

# Dussindale Primary School



*...on a journey of discovery*

## School Information

### SCHOOL CONTACT DETAILS:

Telephone: 01603 436180

Address: Vane Close, Norwich, NR7 0US

Email: [office-ds@yare-edu.org.uk](mailto:office-ds@yare-edu.org.uk)

Website: [www.dussindaleprimary.co.uk](http://www.dussindaleprimary.co.uk)

## **OUR SCHOOL DAY**

The school site will open at 8.30 am and the doors at 8.40 am. The doors and gates will close and be locked at 8.50 am.

Registration is at 8.50 am and 1.15 pm.

Children who arrive after 8.50 am will need to enter via the school office where their attendance will be marked as late. The school day finishes at 3.15 pm for Reception and 3.20 pm for Years 1-6. Children must be collected promptly.

## **MEDICATION**

Medication will only be administered under one of the following:

Your child has an agreed care plan

Prescribed antibiotics requiring **four** doses per day.

Medication prescribed by a *GP/Hospital* that has to be administered during the school day.

A medical consent form must be completed and can be obtained from the School Office or website in order for the school to hold and administer the medication.

## **ABSENCES**

Should your child be unwell please telephone the school and leave a message on the answer phone or alternatively email the office email address on the day of absence by 9.00am. Due to an amendment to the Education Regulations 2006 by the DfE leave of absence will only be authorised in special circumstances if your child's attendance exceeds 96%. The form to apply for Leave of absence in special circumstances can be obtained from the Office. Please be aware that current legislation states that parents can be fined for taking their child/ren on holiday during term time without the school's permission.

## **DAILY OFFICE PROCEDURES**

The Office is open from 8.30 am to 3.30 pm daily. Outside these times and during busy periods, it may be necessary to leave a message on the answer phone or e-mail [office-ds@yare-edu.org.uk](mailto:office-ds@yare-edu.org.uk). In these circumstances, a member of the office staff or Senior

Leadership Team will respond as soon as possible.

## **WATER BOTTLES**

Please send your child/ren into school with a named water bottle. These are kept in the classroom and are readily available for children to sip during lessons. Research has shown that water is good for the brain and will help children to increase their concentration and achievement. Even if your child is not keen on water, it is still a good idea for them to have a

## **CLOTHING**

Please **label all of your child/ren's clothing including coats**. If clothing is labelled we endeavour to return it. Unfortunately when items are not named it is an impossible situation. If your child loses an item of clothing please ask at the school office. If unnamed lost property is not collected after a fortnight it will be donated to charity.

## **PARENT HELPERS**

With the new academic year now underway, teachers are always looking out for parents to come in and help at any hour of the day! If you feel you could offer some assistance, please let us know so we can arrange for you to have the necessary safeguarding checks in order to be able to assist!

## **DAILY MESSAGES**

If you have a message for the class teacher about your child, please make contact **via Tapestry** (Year R) or **Class Dojo** (Year 1 - 6) or alternatively email the school office [office-ds@yare-edu.org.uk](mailto:office-ds@yare-edu.org.uk) .

## **APPOINTMENTS**

If you wish to make an appointment with a class teacher, please make contact **via Tapestry** (Year R) or **Class Dojo** (Year 1 - 6) and give a brief reason for the appointment. This will enable a swift response and a date for a meeting to be arranged.

## **SCHOOL UNIFORM**

Uniform to be purchased from Stevensons either online or from the Norwich store

### **Daily School Uniform**

In the winter months - children are required to wear:

Jade sweatshirt with school logo

Jade polo shirt

Navy trousers (any style as long as they are plain navy) or navy skirt with green or navy tights or socks

Plain black, flat shoes with a good sole grip (black trainer-style shoes are acceptable)

In the summer months - children are allowed to wear:

Jade polo shirt with school logo

Plain navy shorts or skirt or green and white gingham dress

Sandals, flat with backs; or black shoes (including canvas)

On days when children have PE lessons children are required to wear:

Plain white t-shirt

Plain black shorts

Plimsolls or trainers

Further details about ordering school uniforms can be found on the next page or on our school website.

### **Jewellery**

On health and safety grounds children are not allowed to wear jewellery in school. The exception to this rule is the wearing of a watch or stud earrings. Pupils are asked to remove such objects (including "Fit" watch) during PE and games, to prevent them from causing injury. Parents are advised not to have a child's ears pierced except at the beginning of the summer holiday, since the studs cannot be removed for six weeks following piercing. If ears have been pierced in the last 6 weeks, the advice is that studs should be worn and that parents must provide plasters or micro tape to cover the studs. Staff are not allowed to remove earrings.

