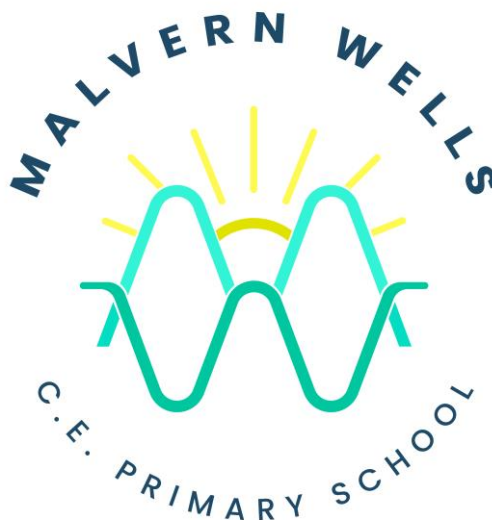


MALVERN WELLS CE PRIMARY SCHOOL



The Malvern Wells Way for Families and Carers

LET YOUR LIGHT SHINE

A practical guide to how school and families work together

CLEAR ROUTES • CONSISTENT SYSTEMS • STRONG PARTNERSHIP

This guide explains the everyday systems that help our school run calmly, safely and fairly so that our collective energy stays focused on children.

COMMUNITY • COMMITMENT • COMPASSION • COURAGE

At Malvern Wells CE Primary School, we are a hope-filled and ambitious community where every child is known, valued and encouraged to let their light shine. We believe children flourish when they feel safe, loved and understood, and when the adults around them work together with clarity and consistency.

Our Christian values of Community, Commitment, Compassion and Courage shape how we treat one another and how we respond when things are difficult. This guide is designed to make working with school as simple and clear as possible. It explains who to contact, what you can expect from us and how we can work together to support your child.

WHY A FAMILY GUIDE?

School life involves lots of small interactions, and knowing what to do and who to contact should feel straightforward. Clear, consistent systems help families get the right support quickly, protect valuable learning time and ensure that everyone is treated fairly and consistently. This guide brings those everyday arrangements together in one place, making it easier for us to work well together.

WHAT YOU CAN EXPECT FROM US

We will welcome you warmly, listen carefully and take your concerns seriously. We will take time to understand what has happened, communicate clearly, respect confidentiality and follow through on what we have agreed.

WHEN SOMETHING GOES WRONG

We want concerns to be resolved quickly, calmly and by the person best placed to help. We will listen, understand what has happened and agree the next steps with you. If something involves a child's safety, an urgent welfare concern or needs senior support, we will act promptly.

WORKING TOGETHER

We ask families to use the most appropriate route, communicate with us respectfully and give us the time needed to understand a situation properly and respond thoughtfully. We also ask everyone to respect the privacy and confidentiality of other children and families.

ABOUT THIS GUIDE

This guide is designed to make everyday school life and communication easier to navigate. It sits alongside our school policies, which provide fuller information about particular areas of school life. Where a formal policy applies, we will follow that policy.

THE MALVERN WELLS RULE

Start with the right person. Share what matters. Give us time to listen and understand. Work with us towards the best way forward.

The first interaction of the day matters. Children should arrive ready to be welcomed, known and supported. Registers are safeguarding documents, so attendance and punctuality must be recorded accurately every morning and afternoon.

ARRIVE & BE WELCOMED	AM REGISTER 8:55	LATE ARRIVAL VIA OFFICE	PM REGISTER 1:00	SAFE HANDOVER AT END OF DAY
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IF YOUR CHILD WILL BE ABSENT Contact the school office by telephone, voicemail or email and give the reason for absence. The office records the information on the school system.	IF WE HAVE NOT HEARD FROM YOU At 9:15am the office sends the agreed first-day absence message asking for immediate contact. If there is still no explanation, we telephone parents/carers and emergency contacts by 10:00am.
IF WE CANNOT ESTABLISH WHERE YOUR CHILD IS The matter is escalated immediately to a Designated Safeguarding Lead. We do not wait until the end of the day where a child's whereabouts or safety cannot be established.	IF YOUR CHILD ARRIVES LATE Late children must enter through the office and be signed in by the accompanying adult so arrival is recorded accurately. From 9:00am onwards, the office will also establish the reason for lateness.

