Parent/Carer Handbook

GREEN RIDGE
PRIMARY ACADEMY

Academic Year 2026/27

Welcome

We are excited to welcome your child to Green Ridge Primary Academy, and we are proud to offer a warm, caring and safe school environment and community. Within this document you will find key information in which we encourage you to read and familiarise yourselves with ahead of your child starting here.

Term dates

The school is open for 189 days during the academic year between September and the following July. Term dates can be found on the Term Dates page on our school website.

School Hours

School hours are as follows:

Reception to Year Two (Early Years and Key Stage One)
8.45am-3.15pm

Year Three to Year Six (Key Stage Two)
8.50am–3.20pm

In the morning, classroom doors open 10 minutes before the start of the school day to allow children time to enter and settle calmly before learning begins. This means that doors open at 8.35am for children in EY and KS1, and at 8.40am for children in KS2. Doors will close promptly at 8.45am for children in EY and KS1, and at 8.50am for children in KS2. If your child arrives after these times they will be deemed late and will need to sign in at the school office.

All parents/carers must take full responsibility of their child before school and remain with them until the classroom doors open, however we appreciate that some children within years five and six may walk to school. We therefore encourage parents/carers to have conversations with their child about how to behave sensibly and safely upon the school day commencing.

You are required to collect your child promptly at the end of the school day, at either 3.15pm for children in EY and KS1, or 3.20pm for children in KS2. Staff will dismiss the children based on who is listed on their collection list form, in which you will have completed prior to them starting. If you ever need to make any amendments to this list, it is important that you notify us via email ensuring you provide the persons full name and relationship to your child should you be adding anyone. If someone tries to collect your child who is not listed, a member of staff will call you to confirm that your child can be collected by them and will confirm if they can also be added to the collection list. We understand that some children will attend enrichment clubs, to which they will go to at the end of the school day, in which case parents/carers are therefore expected to collect children promptly at 4.15pm.

Attendance

Lateness (Drop-Off)

We kindly ask that you try to let us know in advance if your child will be late to school. A brief voicemail or email will suffice, but it is beneficial if we know that your child is going to be late before the start of the school day. Please note that if your child arrives after 8.45/8.50am, then they will be classed as late. If they arrive after 9.00am then they will be classed as missing the whole morning session and this will be marked as an unauthorised absence in which will impact the child's attendance. If this persistently occurs, parents/carers can be fined by the local authority. Lessons start immediately after the register is taken at 8.45/8.50am, so children who are late miss valuable lesson time. Upon arrival, parents/carers are required to sign their child in via the InVentry system located in the main school entrance foyer area.

Lateness (Pick-Up)

If you find that you are going to be late collecting your child, please inform us as soon as possible. You will be required to collect your child from the school office if collecting late. Please ensure you sign them out via the InVentry system located in the main school entrance foyer area. Further information relating to the procedures that we have in place should you be late can be found within our Uncollected Child Policy.

Reporting Absence (Due to Illness)

So that we can be more efficient in dealing with pupil absences, we ask that if your child is going to be absent, that you call the school on 01296 326320, and press option 1 to report an absence before 8.35am every day that your child is absent. This will give you the opportunity to leave a voicemail. If you are unable to call the school, please email absence@greenridgeacademy.co.uk.

- Parents/carers should provide an explanation for the absence, using the term 'unwell' is not a sufficient explanation for an absence.
- As we have a duty of care to know where children are during school hours, if the school has not been notified, then contact will be made in order to obtain an explanation. All absences will be marked as unauthorised until an explanation has been provided.
- If a child is off for five or more days due to illness, a medical fit note will need to be provided.
- The following information from the NHS is also helpful to understand whether you should or shouldn't send your child to school based on how ill they are, inclusive of illnesses such chickenpox, slapped cheek and hand, foot and mouth.
  www.nhs.uk/live-well/is-my-child-too-ill-for-school/
- Children who have a high temperature should not return to school until it goes away without administering Calpol or equivalent. As per NHS guidance, a temperature is regarded 38C or more. The following information from the NHS provides further guidance.
  www.nhs.uk/conditions/fever-in-children/
- Children who have had sickness or diarrhoea must not return to school until 48 hours after the last episode.