### **Hairstyles**

Long hair (both boys and girls) should be tied back, away from the face, at all times.

# DUSSINDALE PRIMARY SCHOOL

welcome to

## STEVENSONS

EST. 1925

SCHOOL UNIFORM OUTFITTERS

Stevensons are a family run, local specialist uniform and sportswear provider who currently work with over 550 schools across the UK. We are very happy to continue our relationship with Dussindale Primary School as the official supplier and stocklist of school uniform and sportswear. You are able to buy your school uniform and sportswear year-round, through multiple different channels, including from our Norwich branch.

### NORWICH BRANCH ADDRESS:

67 Ber Street, Norwich, Norfolk, NR1 3AD

Email: [norwichbranch@stevensons.co.uk](mailto:norwichbranch@stevensons.co.uk)

Phone: 01603 622355

### OPENING HOURS:

Monday, Tues, Thurs, Fri 9.00am - 5.00pm

Wednesday - Closed

Saturday - 9.00am - 5.00pm

Sunday - Closed

### Instore

Fully trained Sales Advisors will be able to help with all your uniform and sportswear requirements.

### Appointments

Alternatively, you can book a one-to-one appointment on-line, ideal for busy parents who want to avoid the crowds and have a guaranteed shopping time in-store. Shop opening times are also extended during the busy summer months.

### Online

It's easy to shop at [www.stevensons.co.uk](http://www.stevensons.co.uk) with lowcost postage and packing and **FREE** returns. Once registered, you are able to download the most up-to-date uniform price lists for a school and browse by year group to know exactly what items are relevant.

We also offer a **FREE** 'Click and Collect' service for customers who wish to order online and collect in store.

### By phone

You can order by phone or just call for advice on your school's uniform.

Contact our friendly Customer Service Team on **01727 815700**. During the busy summer period our phone lines are open longer hours.



online



instore



mobile

For more information please visit [stevensons.co.uk](http://stevensons.co.uk)

## SCHOOL MEALS

Aspens Catering provides meals to our school from our on-site kitchen. Lunches (free or paid) must be pre ordered via the **Arbor Parent Portal**, guidelines on how to access Arbor can be found [here](#)

The Aspens 3 week menu is available on the school website.

Children in the Foundation Stage (Year R) and Key Stage 1 (Years 1 and 2) are entitled to have a free hot lunch - this is called 'Universal Free School Meals'. If parents of children in these year groups are in receipt of benefits, please let the school office know, as this will provide the school with extra Pupil Premium funding.

Children in Key Stage 2 (Years 3, 4, 5 and 6) ARE NOT entitled to 'Universal Free School meals'. Parents may choose to pay £2.50 a day for their child to have either a lunch (meat or vegetarian), jacket potato or school packed lunch option.

Only meals that are booked on Arbor Parent Portal will be supplied. Where a meal has not been ordered the parent will be contacted and asked to bring in a packed lunch. All school meals must be paid for in advance.

Parents have until 8am on the day to book or cancel meals on the Arbor Parent Portal.

## HOME PACKED LUNCHES



These should include:

- Bread, rice, pasta, couscous or other carbohydrate source
- Meat, fish, cheese or soya product for protein
- Not less than one portion of fruit and one portion of vegetable

- Fruit-based, milk-based, biscuit or cake-based dessert
- Natural drink e.g. milk, water, fruit juice, drinking yoghurt, smoothie.
- Crisps on Friday
- 

## **BREAK-TIME SNACKS**

PLEASE NOTE WE ARE A NUT FREE SCHOOL

All children in Reception, Year 1 and Year 2 classes are provided with free fruit or vegetables for mid-morning snack. Older children can bring a healthy snack from home or purchase something from the daily tuckshop. All items are 50 p and a maximum of two items can be purchased.

### **Please do not send your child into school with:**

- Products containing nuts, **our school is nut free.**
- Sweets
- Chocolate
- Sugary or carbonated drinks

## **COMMUNICATION FROM THE SCHOOL**

The majority of the school communication is done through email **via our ArborManagement Information system Arbor and also Class Dojo**

Letters including those for educational visits, are located within Arbor Parent Portal. Parents are able to provide consent and make payment via the Arbor Parent Portal for trips and events.

The school currently sends a weekly Newsletter home to parents, this will be emailed and a copy will be placed on the school website.

Please, regularly check the school website, copies of letters, general information and dates of events can be found there and it is regularly updated.

We also have a Facebook Page 'Dussindale Primary School' and Twitter Page 'Dussindaleprim1', should you use these social media platforms. We ask that you do not send questions or queries via these platforms as they will not be responded to.