REQUESTING LEAVE

Contact the school office to request the appropriate form. Completed requests are reviewed by senior leaders and the school office sends the formal response. Where a penalty notice is applicable, the school follows the relevant process.

ATTENDANCE & KEEPING CHILDREN SAFE

Knowing where children are is an important part of keeping them safe. If your child is going to be absent, please always let the school office know directly using the agreed absence-reporting route. Messages passed through another parent, a child or informally to a member of staff may not reach the office in time.

Right person • right route • right time

Clear communication creates a calm, sustainable school. Different information belongs in different places. Using one appropriate route helps us respond properly and avoids duplication, crossed messages and unnecessary workload.

I need to...	Use this route	What happens next
Report absence / appointment	School office	Office records and closes the administrative route.
Change collection arrangements	School office	Office routes the information to those who need it.
Lunch, payment, form, booking, club or date	School office	Office resolves or routes the query.
Learning, progress or classroom experience	Class teacher via School Office or face2face after school	Teacher establishes facts and responds.
Friendship, behaviour or wellbeing concern	Class teacher via School Office or face2face after school	Teacher is responsible and then can escalate or redirect
SEND or additional support	Class teacher via School Office or face2face after school	SENCo / leadership becomes involved where appropriate.
Urgent welfare or safeguarding concern	Contact school immediately to speak to DSL or Class Teacher	A DSL is informed and safeguarding procedures are followed.
Sensitive, complex or emotional matter	Telephone call via school office to arrange a meeting with Class Teacher initially	We move away from lengthy email chains and take time to understand the concern, establish the facts and respond thoughtfully and humanely.
Ask about WRAP	School office	Currently, we are running WRAP club again and so all questions/concerns should be directed via the office
Unresolved concern	Head of School / relevant leader	Previous actions are reviewed and next steps agreed.
Formal complaint	Complaints Procedure	The published formal process is followed.

EMAIL

EMAIL

Please send all emails to **office@mwprimary.co.uk**, addressed to the appropriate member of staff. This is the only inbox monitored consistently throughout the school day, helping us make sure messages reach the right person and are not missed.

For day-to-day questions or concerns about your child's learning, progress, friendships, behaviour or wellbeing, their class teacher should always be your first point of contact. Our teachers know the children in their care extremely well and are best placed to listen, understand what has happened and work with you towards the right next step.

We understand that it can sometimes feel helpful to email the Head of School or Executive Headteacher directly. However, doing so can unintentionally take ownership away from the experienced staff member best placed to resolve the matter. Our senior leaders need to remain available to support staff when concerns require escalation, while also leading teaching, safeguarding and the wider improvement of the school. They will become involved whenever this is appropriate.

We aim to provide a thoughtful response to day-to-day concerns within 72 hours. Where something is sensitive, complex or emotionally charged, we may suggest a telephone call or meeting rather than continuing through email, so that we can listen properly, understand the situation and work together towards the best way forward.

TEXT MESSAGES

We use text messages when information needs your attention quickly, such as a same-day change, emergency closure or minor head-bump notification. We keep texts brief and purposeful so that an important message is easy to spot. Routine information, reminders and longer updates will usually be shared through T2P/email or our weekly newsletter. Please make sure we always have your current mobile number.

We want families to feel able to raise concerns early and know who is best placed to help. Using our agreed communication routes helps us listen carefully, understand what has happened and work together to find the best way forward.

CLASS TEACHER	HEAD OF SCHOOL / SENCO	EXECUTIVE HEADTEACHER	FORMAL COMPLAINTS PROCEDURE
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OUR OPERATING PRINCIPLE

We aim to resolve concerns quickly, calmly and with the person best placed to help. If a concern involves a child's safety or immediate wellbeing, we will always act straight away.

FACE TO FACE

We really value opportunities to speak with families. The front of school is perfect for a quick question or sharing useful information. If something needs more time, privacy or careful discussion, we will arrange a convenient time to talk properly. Simply email the office to arrange a meeting or telephone call with the Class Teacher.

EMAIL

Email is helpful for sharing information and making initial contact. If something is sensitive, complex or needs discussion, we may suggest a telephone call or face2face meeting instead so that we can understand the situation fully and respond thoughtfully.

