



**CLAIRE'S COURT  
JUNIORS**

*2023/2024*

# Guide for Parents



RESPONSIBILITY



RESPECT



LOYALTY



INTEGRITY

# Contents

3	Welcome
4	School Locations and Key Contacts
5	Communication
6	The School Day
7	Getting to School
8	Attendance and Absence
9	Working Together
10	Support with Learning, Tests and Assessments
11	Curriculum Opportunities and Co-curricular Activities
12	Extended Day and Holiday Activities and Mobile and Digital Policy
13	Insurance
14	Food and Nutrition
15	Cashless Catering
16	Biometric Information Consent
17	Paying Online via the Pay Portal
18	Claire's Court PTA
19	Belongings and Lost Property / What to do if... Advice and Guidance

# Welcome!

We are all very excited that your child is starting their educational journey with us. There are lots of new things to learn when joining a new school and we hope this guide will help to provide valuable information.

Outlined is the basic information for Juniors and any other detail we think may be of assistance. We hope your child will have a happy and successful education with us.

Our aims are to provide a modern, relevant education, instill a love of learning, offer a range of opportunities to learn new (academic, social, musical, creative and sporting) skills whilst developing a strong spiritual and moral character.

All our staff are here to support and guide your child, both academically and pastorally, throughout their schooling with us.

I look forward to welcoming you and your family into the Claires Court community.

Leanne Kirby

*Head of Nursery and Juniors*



# School Locations



## *Claire's Court Juniors*

Ridgeway, The Thicket  
Maidenhead  
SL6 3QE  
(satnav SL6 4QQ)  
01628 327400

## *Claire's Court Nursery, Senior Girls & Sixth Form*

1 College Avenue  
Maidenhead  
SL6 6AW  
01628 327500

## *Claire's Court Senior Boys*

Ray Mill Road East  
Maidenhead  
SL6 8TE  
01628 327600

## Juniors Key Contacts

Main School Office Email: <a href="mailto:juniors@clairescourt.net">juniors@clairescourt.net</a>	01628 327400
Mrs Emma Aquilina - School Secretary	01628 327412
Mrs Dawn Hammonds-Gill - Administrative Assistant	01628 327400
School Nurse	01628 327455
Travel	01628 327514
Finance	01628 327350

For a full list of senior management and staff, visit the School website [www.clairescourt.com](http://www.clairescourt.com)

---

# Communication

Our website [www.clairescourt.com](http://www.clairescourt.com) is the central source and access point for most information, including lots of information for new students and parents.

We also have the Claires Court App which can be downloaded through the App Store or Google Play. There you will find all the latest news as well as quick links to the school calendar, menus, sports portal and coach booking.

You can also follow us on our social media channels which include Facebook, Twitter (@ClaireCourtJnr) and Instagram.

## The News Bulletin

A round-up of the week's news is emailed home weekly. This is an important communication which may have forms, letters, details of trips and other useful information. If you do not receive this, please first check your junk folder, then email the school office to be added. The email address used will be the one you registered with us.

## Text Messaging

The School uses a text messaging service called ClarionCall for contacting parents about last minute changes, transport delays or other important messages. This is a 'no reply' message.

## The Hub

The pupils' online learning environment, [www.clairescourt.net](http://www.clairescourt.net), where they save their work in a 'cloud' and share homework with teachers.

## Sports Fixtures and Results

The dedicated sports pages ([www.clairescourtsport.com](http://www.clairescourtsport.com)) list all the fixtures, team sheets and results, giving you up-to-date information on what's on, where and when, plus any last minute changes. You can download fixture lists on your phone and synchronise them to your personal calendar. Opposing teams' results and locations are also available through this area. We will provide you with a password to access the team sheets.

## Payment Portal

Through the Payment Portal you can top up cashless catering, review your child's dining room purchases, pay for trips and activities.

## School Calendar

Using the 'Calendars' tab you can select the colour coded divisional calendar relevant to you. Across school dates are always visible. Hover over or click a date for more information. You can subscribe to the relevant school calendar, instructions are shown under the subscribe button on the calendar menu.

## Report Portal

Your login will be emailed to you. Here you can update your parent and pupil 'profiles' and access reports, timetables, attendance records, photo permissions etc.

