

**Working in partnership with Newham
parents and carers to achieve the best
possible outcome for Newham
children.**

Starting secondary school



**A guide for parents/carers of:
Year 6 children living in Newham**



**How to apply for a
secondary school place for
September 2025 entry**



National Closing Day

Step 1

To ensure you apply on time, create yourself a reminder of for the 'national closing date' for on time applications.

Set Set the reminder at least 3 days before **31st October 2024**



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



Step 2

In early September Newham junior and primary schools will issue Newham families the autumn 2024

‘Starting secondary school’ guide

Officially known as our composite prospectus

It is important you take time to read this guide from cover to cover, it explains the process in detail and provides other information about attending school in Newham.

Note: For families who do not live in Newham, whose child attends a junior or primary school in Newham, schools are happy to provide a copy of our guide but you must still follow your own borough’s processes detailed in their guide

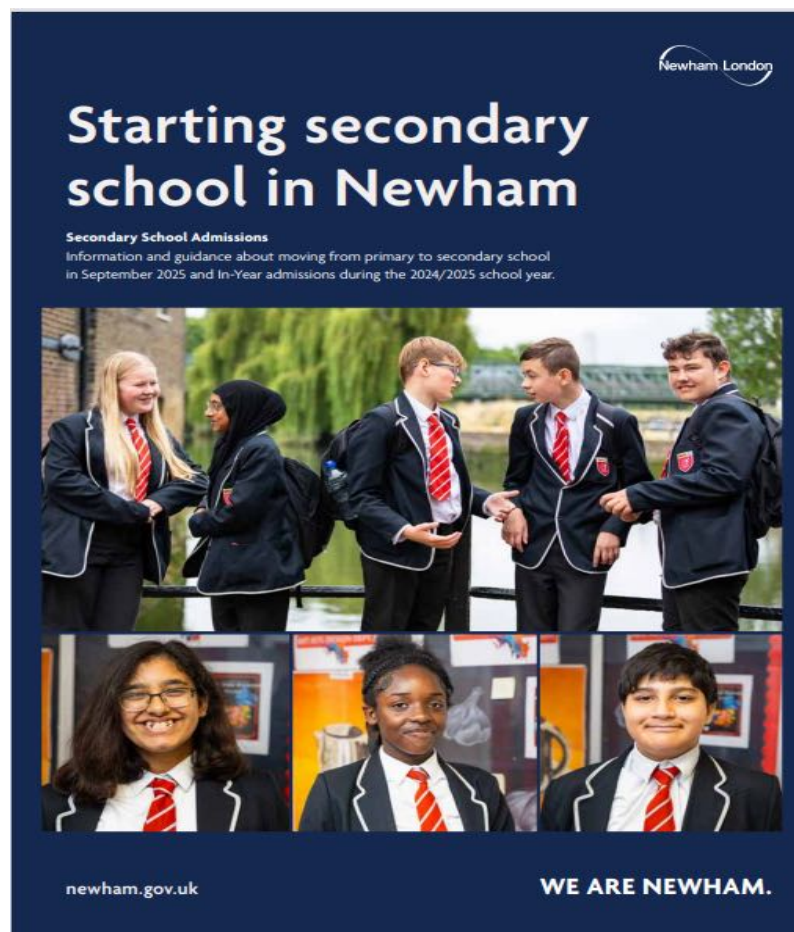
Starting Secondary School

The full digital version available Newham website www.newham.gov.uk/ and your school's own website.

A reduced paper version will be issued to all parents/carers of year 6 Newham children but we strongly recommend you look at the digital guide as well as the final section explains how each school ranks applicants.

