St Mary's ISLEWORTH

Parent Handbook

St Mary's Catholic Primary School, Isleworth

2026-2027 | Version 8

A safe, caring, creative and happy place where every child can learn, grow and do their best.

London Borough of Hounslow

1. Welcome and quick start

Key information to help families settle in quickly.

Welcome to St Mary's Catholic Primary School.

- We hope your child will be very happy with us.
- We want to build a strong, positive partnership between home, school and parish.
- This handbook brings together the everyday information that parents and carers ask for most often.

Partnership between home, school and parish is central to school life.

Mission statement

Our school family at St Mary's wants this to be a safe, caring, creative and happy place where we all have a fair chance to learn and grow together and to do the best we can. We do this by knowing and loving Jesus more every day and by following his teachings in a joyful way.

Parent action checklist

Download Arbor Use the Arbor App for key school information and meal booking. **Please complete all the details for your child under their profile.**	**Register for updates** Sign up for the Weekly Update email from the school website.	**Keep contacts current** Every child must have **at least** two adult contacts on the school system.
Report absence early Use the Report Absence Form on the school website on the first morning.	**Book meals** Meals must be booked through Arbor by midnight the day before.	**Label everything** All uniform and personal items must be clearly named.

2. At a glance

The most-used information on one page.

School day
8:45am - 3:15pm. Children arriving after 8:55am sign in at the school office.

Nursery
Starts at 8:45am. 15-hour places are morning only and finish at 11:45am; 30-hour children finish at 3:15pm.

Lunch
Reception/KS1: 12:00 - 1:05pm. KS2: 12:15 - 1:20pm.

Collection
Call the office if you are delayed or if collection arrangements change.

Attendance
Term-time holidays are not authorised except in exceptional circumstances.

Food safety
The school is nut and shellfish-free. Please do not send products containing traces of nuts.

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Website
The school website is the main place to find the calendar, policies, learning at home activities, timetables, FAQs, uniform information and parent communications.

School website: www.smi.hounslow.sch.uk

Arbor login: login.arbor.sc

3. Vision, mission and values

What guides learning, relationships and school life.

Vision

Together with our families, parish and local community, we have an unwavering focus on high-quality academic, spiritual and social growth for all our children. We place particular emphasis on developing well-rounded young people who are ready for secondary school.

We are committed to a holistic approach to education that unlocks the full potential of each individual.

Our values

With Christ in our hearts, we grow in love to help others.

Our values guide learning, friendship and service every day.

Faith	Community	Growth
Catholic teaching and practice shape our spiritual and moral development.	Families, parish, school and local community work in partnership.	Children are supported to learn, flourish and do the best they can.

4. School year 2026-2027

Term dates, closures and holidays.

Children are required to be at school for 190 days in an academic year. Teachers are required to be in school for 195 days; the additional five days are used for professional training.

Important holiday reminder

Parents should not arrange family holidays during school terms. Term-time holidays will not be authorised unless there are exceptional circumstances and the Headteacher approves the absence.

Term	Event	Date / detail
Autumn term	INSET days	Wednesday 2 September 2026 Thursday 3 September 2026
Autumn term	Pupils return	Friday 4 September 2026
Autumn term	Half term - school closed	Monday 26 - Friday 30 October 2026
Autumn term	Return to school	Monday 2 November 2026
Autumn term	Christmas holiday begins	School closes at 2:00pm on Thursday 17 December 2026
Spring term	Return to school	Monday 4 January 2027
Spring term	Half term - school closed	Monday 15 - Friday 19 February 2027
Spring term	Return to school	Monday 22 February 2027
Spring term	Spring holiday begins	School closes at 2:00pm on Thursday 25 March 2027
Summer term	Return to school	Monday 12 April 2027
Summer term	May Day Bank Holiday - school closed	Monday 3 May 2027
Summer term	Spring Bank Holiday - school closed	Monday 31 May 2027
Summer term	Half term - school closed	Tuesday 1 - Friday 4 June 2027
Summer term	Return to school	Monday 7 June 2027
Summer term	End of school year	School closes at 2:00pm on Friday 16 July 2027

Term dates and calendar: www.smi.hounslow.sch.uk

5. The school day

Arrival, punctuality, lunch and collection times.

