools must consider what the SEN Code of Practice says when they draw up their policies for children with special educational needs and must include within the school's policy the name of the teacher who is responsible for children with special needs (often called the special educational needs Co-ordinator or SENCO) who will be able to talk to you about your child's Special Educational needs and keep you fully involved if particular support arrangements are to be provided. If you are not sure whether your child has special needs as defined above you should contact the SENCO. If your child has a statement of special educational needs you will need to start planning the phase transfer in year 5 through the statement review process. Schools are responsible for calling these review meetings and involving parents in them.

If it is not possible to come to an agreement about a child's special needs and or a school placement parents have the right to appeal to the Special Educational Needs and Disability Tribunal (SENDIST). The tribunal is an independent body set up to consider cases where parents and a local Authority have not been able to reach agreement. However the vast majority of cases are resolved through consultation between the parents, Council Officers and in some cases the Parent Partnership. These services are available through contact with:

The Parent Partnership Officer Telephone 01432 260955

Accessibility

The Inclusion statement in the National Curriculum outlines three principles to support the access and inclusion of young people with a range of additional needs:

Schools should.....

1. set suitable learning challenges
2. respond to pupils' diverse learning needs
3. overcome potential barriers to learning and assessment for individuals and groups of pupils.

The LA has an Accessibility Strategy to support the inclusion of young people in their local school by removing barriers to the accessibility of information, the curriculum and physical environment wherever possible.

We are confident that all mainstream schools in Herefordshire are able with the appropriate support and adaptations to the curriculum to meet the Learning needs of the majority of children in their locality.

12: *Special Schools, classes and centres*

These schools are not accessed through parental preference only but in conjunction with the recommendation of professionals such as Educational Psychologists.

A child must have a statement to attend a special school.

Special Schools for children and young people with Severe, Profound and Multiple Learning Difficulties and Disabilities. (SLD/PMLD)

- Blackmarston School (40 places)
Honduu Close
Hereford HR2 7NX
Telephone 01432 272376

Age Range 3 -11

Leominster

- Westfield School (30 places)
Westfield Walk
Leominster
Herefordshire
HR6 8HD
Telephone 01568 613147

Age Range 5 -19

Special Schools for children and young people with Behavioural, Emotional & Social Difficulties (BESD)

- The Brookfield School (48 places)
Grandstand Road
Hereford
HR4 9NG
Age range 5-16
Telephone 01432 265153

Primary and Secondary Schools with a specialist centre

Hampton Dene Primary School
Hampton Dene Road
Tupsley
Hereford
HR1 1UU
Telephone 01432

Age range 5-11

- Hampton Dene Language & Communication Centre - Provision for children with language and communication impairment including a class for children with Autistic Spectrum Disorders

Trinity Primary School
Barricombe Drive
Hereford HR4 0NU
Telephone 01432 266268

Age Range 5-11

- Resource Base for provision of adapted materials, support & advice including Braille tuition for young people with a severe visual impairment

13: TRANSPORT FOR PUPILS WITH SPECIAL EDUCATIONAL NEEDS

13.1 *What transport assistance is available for pupils attending Special Schools and Centres?*

Special education provision in Herefordshire is explained in Chapter 12.

In the case of pupils with statemented special education needs the Council may when appropriate:

- i) provide free daily transport to the nearest appropriate school/centre if they live more than the normal walking distances defined for primary and secondary pupils, or if walking is too difficult for the child (there may be advantages for a child's development if they are able to make their own way to school, accompanied by a parent if necessary);
- ii) provide transport at the beginning and end of terms and at half terms for pupils attending residential establishments;
- iii) provide other types of transport assistance where necessary in relation to residential schooling, including transport for parents and children for pre-admission assessments (in-County and one out-County) and for subsequent case conferences/reviews - if necessary reasonable overnight accommodation costs will be met by the Council.

Parents often prefer to make their own arrangements to take their children to special schools and centres, rather than use the transport provided by the Council, to enable daily contact with the school staff to be maintained more easily. Where that is agreed to be more appropriate for the child, a mileage allowance would be available to the parents if walking were too difficult for the pupil.