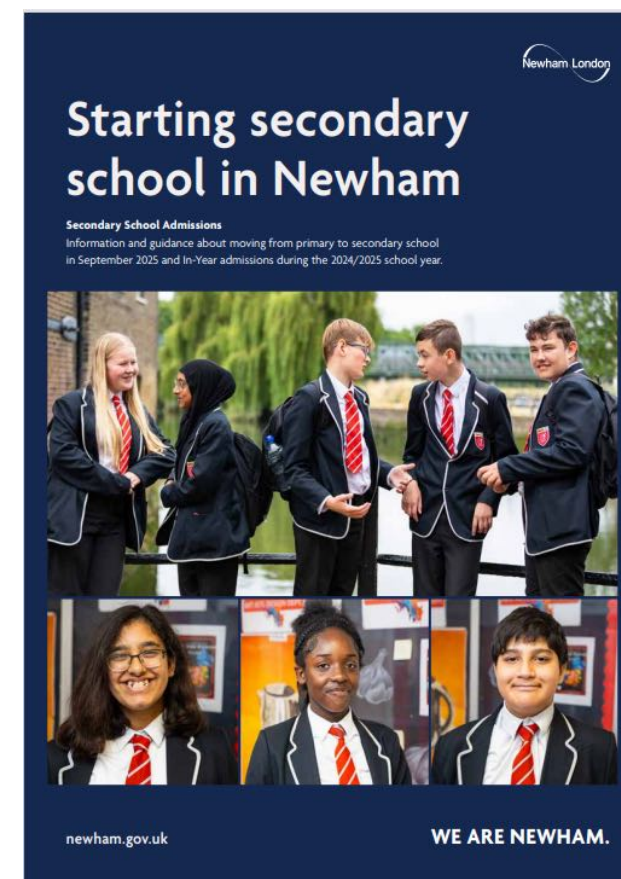


newham.gov.uk



newham.gov.uk

WE ARE NEWHAM.



newham.gov.uk

WE ARE NEWHAM.

WE ARE NEWHAM.

Who needs to apply?

Parents/carers of every child with a date of birth inclusive of:

01/09/2013 to 31/08/2014

must all submit a school application for a Year 7 place, unless their child is on roll at an All Through School and they want them to stay at that school for Year 7.

Note: for children with an Education, Health and Care Plan the 0-25 SEND Service will contact parents/carers about the process.

Important

The law does not allow Local Authorities to reserve a place at a child's local school or the school where their sibling or siblings attend or used to attend. All parents/carers must apply for a place.

Child and family wellbeing

Moving from primary to secondary school is a really big step for most children and their families.

The process can be overwhelming for some so it is really important that we all remember to think about everyone's mental health and wellbeing throughout the process.

It is important that we start the conversation as early as possible to help deal with any questions or worries you may have.

Together we must carefully manage expectations, don't make promises that cannot be delivered.

If possible, parents/carers should ask for any help and advice you need from your school early in the process.

Parents/carers should not set yourself up for disappointment by not following advice or naming unachievable preferences.



Child and family common concerns

To prioritise your child's wellbeing and promote good mental health when discussing moving from year 6 to year 7 parent(s)/carer(s) should ask for help about any concerns:

- **My child will only do well if they attend an 'Outstanding' school:** all schools deliver a great education and children do well in all schools. Attending all open evenings and other events will give a good view of each school.
- **Missing friends and teachers:** talk about making great new friends and the new teachers they will meet.
- **Getting lost on the way to school and in school:** complete practice runs, home to school journeys and request an actual or virtual guided tour of the school.
- **Too much to learn:** remind children they had loads to learn at primary school as well and they succeeded.
- **Secondary schools are so big with so many children:** remind children primary school seemed very big when they joined but that was soon ok.

Everyone should emphasis to year 6 children secondary school will bringing big, new and fun opportunities!

Pan London coordination



Pan London application process



All families living in London and many of the Home Counties will be applying using the Pan London co-ordinated application and offer process.

This means parents/carers need to think about all schools they are considering applying for both in Newham and out of Newham.

All parents/carers must apply through their home local authority (where you live), even where their child attends an out borough primary.

If parents/carers are considering schools outside of Newham they need to follow the same process as they would for schools in Newham.

Where parents/carers are considering multiple schools outside of Newham we strongly recommend they use some preferences to name local schools.

Before naming your school preferences

Open events and virtual tours:

Attend or view as many events as possible, not just the schools you were first thinking about. It is important that you attend whether in person or remotely, as many open events as possible in Newham even if you were not considering the schools. Sometimes schools may be very different when you visit to what you may have read or heard about from other people.

Don't listen to others as all children are unique, decide for yourself!

