



Frequently Asked Questions (and answers!)

Q: Which campus will my child attend school?

A: This information should be in your parent pack. If you are still unsure, the rule is, children attend the Strathmore that is closest to their home. E.g. if you live Richmond side of the river, your child will attend the Strathmore at Russell or Greycourt Campuses. If you live on the Twickenham side of the river, your child will attend the Strathmore at St Richard Reynolds campus.

Q: How many children will be in my child's class?

A: Class size vary between 6-10 pupils per class.

Q: How many support staff will be in my child's class?

A: Amount of support staff varies according to the needs of the pupils.

Q: What do I need to send with my child on their first day/week of school?

A: Check the parent/carer checklist in your welcome pack, or our transition welcome page on the school website.

Q: What is the school uniform?

A: Light blue polo shirt, (some pupils wear light yellow polo shirts as this was our old colour), royal blue jumper/cardigan (blue summer dress in the summer) and any comfortable black or grey bottoms. You can order uniform from www.schooltrends.co.uk by entering 'Strathmore' into the school's name box.

Q: What if my child struggles with coming to/being at school?

A: We encourage you to highlight this to our staff at the earliest stage you can. We can then support you with a plan, personalised for your child. If your child gets very distressed at school, we will always call you and meet with you to communicate what is happening, share ideas and report on next steps forward. Do not worry, we are here to support you and your child ☺.

Q: My child is going to be travelling to school on transport provided by the borough, how will I communicate with the class team/teacher?



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A: The class team/teacher will send daily updates to you via the class email address. You can also use this inbox to communicate messages about home, any non-urgent things the team need to know and general feedback/replies. If you ever have an urgent message that needs communicating, please call the school office and leave a message. The class team will call you back at their earliest convenience.

Q: Will I get to see my child's classroom/class team?

A: Yes! We will invite all new parents in during the first term to spend time in class, or attend parent evenings.

Q: How will I know if my child is making progress/what they did in their school day?

A: We are launching a new curriculum framework in September 2020 and alongside this goes an app called 'Earwig'. All parents will get a login for this and you can go onto the app at home/on your phone and see videos/photos and observations of your child. You are able to comment and like these and also upload your own from home. We are very excited to get this up and running. You will also be invited to attend an Annual Review once a year to discuss progress towards EHCP targets. There are parents evenings at the beginning and end of every school year.

Q: How do I get my child onto borough transport?

A: This is done through your borough and each borough has a different process. Contact your SEN case worker who will pass on the relevant information regarding your child's needs to Transport Services.

Q: My child needs specialist **equipment** (e.g. specialised seating, specialised feeding tools, standing frame etc.). How do I ensure they have this on their first day?

A: Firstly, send an email to: info@strathmore.richmond.sch.uk requesting to be put in touch with the therapist you are in need of (Occupational Therapist, Physio Therapist). This can then be discussed directly with them. All new pupils will undergo an assessment when they start Strathmore to assess which equipment (if any) they need in the classroom to support their learning.



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Q: My child uses a device for communication at home (e.g. iPad/app, PECS, Aided Language Display, PODD book, LAMP etc.). How will they communicate when they get to school?

A: We ask that you send the communication aid to school with your child so they feel comfortable and familiar and may communicate with new people. If your child uses Makaton, we have an accredited Makaton trained member of staff in every class and all staff know how to use basic Makaton. Speech and Language Therapists will also do an assessment with all new pupils. Once the assessments are done, we can continue the current communication method or introduce the recommended one.

Q: My child is not toilet trained. What help will they get with this at school?

A: All staff change pupil nappies/pads privately in the classroom toilets or communal pupil toilets. We have hygiene rooms for pupils who need hoisting. If your child is toilet training at home, we ask you communicate this with us so we can mirror this at school and vice versa. Toilet training is a joint effort and our team are excellent at supporting families with this process. Please always send in spare clothes.

Q: I need help with respite; can Strathmore staff help me?

A: Lots of our support staff work with pupils outside of school. If you want to advertise a babysitting/carer job in your family, you can contact our Family Worker who will send out an advert for you to all staff. If you need support for other things such as overnight respite, family days out, SEND clubs/centres, our Family Worker may also be able to help you get in contact with certain agencies/charities.