# The School Day

<b>7.30am</b>	Extended Day provision commences. Pupils arriving before 8.15am should be taken straight to Breakfast Club
<b>8.15 to 8.45am</b>	Drop off
<b>8.45am</b>	The school day starts
<b>10.15am</b>	15 minute morning break
<b>12.15pm to 1.15pm</b> <b>12.30pm to 1.30pm</b>	Lunch - Lower Juniors Lunch - Upper Juniors
<b>3.30pm</b>	Academic day ends for Reception and Year 1
<b>3.50pm</b>	Academic day ends for Year 2 to Year 6
<b>4pm to 5pm</b>	After school Activities Programme
<b>5pm (Mon-Thurs)</b>	The early link bus departs, travelling to the Senior Girls' site and on to Senior Boys. The late bus departs when activities are running from Juniors at 5pm; the Senior Girls' site at 5.15pm; and Senior Boys at 5.30pm (Monday to Friday). This bus service is also chaperoned.*
<b>5pm - 6pm</b> <b>(5pm - 5.30pm on Fridays)</b>	Extended Day provision. All bookings are made through the portal.

\*Please see our website for coach service details including timings and routes

---

# Getting to School

## Coaches

Full timetables and code of conduct are available on our website, [www.clairecourt.com/coach-timetable](http://www.clairecourt.com/coach-timetable). If you need further guidance please contact: [travel@clairecourt.net](mailto:travel@clairecourt.net) or via the school secretary.

## Parking

Parents should use the parents' car park and escort their child safely to the playground where a member of staff will greet them. Pupils must be registered as collected at the end of the day and after activities. Please do not take your child home without making contact with his supervising teacher at this time.

## Pick Up Arrangements

Any changes to pick up arrangements must be notified to the School Office in advance.

## Late Arrivals/Absence During the Day

If you are late, please accompany your child to the School Office via the intercom and Reception entrance in the Staff car park. A note in the pupil's planner or an email should be sent to their Form Teacher or School Secretary notifying us of an absence during the day for appointments.

---

# Attendance and Absence

## Absence

If your child is absent from School, please telephone 01628 327400 or email [juniors@clairescourt.net](mailto:juniors@clairescourt.net) before 9.30am. A follow up email/letter is then required on their return to school for an extended absence. Emails will only be accepted if sent from a parent email address as registered on our database.

## Absence for Holidays

This is not encouraged and there are strict Department for Education guidelines to which we adhere. This means that any absence for longer than 10 days in term time must be notified to the local Education Welfare Officer of Royal Borough of Windsor and Maidenhead. Our guiding rule is that if you absolutely have to take your child out of school for any part of normal school time, a note should be written to the Head requesting permission to do so. Please observe the following protocol for requesting holidays in term time:

- Requests for taking your child out of school during term time should be made in writing to the Headteacher, giving appropriate reasons why.
- Your request for leave of absence should be for no more than one week of duration.
- We do not sanction individual days of leave for social reasons.
- Parents are expected to request leave of absence in advance of any such holiday being booked.
- Heads are expected to respond promptly (no longer than a week) to any request for leave of absence. The Head will look very carefully at the child's attendance record and if they have any concerns, for example should the child's average attendance be below 95%, it is unlikely that the Head will agree to authorise any further absence.
- Leave of absence will not normally be given for the first week or last week of any term.
- Only schools can authorise absence. Parents do not have this legal authority, hence the need to frame your application as a request. Any absence not authorised by School is an unauthorised absence.
- For other exceptional leave, such as performing in a film, please contact the Headteacher.
- Unauthorised absences are recorded formally and form part of the summative report and assessment of a pupil when they leave the School.

## Term Dates

The school term dates can be found on our website [www.clairescourt.com](http://www.clairescourt.com).

---

# Working Together

## Parents' Evenings

These are held termly allowing the opportunity to meet with staff and discuss your child's progress. These important dates are published at the beginning of the academic year.

## Reports

Reports are written at the end of the Autumn and Summer Terms. They provide detailed information on academic progress and other achievements.

## Who to Talk to

We believe in working in partnership with you. We have an 'open door' policy. Please do communicate with us any news that might have a bearing on your child's progress, successes and well being.