**It is important that you contact the school should any of your contact details change, so that**

we can ensure that we have up to date information.

## TERM DATES

Term dates for 2024/25 are:

September 2024							October 2024							November 2024							December 2024						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
						1		1	2	3	4	5	6					1	2	3							1
2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10	2	3	4	5	6	7	8
9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17	9	10	11	12	13	14	15
16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24	16	17	18	19	20	21	22
23	24	25	26	27	28	29	28	29	30	31				25	26	27	28	29	30		23	24	25	26	27	28	29
30																					30	31					

January 2025							February 2025							March 2025							April 2025						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
			2	3	4	5						1	2						1	2		1	2	3	4	5	6
6	7	8	9	10	11	12	3	4	5	6	7	8	9	3	4	5	6	7	8	9	7	8	9	10	11	12	13
13	14	15	16	17	18	19	10	11	12	13	14	15	16	10	11	12	13	14	15	16	14	15	16	17	18	19	20
20	21	22	23	24	25	26	17	18	19	20	21	22	23	17	18	19	20	21	22	23	21	22	23	24	25	26	27
27	28	29	30	31			24	25	26	27	28			24	25	26	27	28	29	30	28	29	30				
														31													

May 2025							June 2025							July 2025							August 2025						
M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
			1	2	3	4							1		1	2	3	4	5	6					1	2	3
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31				25	26	27	28	29	30	31
							30																				

Key: White dates - schools open to pupils Yellow dates - pupil holiday Red dates - bank holiday	Five staff training days will be selected from yellow dates, we suggest 2 & 3 September, 25 October, 6 January and 22 April. Some may choose to use twilight hours for staff training instead of some or all of these.
-------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## COLLECTION OF MONIES AND FORMS

We request that all parents/carers use the Arbor Parent Portal to provide consent and to make online payments for school meals, all trips and events. Cash payments are not accepted

## PARENT PORTAL

We are pleased to let you know about our secure system Arbor Parent Portal we use for ordering and paying for meals

Arbor Parent Portal can be accessed on your laptop, tablet or mobile phone

Arbor Parent Portal provides a full history of your invoices and payments and other advantages leading to further efficiencies in the school releasing funds to be spent on education rather than administration.

We would like to reassure you the system is PCI DSS compliant. PCI DSS is an international



security standard which was set up by the biggest names in the payment card industry (Visa, MasterCard, Discover, American Express and JCB) to help businesses process card payments safely and securely, helping them to avoid credit card fraud.

Once your child is on roll at Dussindale Primary School, an access email will be sent to you.

Further guidance can be found [here](#)



# We're using Arbor's free Parent Portal and Arbor App



## We've chosen Arbor to help us manage our school.

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Arbor App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Arbor App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

## How to get started

1. Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before
2. Click the link in your welcome email to set up your password
3. Go to the App or Google Play Store on your phone and search 'Arbor'
4. Click 'Install' on Android or 'Get' on iPhone then open the App
5. Enter your email, select the school, then enter your password
6. Accept the Terms & Conditions and enter your child's birthday

The Sunnyville School of Magic  
W10 5BN, London, GBR

Enter your password

Log in

Forgotten password?

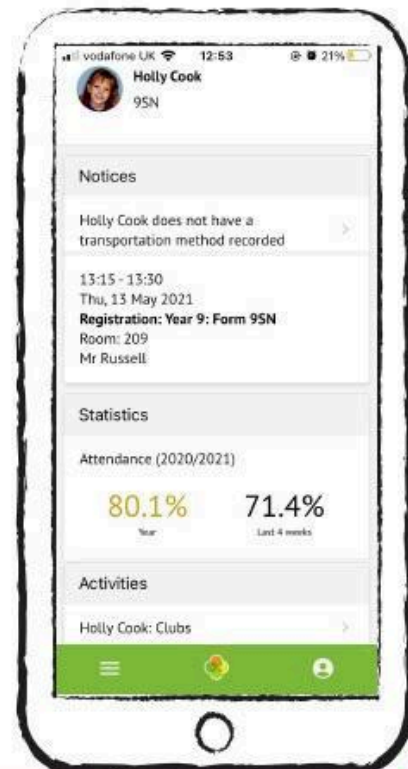
## Need help using Arbor?

**Contact the school office if you have questions about Arbor, the App or Parent Portal.** Tell us the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings.

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

### Some tips to try:

1. Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.
2. **Reset your password** from the login page, or ask us to do this.
3. If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.
4. Ask the school office to check that your email address has not been used twice - e.g. on another guardian or child's profile.
5. **Enter the birthday** of one of your children to log in.
6. Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask us to check you can access Arbor.



[OB]