

Transport

If you are provided with school transport please be aware that this is an provision of 2 journeys per day. If the transport is refused, arrangements for an additional taxi can not be made.

In case of absence: Procedure for cancellation of transport—As soon as possible please:

- Telephone Willow Bank School on 0116 229 8137 to give the reason for the absence.
- Telephone the transport provider. If more than one transport provider is used each day, please inform both companies.
- When pupil returns to school telephone the transport provider to reinstate transport.
- When pupil returns to school, please supply a letter explaining the reason for absence.
- If a Local Education Authority Vehicle is used, please telephone (see useful numbers overleaf)

Amendments to taxi arrangements can only be authorised by school. Please do not make alternative arrangements with transport or the taxi drivers directly. If you have any further queries please contact the school office on 0116 229 8137.

Complaints

If you have a concern or complaint you are invited to contact the School so that the matter can be discussed with the Head teacher or a member of staff designated by him.

Most questions and anxieties can be dealt with in this way, however should you not be satisfied with the outcome then we would request that your concerns be put into writing and addressed to Mr S Whittingham, Chair of Governors, Willow Bank School, Simmins Crescent, Leicester LE2 9AH or via email: swhittingham@childrenshospitalschool.leicester.sch.uk

Useful Numbers

Willow Bank School

Main Reception: 0116 229 8137

Fax Number: 0116 229 8142

Transport

School Office - 0116 229 8137

City Transport : 0116 221 1454/5

County Direct Service: 0116 305 7248

Free School Meals Service

Leicester City— 0116 252 7009

Leicestershire County— 0116 3056588

Severe Weather

In the event of severe weather (snow), information about school closures will be announced on local radio stations and their websites.

Willow Bank School is part of Children's Hospital School.

If Special Needs transport is cancelled then the Willow Bank School will be closed.

If there is heavy snow in the day then school may close early to prevent students on school transport from being stranded. If that is the case then we will contact you directly to let you know the arrangements. Please ensure that our emergency contact information for you is up to date.

The local Radio Stations are:-

Radio Leicester	104.9FM
Capital FM	105.4FM
Heart 106	106.0FM
Sabras Sound Ltd	12.60AM

Parent Information Guide



Willow Bank School



office@childrenshospitalschool.leicester.sch.uk



www.childrenshospitalschool.leicester.sch.uk

Headteacher's Welcome

Willow Bank Day school is a small school to between 50 and 70 students. We provide an education for students that are not able to attend their usual school. Our aim is to provide an outstanding school experience with quality education and exciting opportunities to enable to students to build their knowledge, skills and their resilience so that they are better equipped to enjoy their learning and life.

Our Logo 'Better Together' says it all. We are here to support your child and hopefully you will see this on a daily basis. Our staff are expert at working with young people and they are here to make sure that each child never feels lost or alone through the challenging times. Each child will have two tutors who will liaise closely with parents, home schools and other professionals to ensure the very best education and care for all.

Welcome to our school.

Student Reviews

Students reviews take place each term. This is a time to review your child's progress, any concerns and future needs of your child. We would ask that you attend these meeting to ensure that we are able to work with you in supporting and addressing your child's needs.

All professionals involved with your child will be invited to attend the review meeting allowing us to work collectively to support your child.

Following on from the review an Internal Review Report will be sent to yourself and any other professionals involved.

Attendance

We are committed to providing the best possible education to our students that we can. Whilst acknowledging the difficult circumstances of many of our pupils we believe that our pupils benefit best from regular attendance.

If your child is absent from school please contact the school office on 0116 2298137 stating your child's name and reason for absence. If you have not contacted us regarding your child's absence then the Attendance Officer will contact you to establish a reason.

We regularly monitor attendance and may contact you from time to time if we feel that your child's level of attendance is decreasing and /or there is a level of disengagement in order for us to both support you and your child.

Your child's timetable will be reviewed regularly and may change throughout their time with us. If you feel their timetable requires amendments please contact the tutor to discuss this with us.

Professional Links

At the Children's Hospital School we work closely with a number of agencies in order to assist in supporting you and your child. Some of these include:

- CAMHS—Valentine Centre, Westcotes House / Ward 3, Coalville
- School Nurse
- Education Welfare Service
- Attendance Improvement Service
- Hospital Consultants
- Connexions
- Mainstream Schools
- LEBC for Work Experience
- Social Care
- Education Psychologists

We also hope to build close links with your family to support you effectively.

Breakfast Club & School Lunches

Breakfast Club runs every morning before lesson time. We understand that it is not always possible to have breakfast before leaving the house and it provides social time before school. All students are welcome to breakfast and a drink free of charge.

Morning break lasts for 20 minutes and students are encouraged to bring a snack with them or we offer a snack bar at which students are able to purchase a variety of healthy snacks and drinks.

Lunchtime is 40 minutes long. Students have the choice of bringing a packed lunch which can be stored in the student fridge or can order a school meal. If your child is entitled to free school meals can you ensure that the school office has an update copy of your entitlement certificate.

Sample menus and a current price list can be found on our website.

Medication

There may be times when your child requires medication during school hours. In order for staff to be able to administer medication to students a parental consent form must be completed and returned to school.

All medication should be:

- handed into the office on arrival at school.
- carried in a child proof container.
- accompanied by a signed parental consent form from the parent giving clear instructions as to the time and amount of medication to be administered.
- If pain killing medication is administered staff will phone to confirm the time the last dose was given.

Staff will then act upon these instructions & supervise the taking of such medicine.