TELEPHONE

Sometimes a conversation is the quickest and most helpful way to understand a concern. We will listen, ask questions where needed and work with you to agree what happens next.

Working Respectfully Together.

We know that concerns about children can sometimes bring strong emotions. We will always aim to listen with care, kindness and respect, and we ask the same in return. If a conversation becomes difficult to continue constructively, we may suggest a pause and arrange the best way to continue it.

WHAT HELPS US RESOLVE THINGS WELL

When raising a concern, it really helps if you tell us what is worrying you, what you understand has happened and what you would like us to consider. We will listen carefully and take your concerns seriously. Often, we will need a little time to speak with the people involved, understand different perspectives and establish the facts before responding fully. This helps us make fair, thoughtful decisions and work with you towards the best way forward.

Safeguarding is everyone's responsibility

Keeping children safe is at the heart of everything we do at Malvern Wells. We want families to feel confident sharing a worry with us, however small it may seem. If we receive information that suggests a child may be at risk, we will always take it seriously and follow our safeguarding procedures.

IF YOU ARE WORRIED ABOUT A CHILD

Please contact school as soon as possible and tell us that you are sharing a safeguarding or welfare concern. If your concern is urgent, please telephone or speak to us in person rather than relying on email.

WHAT SCHOOL WILL DO

We will listen carefully, make sure the right member of our safeguarding team is involved and take the appropriate next steps. Where necessary, this may include seeking advice or working with other professionals to help keep a child safe.

CONFIDENTIALITY

We treat safeguarding information with great care and only share it with those who need to know. This also means that we cannot share private information about another child or family, including information about their needs, health, behaviour or circumstances.

WHY WE MAY NOT TELL YOU EVERYTHING

We understand that it can sometimes feel difficult not to know what has happened following a concern. To protect children and families, there may be times when we cannot share details of the action we have taken. Please be assured that this does not mean your concern has been ignored.

DESIGNATED SAFEGUARDING LEADERSHIP

Michelle Elliott is our schools Designated Safeguarding Lead.
Jen Alford and Alison Dainty as Deputy DSLs.

Families do not need to decide which DSL should own a concern: contact school and we will route it appropriately.

SAFETY ALWAYS COMES FIRST

We will always act promptly if we believe a child or adult may be at immediate risk of harm. In these circumstances, we will follow the appropriate safeguarding or emergency procedures straight away.

Compassionate and clear

At Malvern Wells, we believe children learn best when they feel safe, known and valued. We combine warm relationships with high expectations, helping every child learn how to make positive choices, repair mistakes and grow in confidence. Our approach is calm, consistent and rooted in dignity for every child.

WHAT CHILDREN CAN EXPECT

Every child will be greeted with kindness, spoken to respectfully and supported to meet our high expectations. We protect children's dignity, help them regulate their emotions and never use humiliation or shame as a behaviour strategy.

REPAIR & RESTORE

Mistakes are part of being human and part of learning — for adults as well as children. We help children to reflect, take responsibility, apologise where appropriate and repair relationships. We expect the same of our adults: if we get something wrong, we will acknowledge it, apologise and work to put it right. Children deserve to see the respectful, responsible behaviour we ask of them modelled by the adults around them.

WHEN THINGS GO WRONG

We will always prioritise safety while helping children understand the impact of their choices. We address behaviour calmly and consistently, supporting children to take responsibility and make better choices next time.

WHEN YOU HEAR ABOUT AN INCIDENT

We ask families to speak with the class teacher rather than relying on information shared between children or other families. We will listen carefully, establish the facts and communicate with you about your own child and the support they need..

ABOUT OTHER CHILDREN

We will always discuss your own child openly and honestly. To protect every family, we cannot share information about another child's behaviour, needs, consequences or personal circumstances.

THE AIM

High expectations and strong relationships go hand in hand. At Malvern Wells, we are kind and clear: children are supported to manage their emotions, learn from mistakes, repair relationships and succeed, while expectations remain consistent and clear.

When a child needs first aid, trained staff provide treatment and the incident is recorded. The route for parent communication depends on the nature of the injury or illness.