We have a variety of methods; Homework Diary, email, School Office, Parents' Evenings, work share or simply talk to us at drop off or collection. If a more formal meeting is required, please do make arrangements via the School Office.

We do always acknowledge communication from you and try to respond within 24 hours. It is not always possible to respond immediately as teachers do not access emails during lessons.

Following the communication route below will enable your concern to be dealt with as rapidly and effectively as possible, enabling us to support your child:

### **Pastoral Issues**

1 Form Teacher  
2 Head of Pastoral  
3 Deputy Head

### **Academic**

1 Form and Subject Teacher  
2 Deputy Head

After this, if you still have concerns, please contact the Headteacher. If we are still unable to resolve the issue our Complaints Policy is in place to support you. Details of the policy are available on our website [www.clairescourt.com/policies](http://www.clairescourt.com/policies).

We consult with parents on a range of issues through the Parental Questionnaire. Results of this anonymous survey are used to inform, to develop and to change the things we do for the future.

---

# Support with Learning, Tests and Assessments

## Assessments

Annual assessments take place in October and May for pupils in Years 1 to 6.

## Special Educational Needs

School Co-ordinators (SENCO): – Mrs Helen Metherell hlm@clairescourt.net (boys)  
Mrs Bridie Gravett bjk@clairescourt.net (girls)

The Learning Development Department (LLD) aims to support pupils with specific difficulties. Staff liaise with the SENCO and parents to ensure that the individual needs of pupils are met either within the classroom or on a withdrawal basis. If a child requires 1:1 support, parents are advised of the programme to be followed, how much time will be given and the cost entailed.

# Pupil Conduct

Pupils are expected to behave in a considerate and socially acceptable manner at all times, both in and out of School. The pupils are taught the importance of following the School's 'Golden Rules' on which our expectations of behaviour are based.

## Expectations and Recognition

To encourage the children, the School runs a 'House' system. Children are allocated to one of the four houses and gain 'House points' for achievement, effort, helpfulness and manners.

House points are collected weekly and a House coloured disc is awarded each week to the highest scoring House. Discs are also awarded for each of our vibrant, inclusive and competitive House events. Friendly contests occur in academic, creative and sporting areas giving all children an opportunity to shine. A House Treat is awarded to the team with the most points at the end of each term. The House with the most discs wins a trophy at Prize Giving at the end of the year.

Pupils in all years have many opportunities to receive rewards. Sometimes this can be a simple word of praise or a smile. A Merit Certificate is highly valued whilst the Rabbit and Bunny Award for kindness is the most prized. We like to recognise pupils' accomplishments in a wide range of academic and pastoral areas. Work of the Week is one way in which we strive to promote achievement. Pupils are also encouraged to be involved in their own learning process. Great emphasis is placed upon doing their very best. Our bespoke programmes; Junior Key Values (Year 3 to 6) and Rising Stars (Reception to Year 2) also enable pupils to reflect and role model excellence.

---

# Curriculum Opportunities

Our academic and pastoral care is underpinned by a wide range of curriculum opportunities. These allow talents to be discovered and blossom, whilst enhancing childrens' self-esteem, and encouraging them to be stretched or simply just relax and enjoy themselves. Relationships formed in these pursuits are often very beneficial in getting to know what makes your child tick.

## Chess

Chess is extremely popular in the School with many pupils being involved in the after school chess clubs. Under 9 and Under 11 teams play competitively in local and national events. We take part in the English Schools' Championships, the Delancey UK Chess Championship with considerable success. We have produced more players who have gained entry to the England squad than any other Berkshire school in the last 10 years. Enjoyment and progress however are still the vital ingredients and all are welcome to participate.

Individual chess lessons are also available from a visiting tutor at a small additional cost and more information is available from the Office.

## Music

Music plays an important part in the life of the School. Musical events are held throughout the year. Informal shows, assembly demonstrations or larger concerts provide fantastic opportunities for pupils to perform and demonstrate their skills and provide enjoyment for all. Our choir and orchestra also perform at a variety of events during the year.

Many pupils wish to learn a musical instrument. We like to encourage these talents. We have visiting teachers for piano, brass, woodwind, violin, drums, voice, guitar and electric guitar.

