



High Street, Ivinghoe, Nr. Leighton Buzzard, Buckinghamshire, LU7 9EX

Telephone: 01296 668543

Email: office@brookmead.bucks.sch.uk

Website: www.brookmead.bucks.sch.uk

Headteacher: Mrs Esther Taylor

Frequently Asked Questions

How do we communicate with school?

If you ever have a concern, question or compliment, please speak to someone directly. A verbal conversation, either face to face or over the phone, is almost always the quickest and most effective way for us to understand the situation and support you.

To ensure swift responses and build the strong, trusting relationships that best support each child, we encourage face to face and telephone conversations, as important details and nuances can easily be lost when complex matters are handled only by email. Please be aware that responses to emails take up to **seven working days** in line with our Communication Policy.

Your child's **class teacher** should always be the first point of contact. If you feel you need further support after that, the next step is a **Phase Lead**.

Our **Phase Leads** are: for EYFS, Mrs Clarke (our Deputy Headteacher), for Years 1,2 or 3 it is Mrs King and for Years 4,5 and 6 it is Miss Crawford.

At Brookmead School, every teacher is a teacher of special educational needs, therefore for anything relating to special educational needs, please speak with your child's class teacher in the first instance. If you have any further concerns in relation to special educational needs after speaking with the class teacher, please speak with our **SENDCo - Mrs Brooks**.

If any matters require further discussion, contact the **Deputy Headteacher** and finally the **Headteacher**. This stepped approach ensures that concerns are addressed by the people who know your child best and can respond most effectively.

If you have a more general question about the school, it's worth checking our website first: www.brookmeadschool.co.uk

Mrs Taylor and Mrs Clarke, and occasionally other senior staff, are on the school gate in the mornings. Please do check in and ask us face to face if you have any queries, concerns or compliments for staff.

How do we report matters in relation to attendance and absences?

Email : pupilabsence@brookmead.net This email address is for ABSENCES OR APPOINTMENTS ONLY. When emailing, always include **your child's full name, year group, and class** so staff can respond efficiently and avoid delays.

We recommend that medical appointments are arranged outside of school hours wherever possible. If this is not possible, please give us as much notice as you can, including a photo or screenshot of the appointment confirmation and details of when your child will be collected and returned to school.

Consent must always be sought for any planned absence during term time. The [Leave of Absence Request Form](#) is available on our website and should be completed and submitted to pupilabsence@brookmead.net for consideration.

Further information can be found on our [Attendance and Punctuality webpage](#).

Does Brookmead have official parent WhatsApp / Facebook groups or app-based communication?

Brookmead does not have any official WhatsApp or Facebook groups. We are aware that parent-based groups exist and we do understand that these groups can be really helpful for organising social arrangements and sharing reminders. Discussing the school, school policy, school staff or other families or children in a negative or critical way on a group chat goes against the spirit of our Home - School Agreement. It can unintentionally spread misinformation, create unnecessary worry, and make it harder for us to work together calmly and constructively.

A helpful guiding principle is this: **if something needs attention, please bring it to us directly**. We can only support, clarify or resolve concerns when they are shared with the school.

We do have an Instagram account: [@brookmeadschool](#)

How are processes / approaches decided?

We use our professional judgement and experience as well as referring to DfE guidance and pedagogical evidence, whilst considering the profile of our school. Some decisions we make are based on safeguarding or health and safety decisions which require an immediate response. Every decision we make is rooted in putting children first; with over 300 pupils to support in school each day, our policies and procedures ensure fairness, consistency and high standards of care. Strategic oversight is provided by the Governing Board - which includes the headteacher.

Is there a Brookmead Newsletter?

Brookmead has a fortnightly newsletter. This is written by the headteacher and is sent to parents via email on a Friday and is also available on our website here: <https://www.brookmeadschool.co.uk/News/Newsletters/>. Everything you need to know is in that newsletter. We often share key information ONLY in the newsletter so please do check this when it comes out. For any year group letters, these are sent to you via email, and can also be found on our school website.

How do we raise safeguarding concerns with the school?