MINOR INJURY First aid is given and the incident is recorded. The class teacher is responsible for informing the parent/carer about the minor injury and treatment at the end of the day.	MINOR HEAD BUMP The child is treated, receives a dated and timed head-bump bracelet, the office sends the agreed parent text and the class team monitors the child.
SIGNIFICANT INJURY The school uses a telephone call so the injury and any required action can be explained clearly and parents/carers can be reassured.	CHILD BECOMES UNWELL Where the class teacher/First Aider, decides a child is unwell and needs collecting, parents/carers are telephoned because action is required immediately.

TEMPORARY ILLNESS OR DISABILITY

Please let the school office know as soon as possible if your child has a temporary illness, injury or disability that may affect their school day. We will consider how this may affect your child's learning, movement around school, playtimes and lunchtimes, personal care and safety. Where needed, we will work with you to agree reasonable adjustments and put a temporary risk assessment or access plan in place.

TELL US	CONSIDER YOUR CHILD'S NEEDS	AGREE ADJUSTMENTS	MAKE SURE THE RIGHT STAFF KNOW	REVIEW / REMOVE WHEN NO LONGER NEEDED
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OUR APPROACH

Adjustments should enable safe and successful participation while maintaining high expectations and as much independence as possible. If needs change, tell us so arrangements can be reviewed with you.

Our aim is for every child to experience ambitious learning, excellent teaching and the right support to help them become increasingly confident and independent. Teachers explain new learning clearly, check understanding carefully and adapt teaching when children need something explained, practised or approached differently.

WHAT LEARNING SHOULD FEEL LIKE

Children should understand what they are learning and how it connects to what they already know. New vocabulary and ideas are taught clearly, and children are given the teaching, modelling and practice they need before being expected to work independently.

HOW WE CHECK LEARNING

Teachers regularly check what children have understood and remembered through questions, discussion, observation and their work. If something has not yet been understood or remembered securely, we revisit it, explain it differently or provide further practice.

WHEN YOU ARE WORRIED

If you have a concern about your child's learning, progress, wellbeing or additional needs, please speak with their class teacher first. They know your child's day-to-day classroom experience and are usually best placed to listen, understand your concern and agree the next steps with you.

WHEN MORE SUPPORT MAY BE NEEDED

If your child may need additional support, their class teacher will consider what may be getting in the way of their learning and what might help. Where appropriate, our SENCo or inclusion team will be involved. We will work with you to understand your child's needs, review the support in place and agree any further steps.

NEW CHILDREN

We want children joining Malvern Wells to feel known and welcomed from the beginning. Before they start, we gather important information about their learning, wellbeing, medical or additional needs and put any necessary support in place. We help them get to know their classroom, routines, friends and trusted adults, and check in carefully during their first few weeks. We will also keep in touch with you as they settle and review how they are getting on.

HIGH EXPECTATIONS FOR EVERY CHILD

Being inclusive means helping every child to access, participate in and succeed in learning. Where a child needs additional support or adaptations, these are designed to remove barriers while keeping expectations ambitious. We provide the support children need while helping them develop confidence, independence and belief in what they can achieve.

Small routines make a big difference

Small, consistent routines help the school day run smoothly for everyone. We aim to keep everyday communication clear, brief and helpful, so families know what is needed and small issues can be sorted quickly.

LUNCH

If your child arrives without the lunch they need, we will endeavor to make sure they are fed (we are sent precise amounts of food) and let you know via text. If this happens regularly, their class teacher will get in touch so that we can work with you to resolve it.

UNIFORM

We ask families to support our school uniform expectations so that children arrive ready for their school day. If something is not quite right, we will usually let you know with a brief message. Our current uniform requirements are available through the school's published information.

PE KIT

Please help your child to have the correct PE kit in school when needed so that they can take part fully. If something is missing, we will let you know so that it can be ready for next time.

READING / HOMEWORK EQUIPMENT

Children are asked to bring reading books, diaries or other learning materials (sometimes) between home and school. We appreciate your help in keeping these routines consistent. If something is regularly missing, we will get in touch so that we can help get things back on track.

ROUTINE INFORMATION

We try to make school communication as manageable as possible for busy families. General information, letters and routine reminders are usually sent through T2P/email, with information grouped into our weekly newsletter wherever possible. Please take time to read school communications so that you do not miss important information.