Further information, costs and arrangements for music tuition may be made through the Head of Music - Emma Stevenson [evs@clairescourt.net](mailto:evs@clairescourt.net)

# Co-curricular Activities Programme

Your child will receive a copy of the Activities Programme which usually starts in the first full week of term with activities starting at 4pm and finishing at 5pm.

A few activities require consent and/or payments, so please check the information carefully as failure to give consent may prevent your child from participating in their chosen activity.

---

# Extended Day and Holiday Activities

Our Extended Day provision runs from 7.30am to 6pm (Mon-Thurs) 5.30pm (Fri). This flexible service includes Breakfast Club before school and After School Care that runs alongside and continues after our Activities Programme.

Breakfast Club runs from 7.30am to 8.30am and includes a breakfast food option. After School Care starts at 5pm and runs until 6pm (Mon-Thurs) 5.30pm (Fri); tea is also included.

Holiday Activities are available every school holiday, offering an extensive range of activities from sport and swimming to outdoor adventure, cycling, acrobatics and so much more.

## Mobile Phones and Digital Devices

If a child in Juniors requires a mobile phone for special circumstances (i.e. using the coach), your consent is required by completing the relevant section on the Pupil Information Form, along with your child's mobile phone number. We will keep their number on file and it may be used to contact them in an emergency.

The pupil must hand it in to the Office at the start of the school day and collect it before they go home. Smart watches are not permitted.

Our pupils are provided with their own Chromebook and Google account. There is no reason for a child in the Junior school to bring their own laptops or similar device such as an iPad to school. Pupils are not allowed to record images or make recordings without permission by a member of staff, and school devices will be used for this purpose. Please see our information on Chromebooks Provision and Policy at <https://schl.cc:443/er>.

All use of phones and mobile devices are covered in our Acceptable Use of ICT (Pupils) Policy promoting eSafety which can be read here <http://goo.gl/6E1vOi>.

You can view our Privacy Notice explaining in more detail how we use, store and process your child's personal data on our website.

---

# Insurance

The School provides a range of insurance schemes, which in summary include:

## **Fees Refund Scheme**

This policy is included in the fees and covers refunds for pupil absence for five days or more, due to absence from school and unable to access our curriculum.

Pupils' Personal Effects – This policy is included in the fees. Please note mobile phones and Chromebooks are not covered by this policy.

## **Personal Accident and Dental Accident Protection**

This policy is included in the fees. Personal Accident cover is to a maximum of £1,000,000 and Dental Cover offers cover for dental accidents or emergency dental treatment.

## **The School's Public Liability Insurance**

This insurance offers cover up to £25,000,000. It does not cover eventualities your child may cause to the property of third parties. Valuable equipment is brought into school, anything from saxophones and drawing boards to laptops and luggage. Please make sure all valuable items are covered under your own household policy and you have effective cover for damage your child might cause to others.

If you would like further information or need to make a claim, please contact:

Deborah Mussell - Head of Finance  
01628 327350 [finance@clairescourt.com](mailto:finance@clairescourt.com)

You can view our Privacy Notice explaining in more detail how we use, store and process your personal data on our website.

---

# Food and Nutrition

The Claires Court catering team provides a range of nourishing, varied and tasty food, across breakfast, lunch and tea\*. Snacks and drinks are on sale in the Dining Room at break time. We encourage children to eat fruit and vegetable snacks and children in Reception, Year 1 and Year 2 are offered milk at morning break.

Cooked lunches are served each day. There is a two week rotating menu which is renewed each term and posted on the website.

Children also have the option of bringing a packed lunch to school. They may also have a mixture within the week of a packed lunch or a cooked lunch.

## Health and Hygiene

We ask all pupils, visitors and staff to follow practical hygiene guidelines such as washing hands regularly and thoroughly with soap for 20 seconds.

Pupils in Reception to Year 2 taking the school lunch will have the main meal of the day. When pupils move up to Year 3 they will then have a wider choice of meals each day.

\*tea arrangements apply to pupils who book in to have After School Care.