Area	Information
Teaching week	Children receive 25 hours of teaching during the normal school week.
Start of day	The school day begins at 8:45am. Children come straight into classrooms as part of the soft start.
Nursery	Nursery begins at 8:45am. Children staying for 15 hours attend the morning session only, ending at 11:45am. Children staying for 30 hours finish at 3:15pm.
Lunch	Reception and KS1: 12:00 noon - 1:05pm. KS2: 12:15pm - 1:20pm.
End of day	The school day finishes at 3:15pm.
Supervision	The school cannot take responsibility for children before 8:45am or after 3:20pm, unless they are attending an organised school activity.

If your child is late or absent

- Children arriving after 8:55am must come through the school office and sign in on the computer.
- Punctuality is recorded and included on each child's annual report.
- If your child is not coming to school, report this first thing in the morning using the form on the school website.
- If the school has not heard from you, the office will text a reminder to call.

6. Collection and safe travel

Keeping children safe at the start and end of the day.

Collection changes

Tell the class teacher in the morning or call the school office if someone different will collect your child.

Infant collection

Infant children must be collected from the class door.

Older siblings

Secondary-aged siblings may drop off and collect younger children.

Y6 independence

Only Year 6 children may walk to and from school independently.

If you are delayed

Please telephone the school so staff can reassure your child and keep them safe.

After-school clubs

Children attending clubs or music activities must be collected promptly.

Parking and walking to school

Please show consideration for safety and for our neighbours when driving to and from school. Families are encouraged to walk to school where possible, or to park away from the school and walk the rest of the journey.

- **Do not** drive into or out of the school entrance to turn your car around.
- Children learn from the example adults set around road safety and courtesy.

Playground safety

For safety reasons, children must not use outdoor playground equipment before or after school.

Collection FAQs: Parent FAQs on the school website

7. Finding information

Where to look and how the school communicates.

School website

Calendar, policies, FAQs, learning at home activities, timetables, uniform and curriculum information.

Weekly Update

A regular email update. Register from the homepage or the direct sign-up link.

Arbor App

Download the app and wait for the St Mary's welcome email with your access link. **Please then complete all the details for your child under their profile.**

School office

Use the office for payments, forms, attendance questions and general queries.

Class teacher

First point of contact for learning, homework, wellbeing and class routines.

Policies

School policies are available to download from the website.

Useful links

Website: www.smi.hounslow.sch.uk

Policies: School policies page

Weekly Update sign-up: eepurl.com/qw2Uv

Arbor App information: School App page

Communication guidelines

Clear, open communication between school and parents/carers helps children learn well. Please use the guide on the next page to contact the right person first.

8. Communication: who to contact

The quickest route for common questions.

Question / issue	Who to contact
My child's learning, class activities, lessons or homework	Class teacher, in person or via the school office.
My child's wellbeing or pastoral support	Class teacher, in person or via the school office.
Payments for trips or activities	School office.
School lunches	Mrs Manners in the school office.
School trips	School office. Email reply@smi.hounslow.sch.uk.
Uniform - lost and found	Mrs Manners in the school office.
Attendance and absence requests	Report absence using the link on the Contact Us page. For term-time absence requests, ask Mrs Manners for an Absence Request Form.
Bullying and behaviour	Class teacher in the first instance, then Mr Cobbold.
School events or school calendar	School office. Email office@smi.hounslow.sch.uk.
Special Educational Needs	SENCO, Mrs Statham-Burt, via the school office.
Before and after-school clubs	School office. Email reply@smi.hounslow.sch.uk.
Governing Body	Chair of Governors, Mrs Kathleen Greeney, via the school office.
School caterers or meals	Mrs Julia Forest, Catering Manager, via the school office.

Speaking with staff

- Teachers are usually available for ten minutes before and after the school day without an appointment.
- Teachers cannot talk to parents after 8:55am because the school day has started.
- For conversations at other times, please make an appointment.
- For Mr Marsh or Mr Cobbold, an appointment is not always needed.