Reducing Illness Days

If your child does not feel well and you are unsure about whether it warrants a day off, please send them to school. If they are truly ill, we will contact you if they become too ill to remain in school.

Use common sense when deciding whether your child is too ill to attend school. Ask yourself the following questions:

- Is my child well enough to do the activities during the school day?
- Does my child have a condition that could be passed on to other children or staff?
- Would I take a day off work if I had this condition?

Children can attend school with minor ailments (toothache, headache, stomach-ache, cold etc.), and medication can be given in school if required but you will need to complete the necessary forms in advance which can be obtained from the school office.

If you are unsure how long your child should be absent with an illness speak to your child's doctor, a pharmacist or Ms. West our Attendance, Safeguarding & Family Liaison Officer for further advice.

Requesting Leave of Absence (For Holidays and Exceptional Circumstances)

At Green Ridge, we strongly discourage parents/carers from taking their children out of school during term time unless there are exceptional circumstances. You must inform the school if you are planning to take your child out of school during term time, and it is appreciated if you can inform us as soon as possible. We kindly ask that you complete an electronic absence request form by following this link. Once submitted, your request will then be considered, and a letter will follow detailing the Headteacher's decision.

For further information regarding fixed penalty notices as a result of a leave of absence or poor attendance, please refer to the Attendance page on our school website.

Medical

Medical Appointments

Where possible, please avoid medical appointments during school hours. If this is unavoidable, please inform us as soon as possible and please remember that:

- We require a copy of your child's medical appointment, whether that be an appointment card, screenshot of a text or an email in which can be forwarded on. Failure to provide this may result in your child's absence not being authorised on the register.
- If same day emergency medical appointments occur, please obtain proof whilst at the appointment for us to file accordingly upon your child's return to school.
- Please try to make the appointment as late in the day as possible so your child can obtain both registration marks in the morning and the afternoon.
- If you are only able to get a morning appointment for your child, please try to bring them to school first to get their morning registration mark and then return them to school afterwards. If the appointment is early and you are unable to bring them into school prior, please communicate with the school office accordingly. Please ensure that we are made aware of what time you will be dropping/collecting your child and ensure that you sign them in/out accordingly via the InVentry system in the school foyer as it is essential that we know which children are out of school should an emergency arise.
- If your child requires a consultation via a 111 phone call, then parents/carers are asked to come to school to be with their child for this. Unfortunately, we do not have staff available or the relevant people to facilitate this call on your behalf.

Medication

As part of our ongoing safeguarding procedures, we are required to work to guidelines for the administration of medicines. Please refer to the 'Supporting Pupils with Medical Needs Policy' and 'First Aid Policy' on or website. In summary, if your child needs to be given medication in school, the following must be strictly adhered to.

- Parent/Carers are required to inform the school if a child has been given any medicine before attending school, to ensure that the class teacher and Ms. West are aware.
- An adult must bring the medicine into the main school office and complete a parent/carer agreement to enable us to administer the medication in school in which we will store securely.
- Medicines will only be administered in school if they are required to be given four times a day. If medication is required three times a day, parents/carer are expected to administer before school, after school and in the evening.
- For prescribed medication, they must be in the original container dispensed by the pharmacy showing the child's name, the dose, expiry date and the leaflet showing any possible side effects.
- A parent/carer must collect medication as it will not be given to children to bring home. Medication is to be collected from the school office at the end of each day, unless you are happy for the medication to remain in school until no longer required. The school office closes at 4.30pm, allowing you to collect any medication following enrichments clubs. If your child is due to attend wrap around care (Busy Living) you will need to communicate with both the school and them (Busy Living) directly.
- Upon completion of any course of medication, please note that we are unable to dispose of it, so you will still be required to collect it from the school office to dispose of yourself.
- It is parents/carers responsibility to check that inhalers and auto-injectors held in school are in date and fit for use, noting that you will need to complete new paperwork if bringing in new ones.