**Due to the number of pupils with life threatening reactions to nuts and kiwi fruit - these are not allowed in School and must not be included in snacks or packed lunches.**

Our full healthy eating and allergy and dining guidelines are available on our website.  
[www.clairescourt.com/policies](http://www.clairescourt.com/policies)

---

# Cashless Catering

Within its dining rooms, Claires Court operates a cashless catering system. This is a convenient system that allows parents to pay for meals and breaktime food in advance online. It also enables us to serve food quickly and efficiently, as well as reduce the amount of cash circulating within the School. The system is also used at breakfast and at break times.

## How Does it Work?

Your child's details are registered on our 'Live Register' system. Payment will be authorised through the Live Register system using biometric information taken from the scanned image of an individual's finger. This image is not stored and cannot be used by any other system. Pupils' fingers will be scanned on their first day and thereafter whenever necessary.

## How to Credit Your Account

Parents 'credit' their account with funds for school meals on our online Payment Portal, accessed from the homepage of the School's website [www.clairescourt.com](http://www.clairescourt.com).

## Consent

You are required to give your consent via our Pupil Information Form to enable us to setup your child with a cashless catering account using biometric information for identification purposes in the Live Register system, ready for their start at Claires Court. If you object to the use of biometric information for this purpose then we will provide your child with a four-digit pin code for use as an alternative at the point-of-sale.

PLEASE NOTE Your consent relates to the use of biometric information only, as a catering account is set up for all pupils on the School roll. If you intend to provide your child with a packed lunch (and therefore do not want your child to access their catering account at break or lunch times), then please contact our Catering Manager, Karen Barker, who can tailor an account to meet individual requirements.

You can view our Privacy Notice explaining in more detail how we use, store and process your child's personal data on our website.

For any queries please contact: Karen Barker, Catering Manager 01628 327671  
[catering@clairescourt.net](mailto:catering@clairescourt.net)

---

# Biometric Information Consent

Under the Protection of Freedoms Act 2012 (sections 26 to 28), we are required to notify each parent of a child and obtain the written consent of at least one parent before being able to use a child's biometric information for an automated system. You should also note that the law places specific requirements on us when using personal information, such as biometric information, about pupils for the purposes of an automated biometric recognition system.

For example:

- We cannot use the information for any purpose other than cashless catering, borrowing from the library, access into School buildings and remote printing, without first obtaining your consent to do so;
- We must ensure that the information is stored securely;
- We must tell you what we intend to do with the information;
- Unless the law allows it, we cannot disclose personal information to another person/body – you should note that the only person/ body that we wish to share the information with is Live Register. This is necessary in order to establish, commission and maintain the Live Register system.

Even if you have consented, your child can object or refuse at any time to their biometric information being taken/used. Their objection does not need to be in writing. We would appreciate it if you could discuss this with your child and explain to them that they can object to this if they wish.

Full details of our use Biometric Information can be found in our terms and conditions.

You may withdraw consent at any time by writing to the school.

Once your child ceases to use the biometric recognition system, their biometric information will be securely deleted by the School.

Parental consent for using your child's biometric information is a legal requirement. Please complete the relevant section on the Pupil Information Form.

You can view our Privacy Notice explaining in more detail how we use, store and process your child's personal data on our website.

---

# Paying Online via the Pay Portal

The School has a web-based Pay Portal for online payment for the Cashless Catering system, trips and chargeable activities.

The Pay Portal is accessed from the parents area of the School's website [www.clairescourt.com](http://www.clairescourt.com).

## To Activate Your Account

- Use any of the email addresses you have provided to the Registrar.
- You will be sent an email with a link; follow this link to set up your login name and password. Your username can be your email address and passwords are case sensitive.

## How to Pay

- You will be shown items available for payment for your child.
- Choose items for which you wish to pay and proceed to pay through WorldPay. Debit and Mastercard/Visa credit cards are accepted for payment.

The listing of a pay item for your child does not imply that it is owing – only that you can pay online if it is applicable to your child. The School will not record or retain your card details.

## Changing Your Forgotten Details

- If you change your email address on your school record, your login name and password will not change.
- If you forget your login name please email the Finance Office to reset your account - [finance@clairescourt.com](mailto:finance@clairescourt.com)
- If you forget your password, there is a link on the Pay Portal website to reset it.