9. Curriculum and pastoral care

Developing the whole child: mind, body and spirit.

Curriculum

Our curriculum develops the whole person - mind, body and spirit. Personal development is embedded so that children grow up happy and healthy, in relationship with God who made us, saved us and sustains us.

The curriculum develops confidence, strengthens children's ability to learn and helps them become responsible adults who contribute positively to society, understand the Common Good and help build the Kingdom of God.

Learning is designed to engage children, challenge them to think for themselves and remain relevant to the needs of our community. Children have time to consider current and real-world issues.

Curriculum information: Curriculum page on the school website

Mind	Body	Spirit
Academic growth, confidence and curiosity.	Health, wellbeing, safety and active participation.	Faith, prayer, moral development and service.

Pastoral care

Pastoral care is the responsibility of every member of staff. Parents are encouraged to speak with the class teacher about any matter that may affect a child's educational, spiritual, physical, social or moral wellbeing.

We want children to be aware of the needs of others, to share and help, to develop tolerance, to accept responsibility and to be friendly and good-humoured. These qualities grow best in an atmosphere of support, challenge and sympathetic understanding.

10. First aid, medication and illness

What to do when your child is unwell.

First aid

Learning Support Assistants attend to children's physical health and wellbeing. Most staff are first-aid trained.

Emergency contacts

Keep home, work and mobile numbers up to date. Each child must have **at least** two adult contacts.

Medication

The school only administers medication for long-term conditions where a personal care plan is in place.

When your child is ill

- If your child is unwell and cannot attend school, report the absence on the first day.
- After vomiting or diarrhoea, 48 hours must pass from the last bout before returning to school.
- If your child has a severe cough or cold, please keep them at home until symptoms have eased.
- If your child develops an infectious disease, inform the school office immediately so other parents can be alerted to symptoms.

Illness	Minimum exclusion from school
Chicken pox	5 days from onset of rash; all spots must be scabbed over.
Measles	5 days from onset of rash.
Mumps	7 days minimum; swelling must have subsided.
Whooping cough	21 days from onset of paroxysmal cough.
German measles	5 days from onset of rash.
Impetigo	Until the skin is healed.
Scarlet fever	5 days from commencing antibiotics.

Head lice / nits

Please check your child's hair regularly. If your child has head lice, inform the school. If lice are found in school, you will be asked to collect your child, treat them and return after treatment.

11. Absence, holidays and changes of details

Attendance expectations and important administration.

Absence

- Report absence as soon as possible using the Report Absence Form on the Contact Us page of the school website.
- If your child has an infectious illness, make sure they have fully recovered before returning to school.
- The legal responsibility is with parents to provide medical evidence when absence needs to be authorised.
- Medical evidence can include a date-stamped appointment card, an appointment letter, a label from prescribed medication, or GP/consultant letters.

Term-time holidays

In line with the Education Pupil Registration Regulations, time off school for family holidays will not be authorised. Absence will only be authorised in exceptional circumstances and at the Headteacher's discretion.

What has changed?	What parents/carers need to do
Change of address	Update your own info on Arbor
Change of phone number	Update home, work and mobile numbers on Arbor as soon as they change.
Emergency contacts	Every child must have **at least** two adult contact details on the school information system.
Leaving during school sessions	Children may not leave during session times without prior arrangement and written confirmation. Parents must collect from the school office and sign out on the computer, giving the reason.

Before and after-school activities

We offer a range of clubs and music activities. These are usually run by trained staff from external companies and there is a charge. Children must be collected promptly.

12. Parents as partners

How families can support learning and school life.

Parents and carers are the first educators of their children and have a major influence on learning. St Mary's values partnership with families so that every child is supported to flourish.

In school

Reading with children, supporting learning activities, helping on trips or assisting with infant activities.

At home

Ensuring your child gets a good sleep, ironing or mending dressing-up clothes, or preparing resources.

Learning at home

Support Learning at Home activities, including pre-teaching where this is helpful.

Safeguarding checks

All helpers working in class must complete the required safeguarding checks in line with the school's safeguarding procedures. From September 2027 volunteers will need a DBS.