Medical Information – Medical Conditions, Allergies and Dietary Requirements

It is important that you make us aware of any medical conditions, allergies and/or dietary requirements. You will initially get the opportunity to inform us when completing the Admission Form prior to your child starting here at GRPA. However, we acknowledge that some things change, and it is therefore important that you make us aware of any changes, whether that be because your child now has a condition/allergy or because the information provided upon enrolment has since changed.

Accidents During School Hours

Sometimes children have accidents whilst at school. In these circumstances, they will receive first aid treatment from a first aider, and you will receive an electronic notification via Medical Tracker, our online first aid reporting system. The notification will provide you with further details regarding the accident. There may be a delay in you receiving this email notification due to the busy environment of the school, we generally try to send them out after lunch or at the end of the school day, but please be assured that if the accident or injury is more serious, we will call you as soon as possible to discuss the incident with you further. Please note the following.

- In the case of minor 'playground accidents', school staff can only administer an ice pack, clean any scrapes etc. with clean water, put on a sterile dressing if necessary, and offer some TLC.
- If your child is allergic to certain plasters, please provide suitable plasters in a named box.
- Sometimes children have accidents that involve their clothing becoming wet or soiled. In these circumstances, we do have some spare clothes to change them into. They will be sent home with their own clothes in a plastic bag. As per the consent pack, you will be required to sign to agree that you allow your child to be changed at school where necessary, and you will be notified of this by an adult at the end of the day or via a Medical Tracker notification. If your child comes home with any of our spare clothes, please kindly ensure that you wash and return them as soon as possible, so that they are readily available for the next time they are required.

Head Lice

We do not search children's heads for head lice, however if we do discover that a child has head lice, we will inform their parents/carers promptly and will request that they treat their child as soon as possible, with the recommended medication from a pharmacy.

It is every parent's responsibility to check their child's hair regularly and take action immediately if head lice are found. This includes letting the school know so we can inform other parents/carers within the child's class and advise them to check their children. Based on this, we request that children with long hair attend school with their hair tied up to help prevent the spread of head lice.

Sun Safety

When we experience warmer weather, we highly recommend that parents/carers apply sunscreen to their child before they attend school. We strongly advise parents/carers to provide sunhats for their child too, noting that branded Green Ridge legionnaires hats can be purchased from Bucks Schoolwear Plus. For further information regarding sun safety can be found within our Sun Safety Policy.

The School Nursing Team

Often members of the NHS School Nursing Team visit to carry out routine developmental checks on the children, such as height and weight checks, vision screening and flu vaccinations. We will of course communicate in advance on behalf of the School Nursing Team and will provide you with further information and details on how you can opt out should you wish to.

Communication

Staff Points of Contact

We have a robust process in place regarding who to contact and how. Parents/carers are required to refer to this document to establish who they need to contact should they have any questions or concerns. The document can be found on the Staff Points of Contact page on our website.

The Headteacher will see individual parents/carers if there is a serious concern and if you have contacted the relevant member of staff first as detailed above. If after speaking with the Headteacher, you are still not satisfied, you may log a complaint as per the Complaints Policy.

Freedom of Information (FOI) or Subject Access Request (SAR)

If you require further information relating to a Freedom of Information or Subject Access Request, please contact the Headteacher for further information.

Parental Communications Policy and Parent/Carer Code of Conduct

Parents/carers are encouraged to read and familiarise themselves with both the Parental Communications Policy and Parent/Carer Code of Conduct. These documents will provide clarity on our communication processes and expectations.

Telephone Calls

Our telephone lines are open from 8.30am-4.30pm and there are three options, as follows:

- Option One – Absence reporting
- Option Two – School office
- Option Three – Nursery office

There is also an option to leave a voicemail when the phone lines are not on or if someone is not available to answer your call.

