

## Information pack

### Primary transfer into a reception class for September 2017

We understand that applying for school places is very exciting for many parents and carers whose child or children are ready to start primary school and that you may have lots of questions. We hope this guide to primary school admissions will be helpful to you.

**Q. I have been trying to contact the admissions section by telephone to discuss the contents of my offer letter but it has been constantly engaged. What shall I do?**

**A.** All local authorities in London sent out their offer letters on 18 April 2017, so families will be receiving their offer letters at the same time. This is a very busy time for the school admissions team, with a large number of families trying to contact us regarding their primary offer letters.

Before you contact us you may want to read this leaflet, your offer letter or go online to view the “Starting primary school in Southwark 2017/18” brochure as you may possibly find the answer to your question here. If you feel that you still need assistance then you can contact the school admissions team by:

1. Email - If you have access to the internet then this is probably the fastest way to contact the school admissions team. Our email address is [schools.admissions@southwark.gov.uk](mailto:schools.admissions@southwark.gov.uk) or
2. Telephone - If you are unable to send your query by email then you can contact our call centre where our trained staff will be available to help, Monday to Friday between 9am and 5pm.

The phone lines may still be busy at certain peak times of the day so please remain patient and someone should be able to assist you. We advise you to try and avoid calling at midday and if your query is not urgent, then please allow a few days to pass before contacting us.

**Q. Why didn't I receive my offer letter on 18 April?**

**A.** The Southwark school admissions team post OUT all offer letters by first class post on 18 April 2017. This means that most families will receive their offer letter a few days after this date. If you have applied online, you will also be able to check your child's offer of a school place at [www.eadmissions.org.uk](http://www.eadmissions.org.uk) after 5pm on 18 April 2017. You must log in using the same user name and password that you used when making your child's application.

**Q. My child has not been offered any of his/her preferences. What happens now?**

**A.** The school admissions team will try to ensure that all children in Southwark are offered a reception place at a primary school before the end of the summer term. If your child has not been offered any of his/her preferences then we will try and offer a place at their nearest school where vacancies are still available. Your child's name will automatically be added to any Southwark school waiting lists where a higher preference place could not be offered. The school admissions team will also send a personal email at 5pm on 18 April 2017 to those families whose child could not be offered any of his/her preferences which includes details of additional support available to them.

If you wish to know your child's position on the waiting list at a Southwark **community school** you can contact the school admissions team from Tuesday 18th April 2017 or on 020 7525 5337.

If you wish to know your child's position on the waiting list at a Southwark **non community school** (academies, voluntary aided, foundation and free schools) you must contact the school admissions team from Monday 24<sup>th</sup> April 2017 or on 020 7525 5337.

**Q. I do not want to accept the offer that has been made to my child. What do I do?**

**A.** The Southwark school admissions team will only make one offer of a primary school to your child on 18 April 2017. If it is possible for us to offer your child a place from a waiting list at one of your higher preference schools, we will contact you immediately.

Alternatively, if you have accepted a place at an independent fee paying school please let the school admissions team know by Tuesday 2 May 2017 so that we can update our records and offer your child's Southwark primary school place to the next child on the waiting list.

**It is important to remember that the primary transfer process does not end after 18 April 2017 but continues right up until 31 August 2017.**

**Q. Will my child remain on waiting lists for the Southwark school/s they were not offered?**

**A.** Yes, your child will automatically be placed on the Southwark school waiting lists for those higher preference schools where a place could not be offered. The Southwark school admissions team will hold waiting lists for all Southwark primary schools until 31 August 2017. After this date, you will need to contact the school directly if you would like your child to remain on the school's waiting list.

If you wish to know your child's position on the waiting list at a Southwark **community school** you can contact the school admissions team from Tuesday 18th April 2017 onwards on 020 7525 5337.

If you wish to know your child's position on the waiting list at a Southwark **non community school** (academies, voluntary aided, foundation and free schools) you must contact the school admissions team from Monday 24<sup>th</sup> April 2017 onwards on 020 7525 5337.

**Q. I would like to appeal against the decision not to offer my child a place at the school/s of my preference. How do I do this?**

**A.** If you wish to appeal for a Southwark **community** school please contact the school admissions team on 020 7525 5337 to request an appeal form.

If you would like to appeal for a Southwark **non-community** school (voluntary aided, church, foundation, free school or academy) you must contact the school directly to request a copy of their own appeal form.

If you have applied to a **school outside of Southwark** and wish to make an appeal please contact the relevant school admissions section of the borough in which the school is located to ask for their advice. For example, if you wish to appeal for a Lambeth school, please contact the Lambeth school admissions section. (Please also refer to your offer letter). Listed below are the contact numbers for other London borough school admissions teams which you may find useful.

<b>London borough</b>	<b>Admissions contact details</b>
Bexley	020 8303 7777 option 3
Bromley	020 8313 4044
Camden	020 7974 1625
Croydon	020 8726 6400 option 3
Greenwich	020 8921 8043
Hackney	020 8820 7489
Islington	020 7527 5515
Kensington and Chelsea	020 7745 6432
Lambeth	020 7926 9503 option 2
Lewisham	020 8314 8282
Merton	020 8274 4906
Newham	020 8430 2000
Tower Hamlets	020 7364 5006 option 2
Wandsworth	020 8871 6000
Westminster	020 7745 6433