Curriculum meetings

At the start of the year, curriculum meetings give parents the opportunity to hear about the year ahead, meet the teachers, see some teaching in class and understand homework expectations.

School Maintenance Fund

Why it matters

As a voluntary-aided Catholic school, St Mary's must fund 10% of capital costs. The fund supports building projects, refurbishments and additional equipment for children.

Current contribution

£102.00 per year per family, or £8.50 per month by standing order.

13. Food, drink and school meals

Water, milk, snacks, lunches and birthday routines.

Water bottles

Children are given a school water bottle in their team colour. Fill it with fresh water each day.

School milk

Milk is available from Cool Milk (www.coolmilk.com). Under-fives receive free school milk; over-fives can receive subsidised milk.

Healthy snack

Children may bring water and a piece of fruit for the morning snack. Early Years and KS1 receive free fruit.

After-school clubs

Only fruit and water are permitted at after-school clubs.

Birthday routine

Children may wear home clothes on their birthday, or another day if it falls at a weekend or holiday.

No sweets or cake

Sweets, treats, birthday cakes and other snacks are not allowed in school.

School meals

- Infant children have a freshly prepared, healthy and nutritious school meal. These meals are free.
- Junior school meals are also currently free of charge following funding from the Mayor of London.
- All meals must be booked on Arbor by midnight the day before and can be selected on a half-termly basis.
- Menus are sent out each term and posted on the school website.

Book meals: Arbor login

Packed lunch guidance for junior children

Area	Guidance
Suggested lunch	A round of sandwiches with a suitable savoury filling; a yoghurt and/or a piece of fruit; a drink that is not fizzy.
Not allowed	Fizzy drinks, sweets, other snacks, birthday cakes or sweets.
Important	All packed lunches must be nut and shellfish-free.

Cool Milk registration: www.coolmilk.com

14. Allergies and uniform

Health, safety and clothing expectations.

Nut and shellfish-free school

- No nut or shellfish products in packed lunches.
- No products in school containing any traces of nuts.
- No sweets, chocolates or treats brought in for birthdays or similar occasions.
- Please wash hands before coming to school if nuts have been handled at home.

Several children have severe nut and shellfish allergies, and some children have allergies to dairy and other foods. Thank you for helping to keep school safe for everyone.

School uniform

Uniform items can be purchased from usual sources, including supermarkets. Branded uniform and uniform with the school badge are optional. The school logo is optional on all uniform items.

- If you need help with uniform costs, contact the school office.
- Pre-loved uniform is available by asking at the office, and the school also runs pre-loved uniform events.
- **All uniform** must be clearly marked with your child's name.

Uniform area	Expectation
Jewellery	Jewellery is not permitted. Watches may be worn.
Earrings	Earrings are not allowed at any time. Clear (see through keepers may be worn).
Haircuts	Shaven letters, names or designs are not allowed.
Boys hair	Regular length, no longer than the collar. Hair must not be shaved at the sides and long on top.
Hair colour and styling	Coloured hair, braiding, extensions and hair gel are not allowed.
Hair bands	Must be green and plain.
Long hair	Must be tied back while in school.

Exemptions apply for race, religion or belief, sex, disability, sexual orientation and gender reassignment.

Uniform list: Uniform page on the school website

15. FOSMI and final reminders

Friends of St Mary's, Isleworth.

Friends of St Mary's, Isleworth

FOSMI is the parent group supporting school life through ideas, events and help from families.

Email: fosmi2024@gmail.com with 'FOSMI' in the subject line.

Final parent reminders

Arrive on time

School starts at 8:45am. Arrivals after 8:55am must sign in through the office.

Tell us quickly

Report absence on the first morning and update contact details immediately.

Keep food safe

No nuts, shellfish, sweets, birthday treats or fizzy drinks in school.

Use Arbor

Book meals by midnight the day before and use the app for key information.

Label belongings

Uniform, bottles and personal items should be clearly named.

Speak to us

Talk to the class teacher first for learning, homework, wellbeing and class routines.

Thank you

Thank you for working in partnership with St Mary's to help every child feel safe, cared for and ready to learn.