Emails

We can be contacted via email using the following email addresses:

- absence@greenridgeacademy.co.uk
- admin@greenridgeacademy.co.uk
- nursery@greenridgeacademy.co.uk

The Nursery/School Offices

The offices are open between 8.30am and 4.30pm, Monday to Thursday and from 8.30am to 4.00pm on Fridays during term time. We would strongly encourage you to use one of the methods detailed above to get in contact with the school, however, should you wish to pass on a brief message, or have an enquiry, you may do this at one of the offices.

Outgoing Correspondence

We tend to send general correspondence on a Tuesday and Thursday, however if there is a need to send something of a more urgent nature, we will of course communicate on any day. Please note that all correspondence is sent electronically, so please ensure you check your junk frequently. We send any correspondence from our PTA on a Friday, and our weekly newsletter, the 'Weekly Round-Up', on a Friday afternoon. Upon sending, all correspondence is added to our website, to which can be found on the Letters and Newsletters page.

Website

Our website provides detailed information about the school, for our current and prospective parents/carers, as well as the wider audience.
www.greenridgeacademy.co.uk

Social Media Platforms

At Green Ridge we use Instagram as our social media platform. Where possible, we encourage parents/carers to follow our profile as we frequently share updates and reminders.

To confirm we are **not** affiliated with any specific class/year group Facebook pages or WhatsApp groups. We understand and appreciate that these groups can sometimes be beneficial, however we encourage you to contact us directly where possible.

Pupil Learning Reviews

Parents/carers are invited to meet with their child's class teacher twice during the year, in the Autumn and Spring terms. These are usually held the week before we break up for October half-term and February half-term. Correspondence will be sent in advance to inform you of the exact dates and booking process.

Annual Reports

Once a year in the Summer term, we provide a full written report based on your child's progress in each area of learning. This report identifies areas of strengths and areas for future development.

Arbor
We use Arbor as our Management Information System (MIS)/parent portal, to which each child has their own profile which will contain their personal information. This is also where you will be able to sign your child up to enrichment clubs and pay for trips/visits etc. Arbor also has an app which we strongly encourage parents/carers to download.

Data Collection Sheets
Annually within the Autumn term we send data collection sheets home with all children. This serves as an opportunity for you to review the information in which we have on file for your child. It is important that you make any necessary amendments (this could be who is listed on your child's collection list, or a medical condition etc.), and sign and return the document to enable our admin team to update your child's details if necessary.

Food and Drink

School Fruit and Vegetable Scheme and Snack Expectations
We participate in the government led initiative, School Fruit and Vegetable Scheme (SFVS), to encourage children to eat more fruit and vegetables. Everyday children within Early Years and Key Stage One are offered a piece of fruit or a vegetable to be consumed during the morning session or break time. Children in Key Stage One are welcome to bring their own snack if they prefer, however it must be a healthy light bite. Children in Key Stage Two are also welcome to bring their own light bite as they are not eligible for SFVS. They will be given the opportunity to eat this during their morning break.

Herts Catering Ltd.
Herts Catering Ltd. make all our school meals using fresh ingredients and are cooked on site daily. They provide the children with healthy, nutritious meals designed for children by a nutritionist. The menu is published to parents/carers on a regular basis so you can see what will be available on any given day. The menu consists of a variety of meat options, vegetarian options, jacket potato options with various fillings (for our creatures of habit!) and cold options (such as a sandwich/roll/baguette/wrap). HCL also celebrate various occasions and incorporate these into their menu planning, for example, Christmas and Children in Need etc.

All children in Reception, Year One and Year Two are eligible to receive a free school meal via the Universal Infant Free School Meals (UIFSM) grant. School meals for children in Key Stage Two (and who are not in receipt of Free School Meals) currently cost £3.30 each. Please note, this is reviewed annually, and any price increases are communicated with parents/carers in advance.

Special Menus
As well as informing the school via the admission form which you have completed, it is vital that you also inform HCL directly should your child have any allergies or dietary requirements as they may require a special menu. Further information about how to inform HCL can be found by following this link. Please note that you will be required to provide medical evidence.