TIME-SENSITIVE CHANGES

For information that needs your immediate attention, such as a same-day change or emergency closure, we will usually send a text message. Please make sure we always have your current contact details and check messages from school promptly.

KEEPING INFORMATION UP TO DATE

Some practical arrangements may change during the school year, including clubs, meals, events or other day-to-day details. We will always communicate changes with families, so please refer to the most recent school communication or published information for current arrangements.

Clear steps from first contact

We want school processes to be as straightforward as possible for families. For tours, leave requests and admissions enquiries, the school office is your first point of contact. We will make sure your enquiry reaches the right person and let you know what happens next.

SCHOOL TOUR / VISIT

We warmly welcome families who are considering Malvern Wells for their child. Please contact the school office to enquire about places or arrange a visit. We will ask you for some initial information and, where appropriate, arrange a tour with a member of our leadership team.

REQUEST FOR LEAVE

If you need to request leave during term time, please contact the school office for the appropriate form and return it as early as possible. Each request will be considered in line with our Attendance Policy and current attendance regulations, and we will confirm the outcome with you. **Please remember that submitting a request does not mean that the absence will be authorised.**

ADMISSIONS

If you are interested in your child joining Malvern Wells, please contact the school office and we will explain the next steps. Admissions follow the school's published admissions arrangements and the appropriate application process. We are always happy to welcome enquiries, but a school visit or initial conversation cannot guarantee that a place will be available or offered.

WHEN A CHILD JOINS

We want every child joining Malvern Wells to feel welcomed, known and part of our school community from the beginning. Before they start, we gather the information we need to understand their learning, wellbeing, medical or additional needs and prepare carefully for their arrival. We support them to become familiar with their classroom, routines, friends and trusted adults, and check in closely during their first few weeks.

PLANNING AHEAD: OUR ANNUAL CALENDAR

We know that family life is busy and that short-notice changes to the school diary can be difficult to manage. Each July, we share our annual calendar for the year ahead so that families have as much notice as possible of key dates, events and activities. We work hard to keep to these dates and minimise changes wherever we can. Occasionally, circumstances outside our control mean plans need to change; when this happens, we will give families as much notice as possible. If you would like a paper copy, please ask the office.

TRIPS, VISITS & EVENTS

For trips, visits and special events, we will send you the information you need, including arrangements, permissions, payments and any equipment required. Please read this information carefully and respond by the deadlines given.

Where we ask families to contribute towards the cost of a trip or activity, payments are made through T2P and are voluntary contributions. No child will be excluded because their family chooses not to contribute. However, as a small school, we do need sufficient contributions to make some trips financially possible. If we do not receive enough voluntary contributions to cover the costs, unfortunately the trip or activity may not be able to go ahead.

We will always aim to be clear about costs and give families as much notice as possible. If the cost of an activity causes difficulty for your family, please speak to us confidentially.

Routine information will usually be sent through T2P/email; if an important arrangement changes at short notice, we will contact families directly.

ONE FRONT DOOR

For everyday administrative questions, the school office is your front door. You do not need to know which member of staff deals with each process; start with us and we will make sure your enquiry reaches the right person.

Keep this page handy

I need to communicate...	Use this route
My child is absent	Office (Email, phone or leave a voicemail) – don't forget to tell us the reason
My child will be late	Enter via the office and sign your child in on the iPad
I need to change collection details	Office – email or phone
I have a learning / progress question	Class teacher via email through the office OR Face2face at the end of the day initially
I am worried about friendships / behaviour	Class teacher via email through the office OR Face2face at the end of the day initially
I want to discuss SEND	Class teacher via email through the office OR Face2face at the end of the day initially
I have a safeguarding concern	Contact a DSL immediately
My concern is complex or emotional	Ask for a call / meeting with the Class Teacher
My concern remains unresolved	Head of School / relevant leader
I want to make a formal complaint	Complaints Procedure

HOW YOU CAN HELP US

Use the most appropriate route and tell us clearly what is worrying you. Give us time to listen to those involved and understand what has happened. Communicate with us respectfully, as we will with you, and understand that we cannot discuss another child or family. Most importantly, work with us so that together we can find the best way forward for your child.

CLEAR SYSTEMS HELP CHILDREN SHINE.

Thank you for working in partnership with us.