If you have a safeguarding concern about a child, telephone or come to the school office and ask to speak to a Designated Safeguarding Lead (DSL) who can immediately log and follow up the concern. If you have a safeguarding concern about something that has happened in school, please speak to a DSL about this in the first instance. If you have a safeguarding concern about a member of staff, ask to speak with the headteacher. If the safeguarding concern is in relation to the headteacher, then ask to speak to the Chair of Governors.

Who are the Brookmead Designated Safeguarding Leads?

Our safeguarding leads are: Mrs Taylor (Headteacher) Mrs Clarke (Deputy Headteacher), Mrs Brooks (SENDCo), Miss Singer (Nurture lead), Mrs Price (Office Manager), Mrs Baker (Assistant Office Manager).

What time does the school gate open and close?

The school gate is open in the mornings from 8.40am to 8.50am. At 8.50am, Mrs Taylor and Mrs Clarke close the gates to ensure the school site is secure. Your child must be in their classroom by 8.50am for registration.

The school gate is opened just before 3.20pm for collection.

What happens at playtimes at Brookmead School?

We are a Platinum OPaL play school. OPaL play is a whole school approach to active play and ensures a range of opportunities for play for our children for example den building, wheeled toys, dress up. We aim to go outside whatever the weather - please ensure your child has adequate clothing for wet weather - wellies and waterproofs in school every day! Where there is torrential rain or significant adverse weather - we have a duty of care to make adaptations to outside play access for the health and safety of our children and staff.

My child has an allergy or longer-term health need, how can we work together with the school?

We will provide you with a health care plan to complete in which you can detail your child's health needs and the plan for medical support. We require written medical information from a medical professional to support the health care plan to ensure we are meeting your child's health needs. If your child has an allergy, it is very important that you notify the school immediately via the main school office.

What happens if my child is prescribed a short term prescribed medication?

Children may occasionally need prescribed medication during the school day. In terms of antibiotics, the school administers these when the child is prescribed four doses a day. All prescribed medication must be in the original box and packaging provided by the pharmacist and handed in to the school office. A Short-Term Medication Form must be completed.

Please ensure that:

- A suitable spoon or syringe is provided for administering the medicine.
- The medicine box is clearly labelled with your child's name and dosage instructions.
- If more convenient, you may decant a portion of the medicine into a spare bottle kept at home. This can reduce the need to visit the office each morning and afternoon. However, the original bottle and full packaging must remain in school.

How do we order school meals?

Fresh Start menus are released each half term. Once you've registered your [Meal Manager account](#) you will receive reminder emails from them. If you have any issues with booking a meal or paying for a meal, please speak with Fresh Start directly: 01280 360653 or support@freshstartcatering.uk

This is a reminder that it is each parent's responsibility to ensure their child has a lunch every day - either by providing a packed lunch from home or by ordering a school meal through Fresh Start.

While we can provide an emergency lunch if a child arrives without one, this should not be relied upon. Emergency meals are intended only for occasional, unforeseen situations. Please note that any emergency meal must be paid for via ParentPay unless you are in receipt of FSM.

Where a child is not provided with a lunch more than once in a term, the parent or carer may be asked to attend a meeting with a senior leader.

What should my child wear for PE and Forest School?

Full details of the school uniform expectations, including Forest School are available on our website: <https://www.brookmeadschool.co.uk/School-Uniform/>

How do I pay for a trip or club?

We are a cashless school. Any payments to school must be made via ParentPay (www.parentpay.com). Initial login to set up your account requires unique codes you can get from the office (EYFS parents will receive a letter from the office about this soon).

From time to time, items may be added to ParentPay accounts that are not relevant to your child. This is because some activities, clubs, or events are made available to a wider group (for example, across multiple year groups), and the system places the item on all eligible accounts to allow families the option to sign up if they wish. If an item does not apply to your child, you can simply ignore it. No action will be taken, and no payment is expected unless you choose to opt in.

Please also be reassured that if a payment is required for your child, you will always receive a separate email explaining the details. We do not expect payments without prior communication.

Do you have a Lost Property box?

No, we do not. **Please ensure that everything your child brings into school is clearly labelled.** Any named items found around school are returned to the child's classroom. If an item is found without a name, we donate it to FAB (our PTA) who adds it to their pre-loved uniform sales.

School Website: <https://www.brookmeadschool.co.uk/>

School Instagram: [@brookmeadschool](https://www.instagram.com/brookmeadschool)