SchoolGrid
- Prior to each child starting at GRPA, emergency contact one (taken from the Admission Form which you have completed) will be sent an activation email enabling them to activate their account. Please note that only one parent/carer is initially given access to a SchoolGrid account. This is because only one parent/carer can have a 'Standard Account' which allows you to order and make payment. Another account can be created upon request, but please note that this will be an 'Order Only' account to which you will not be able to make payment.
- Once set up, you can order meals via the SchoolGrid website, weeks in advance (which we strongly encourage) or by 8.55am each day.
- When your child queues for their lunch, they will simply select their name on the touchscreen (assisted by staff initially) and their order will be displayed for the kitchen staff to process.
- If you fail to order your child a meal and do not send them in with a packed lunch, they will be provided with a cold option by default, and correspondence will be sent informing you of this and to prevent it from happening again.

- Children in Reception and Key Stage One are eligible for Universal Infant Free School Meals (UIFSM), so for children in Key Stage Two, parents/carers will need to add sufficient funds to their child's account to cover the cost of any lunches ordered (you can even set up a direct debit!) and meals will be deducted from this balance. It is important to keep a credit balance on your child's account to ensure that funds are available. If your account falls into arrears, reminder emails will be sent to prompt you to top up your account.
- For children in Key Stage Two who are absent from school, parents/carers do not pay for any meals ordered on the days in which their child is absent as we ensure that orders are cancelled each morning if they are not in school.

Packed Lunches

For children who are provided with a packed lunch, they should bring it to school in an appropriate, insulated lunchbox which should be clearly named. We would encourage you to provide a healthy, balanced lunch, ensuring no fizzy drinks, confectionery or sweets are provided. Please note that we aim to be a nut-free school, we therefore ask parents/carers to avoid providing their child with any food containing nuts, regardless of their nutritional value. Children do not need to bring a drink with their packed lunch as water is available.

Water

Children are required to bring a named water bottle to school with them each day. These can be refilled during the day if required. Children must not bring squash, juice, flavoured water or fizzy drinks.

Birthday Celebrations

As many of our children have allergies and/or dietary requirements, it is paramount that we limit the amount of external food brought on to school site. We understand that children are keen to celebrate their birthdays and/or special milestones with their peers, however we cannot be responsible for distributing sweets or equivalent to other children on your child's behalf. You are welcome to hand out sweets etc. yourselves, with your child at the end of the school day, to which you acknowledge that you are taking full responsibility of what you are giving out and to who.

Please also note that we cannot be expected to distribute invitations on your behalf during school hours. We would encourage you to do so yourselves during drop off or pick up times.

School Site

Parking

Please note that the school car park is reserved for staff, educational visitors and contractors only, and is not accessible for parents/carers unless you have a blue badge. You will be asked to present your blue badge to enable you to access the disabled parking bays located outside the front of the school. As most of our families live within close proximity, we encourage you to walk, cycle/scoot where possible however we ask that you are considerate to our local residents if parking nearby.

Electric Scooters

Electric scooters are not to be used whilst on the school site. If this is your chosen method of transport when dropping/collecting your child, we kindly ask that you dismount when you reach the school grounds.

Dogs

Dogs are strictly prohibited from the school grounds, excluding assistance dogs. This includes carrying them or tying them up on the premises.

Our Local Governing Body and PTA

Local Governing Body

Our Local Governing Body meet regularly to help to support the school, its leadership and pupils, and is made up of four trust-appointed members, two parents/carers, two members of staff and the Headteacher. Furter information about our LGB can be found on the Our Governors page on our school website.

PTA

Here at GRPA we are fortunate enough to have a small but mighty PTA (who are always seeking new volunteers!). They work closely with the school to determine ways in which they can raise much needed funds by fundraising, and we're very lucky that they have previously funded things like pantomimes and have contributed towards 11 before 11 trips. They host a variety of events across the year including:

- Non-uniform days
- Cinema events
- Discos
- Annual summer fete, fireworks event and other seasonal events

The PTA can be contacted via the following:

- PTA@greenridgeacademy.co.uk
- Facebook – https://www.facebook.com/GreenRidgePTA
- PTA Events - https://www.pta-events.co.uk/greenridgepta/ (this is the portal in which you are required to use as and when you purchase tickets for PTA events.