We regret that School Fees cannot be paid through the Pay Portal. The School's terms and conditions are for payment of Fees by direct debit.

If you require any assistance please contact Kerry West in the Finance Office on 01628 327350 or email [finance@clairescourt.com](mailto:finance@clairescourt.com). You can view our Privacy Notice explaining in more detail how we use, store and process your personal data on our website.

---

# Clares Court PTA

Our PTA is a group of hugely enthusiastic and dedicated workers – parents from the school body – who meet regularly to organise functions, allowing parents to meet socially together with staff. Working in partnership they raise substantial amounts of money each year which are used to purchase those 'icing on the cake' extras as well as playing a significant role in major developments.

The PTA has its own section on the School website and details of its activities are highlighted in the Bulletin and by email.

Some of the events are specifically for parents only and a number are particularly suited to the whole family. As a guide for the forthcoming year, events which usually take place are:

<b>Autumn</b>	New sub-group take office
<b>October</b>	Firework Party (family)
<b>December</b>	Christmas Fair / Secret present buying by the children
<b>February</b>	PTA AGM
<b>March</b>	Easter event (family) / Parent Quiz
<b>June</b>	Summer Ball (parents)
<b>June</b>	Summer Fete (family)

In addition to the range of social events, the PTA also operates the nearly new uniform sales, which are held throughout the year. The AGM is normally held in the Lent term and this is when new members are elected to the Committee to take up office in the following September. If you would like to join this sociable group, do please put your name forward. You will be made to feel welcome and you may be surprised to find how enduring the friendships are that are forged as part of this group.

The Claires Court Parent Teachers Association Main Board provides for the coordination and management of the various PTA sub groups that work on different sites and stages to support the school. The President, Vice Presidents, Chairman, Secretary, Treasurer and Trustees are elected at our AGM, and meet at least twice a term as a main board with the Heads to review events, authorise expenditures and discuss future developments, both for the PTA and for the school more generally.

The Claires Court PTA Charity number is No 1052993 Official name: Claires Court PTA.

---

# Belongings and Lost Property

Please name everything that you can. There are always a considerable number of items that are lost/found, that could be reunited with their owners if they were named.

## Lost Property

Valuables such as watches, wallets or money-belts often make their way to the Office. Items of kit which have been found may be retrieved from a table in the Sports Hall foyer in the first instance or from the Lost Property held in the First Aid room.

## Valuables

Please encourage your child to leave any item of sentimental or financial value at home. Items, such as electronic games, should not be brought into school.

# What to do if...

## Your Child Feels Unwell During the School Day

They should tell their class teacher and if they feel too unwell to continue with the lesson, report to the School Nurse. If members of staff feel that a pupil is too ill to stay at School, you will be informed by our Nurse, or the School Office. If a child has vomited at School, they should not return until they have been clear of the symptoms for at least 48 hours.

## Your Child Misses School Through Illness/Absence

Please let the School Office know every day your child is absent from school with an illness. Once children return to School they must make every effort to catch up work they have missed.

## Advice and Guidance

There are many external and internal sources of support, such as Childline, the Samaritans and CEOP. Please contact the School Leadership Team for details. The School's official counselling service is Number 22 Counselling Service: [www.number22.org](http://www.number22.org). The service provides us with a termly update on general matters in order to address any issues that arise.

Our counselling service will be offered via our Heads of Pastoral, Miss Oakes (boys) and Miss Dockerill (girls) who will make appointments as appropriate.

We hope you will also find our [Claire's Court SchoolTV](#) a valuable resource that can support you in the challenges relating to modern-day parenting. This award-winning resource helps build relationships, foster connections, enable understanding and break down barriers to navigate a pathway towards better mental health and wellbeing for young people. It can assist in starting conversations on topics that are sometimes awkward or difficult to tackle.

The Visitor for Safeguarding and Child Protection is Steve Richards. The two Designated Safeguarding Leads (DSL) at Juniors are Lindsay King and Jane Webster, and the procedures we follow are those prescribed by the RBWM Local Safeguarding Board. Contact 01628 683150.



Information correct as of June 2023  
Details may be subject to change

Please visit [www.clairecourt.com](http://www.clairecourt.com) for the latest information