It is important to note, however, that parents have full responsibility for transport arrangements when their child attends, by parental preference, a school other than the one provided for their child's home address, or for their child's type of statemented special need. In a few such cases, it may be possible for parents to pay to use spare seats that are occasionally available on school transport on the terms indicated in paragraph 7.9 above.

In most cases where transport is provided escorts are employed, if necessary, to supervise the children on their journeys to and from school and safety equipment, such as harnesses, is made available on all vehicles if needed.

This provision of transport would not normally be written into the statement of SEN but would usually be reviewed at Annual Review to ensure adequate and appropriate use of resources.

14: DO YOU HAVE A CONCERN OR COMPLAINT ABOUT YOUR CHILD'S SCHOOL

If your child attends a maintained school in Herefordshire and you are unhappy about any aspect of their education, you should refer to the school's prospectus. The prospectus will tell you how to register a concern or complaint. However, schools and local authorities are expected to provide parents with good opportunities to raise issues of concern through the following general procedures.

Step 1

- **Talk to the teacher about your concerns** and explain them carefully. (Often this is all that is needed to find a solution)

Note: In large primary and high schools it may be appropriate for your concerns to be dealt with by a senior member of staff such as a Deputy or Head of Year. This procedure may be necessary before the Headteacher becomes involved.

If you still have concerns and do not feel that the teacher has addressed them adequately.

- **Make an appointment to talk to the Headteacher.** Say that you have already talked to the teacher but you still have concerns.
- Discuss the matter with the Headteacher.

If you still have concerns and do not feel that the Headteacher has addressed them adequately.

Step 2

- **You should write to the Chair of Governors** of your child's school. The address is available from the school or from Governor Services in the Children's Services Directorate, on 01432 260929. Depending on your complaint, the chairman may refer the matter to a committee of the Governors.
- Your letter should state clearly the concerns that you have and should contain all the relevant facts of which you are aware. If possible, include dates, times and the names of staff and/or pupils who know about the matter.

If you do not feel that the Governors have addressed and dealt with your concerns to your satisfaction.

Step 3

- You can refer your concerns to the Children's Services Directorate (contact details on the front of this leaflet) who will look into the matter. Sometimes the Diocesan Director of Education may also become involved in Catholic or Anglican Church schools.

Your letter should state clearly the concerns you have and should contain all the relevant facts. If possible, include dates, times and the names of staff and/or pupils who know about the matter.

- Your letter of complaint will be acknowledged and will be passed to an appropriate member of staff for their attention.
- This officer will investigate the complaint and speak to the people involved.
- You will receive a written response to your complaint letting you know what action, if any, will be taken.

We will deal with your complaint as quickly as possible. However, in some cases, when complex issues are involved, it may take some time to complete the inquiries.

There may be other areas of concern, which do not directly involve a school and do not need to be dealt with as outlined in this leaflet. In such cases you are advised to telephone the following numbers:

Early Years and Childcare:

Herefordshire Childcare Services 01432 261681

Exclusions from Schools

Manager of Pupil, School and Parent Support 01432 260816

Pupil Admissions to Schools

Admissions and Transport Manager 01432 260927

School Transport

Admissions and Transport Manager 01432 260927

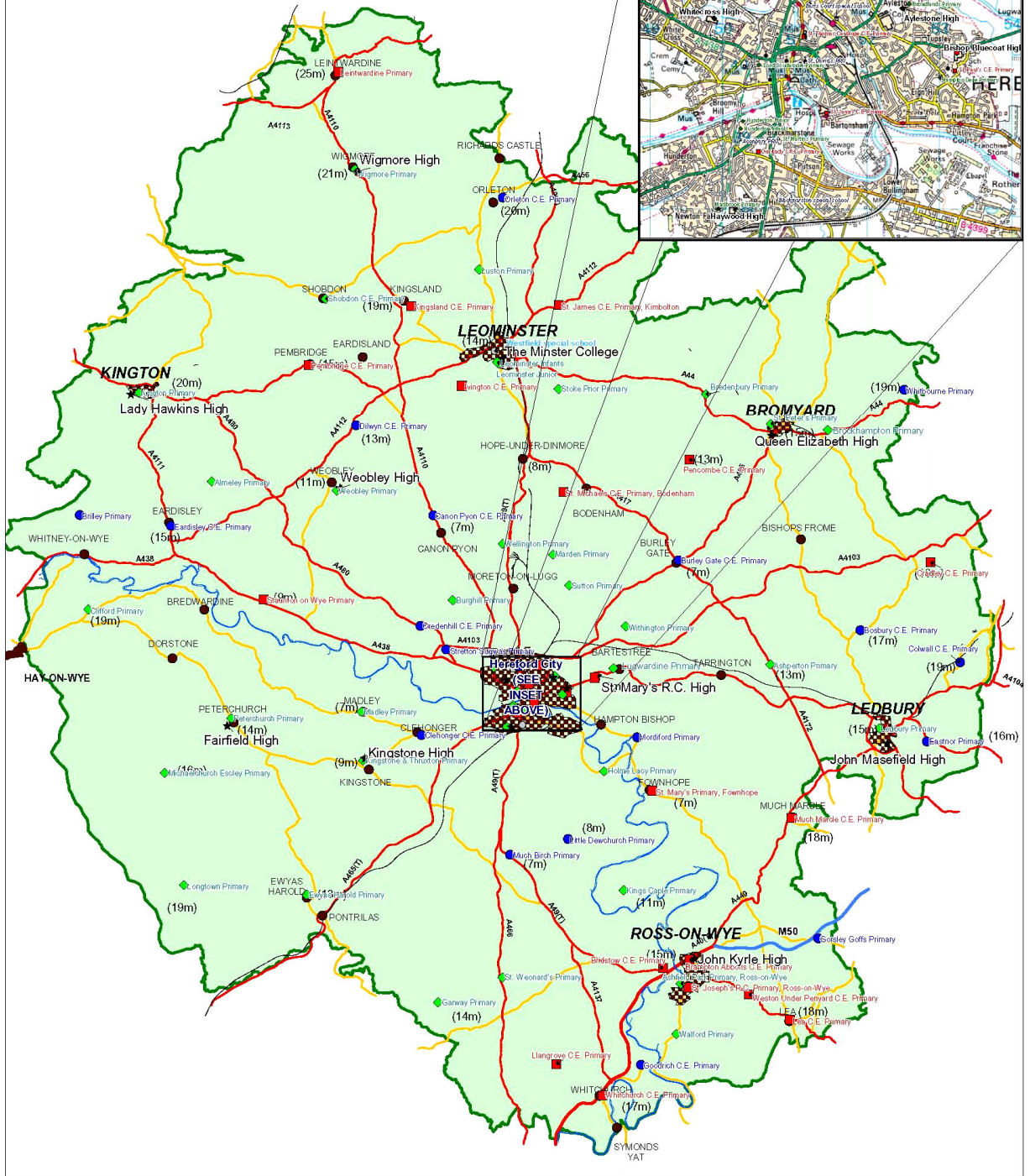
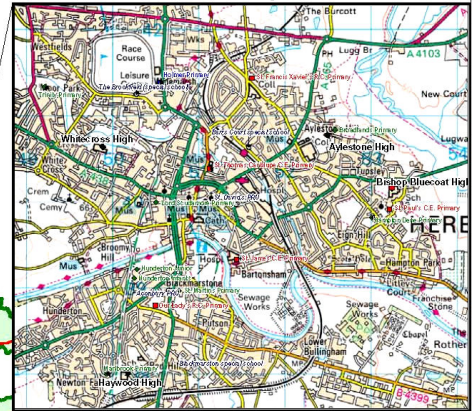
Advice and support can also be obtained from the **Parent Partnership Services** on 01432 260995

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HEREFORDSHIRE

Distances from Hereford City in brackets (e.g. Leintwardine (25m))

Hereford City (Scale 1:50,000)



LOCATION PLAN - Herefordshire (showing 103 LEA Schools)
 Voluntary Schools = Blue Aided Schools = Red
 SCALE 1:200,000
 (839 sq. miles)
 Pupil density = 28 per sq mile (second lowest in England after N.Yorks' = 27)

Herefordshire Council
 Children & Young People's Directorate
 PO Box 185
 Blackfriars Street
 HEREFORD
 HR4 9ZR
 Tel.: (01432) 260900
 Fax.: (01432) 260957