Uniform

We have both a winter and summer uniform, to which either uniform can be worn from September up until October half term. Winter uniform is then to be worn from October half term until Easter and summer uniform can be worn from Easter until October half term.

School Uniform	
Winter Uniform	Summer Uniform
White shirt and school tie	White shirt and school tie
White revered collared blouse/shirt (tie not required)*	White revered collared blouse/shirt (tie not required)*
Grey trousers, skirt or pinafore dress	Grey trousers, shorts, skirt, pinafore dress or green gingham summer dress
Branded jumper or cardigan	Branded jumper or cardigan
Grey or black socks or tights	Grey, black or white socks
Weather appropriate coat	Sensible shoes – No raised heels, boots or trainers
Sensible shoes – No raised heels, boots or trainers	Wellies
Wellies	

*Branded uniform containing the school logo (jumpers/cardigans, PE t-shirts and book bags etc.) can be purchased from Bucks Schoolwear Plus.

Parents/carers are to ensure that their child is provided with the following items within a named bag for PE lessons. PE kits will remain in school and will be sent home with the children at the end of

each half term to enable parents/carers to wash and return the items ahead of the next half term commencing.

- House coloured branded t-shirt (blue, green, red or yellow) – Your child's house will be confirmed upon them enrolling at Green Ridge Primary Academy*
- Black shorts or jogging bottoms (children can also be provided with a black hoodie/sweatshirt during the winter months)
- Trainers (not plimsols)

*Children are grouped into four houses and are placed in a house upon enrollment and remain in the house throughout their time at GRPA. Siblings are placed in the same house, and the houses are named after significant individuals from the Buckinghamshire area.

- Redgrave – Sir Steve Redgrave, from Marlow, who is an Olympic rower.
- Pratchett – Terry Pratchett, from Beaconsfield, who was a children's author.
- Disraeli – Benjamin Disraeli, from High Wycombe, who was a Prime Minister.
- Austin – Herbert Austin, from Little Missenden, who invented the Austin make of car.

Further information regarding our uniform and expectations (inclusive of jewellery, haircuts and stationary requirements for Key Stage Two etc.) can be found within our Uniform Policy.

Enrichment

Trips, Visits and 11 Before 11

Our school curriculum is enriched by off-site educational visits, workshops and visitors to the school, all of which enable us to bring the curriculum alive for the children.

Alongside trips and visits we also have developed a set of '11 Before 11' promises, to empower our children to take the driving seat in their own lives in a fun and inspiring way. All children starting with us in Early Years will have the opportunity to complete 11 promises by the end of Year Six, including:

- Kayaking on a local lake
- Riding a horse in the stables nearby
- Camping out and stargazing on our field overnight!

Further information regarding trips and visits will be sent in advance to inform you of the exact dates, cost and booking process.

Enrichment Clubs

- There are a wide range of enrichment clubs on offer for all children, which vary each term.
- Clubs are to be booked via Arbor to which we will communicate accordingly in advance.
- Clubs are chargeable, to which the cost per session will be confirmed within the correspondence. The cost goes towards the cost of purchasing resources to run the clubs and any necessary equipment and consumables needed. You are required to pay for the full term upon booking.
- Please note that refunds cannot be given in the event of children not attending the clubs they have been allocated, and no changes can be made.
- Clubs run from the end of the school day up until 4.15pm and children will need to be collected promptly from the pick-up location which will be shared within the correspondence.
- For sports clubs where children may be required to change, please note that children are required to wear their PE kits. For clubs where PE lessons are the following day, we are happy for you to provide alternative clothing as we appreciate that PE kits cannot always be washed and returned in time.
- In the case of severe wet weather or heat, we will endeavour to continue to run clubs. However, this may mean that an alternative provision is provided indoors.