Location and travel:

- Where are the schools you are interested in?
- Remember home to school distance is the tie breaker for many schools.
- Will travelling there be easy so your child can arrive on time everyday?
- Would they be able to walk or cycle to the school even in bad weather?
- Can you afford the cost of your child's travel to the school?
- Remember ZIP Oyster only gives free travel on buses and trams.



All this information is really important especially if you are thinking of applying for schools that are not local to your home.

Popular, oversubscribed schools

In every local authority some schools are extremely popular and are likely to have a large local school aged population.

For many schools there are at least three applications applying for every place available. This means not every child whose family applies will be able to be offered a place.

Before naming any school as a preference, especially those that are popular you should check to determine the likelihood of your child being offered a place.

Check the 'Starting secondary school' guide and visit our online Home to School Distance Finder

<https://www.newham.gov.uk/homepage/171/secondary-school-fact-finder>

It is not possible to guarantee that offers will be made the same every year but data shows they are usually very similar.

Unachievable preferences

The law supports open enrolment – this means any family can apply to attend any state funded school.

However many schools receive many more applications than they have places available – this is known as oversubscription.

When a school has more applicants than places available their Admission Authority must strictly apply the school's published oversubscription criteria, which is published as part of their Admission Arrangements, to decide which children should be offered the places.

If a school is always oversubscribed parents/carers should determine the likelihood of their child getting a place by working out their priority group and home to school distance; compare this to last year's outcomes.

Every year many parents/carers name schools which are historically really oversubscribed even knowing their child has a very low priority for a place – this is an **unachievable preference**.

Home to school distance finder

Parents/carers can calculate their home to school distance whether home to school shortest walking or straight line by using Newham's online **Home to School Distance Finder**

The system shows you the exact routes the Council uses to calculate accurate distances for schools admissions – do not use Google or Bing maps, as that may not use the Council approved routes.

Do you need help deciding which school to apply for?

Home to school distance finder
The OS (Ordnance Survey) route used to calculate your home to school distance.
Discover how far you live from the schools in your area.

Your Selected Address
LONDON BOROUGH OF NEWHAM
OLD TOWN HALL
25, BRICKWORK
STRATFORD
LONDON
NEWHAM
E15 4RD
[Search Address]

Your Selected School
Newham Science Academy East London
The Creek, Mill
Three Mills Lane
Bowditch, Newham
London
E20 3DU
[Search School]

Additional Information:
[Schools nearby]

The Home to school distance finder App can provide useful information. You can use the Newham Secondary Home to school distance finder App to whether:

- the six secondary schools closest to your home located in Newham
- the home-to-school distance for any school located in Newham
- whether your home address is in the Newham Catholic Deanery

www.newham.gov.uk/schools-education

Is it important for parents to do any research?

Research is not essential but parents/carers may choose to consider:

- **School websites and current news articles:** school websites are an excellent source of information, you can see how the school presents themselves and find lots of important up to date information about what is going on in the school.
- **Gather views from those you respect and will have the child's best interest at heart:** speak to the child, family, friends and the child's class teacher to get their views and opinions. But remember parents/carers themselves have the final say not other people!
- **Ofsted reports:** Ofsted reports are important but remember they are only reflection of the inspection day. Some reports may have been written years ago so may not reflect the current position.


























School open days and open evenings










We strongly recommend that every family attends as many open evenings and open days as they can – if possible attend all events.

This is to ensure they have a full picture of all the schools in Newham and what they can offer their child.

Don't just focus on schools you have heard or read about!

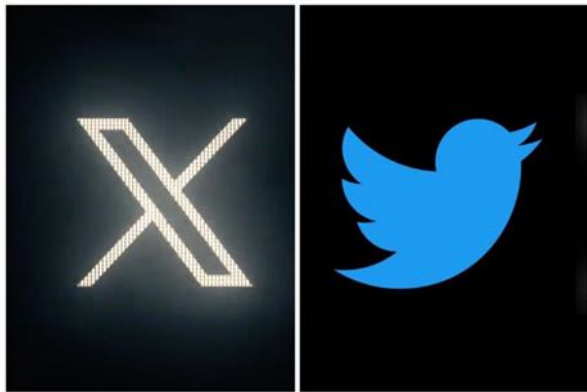
Secondary schools in Newham - Open day dates 2024				
We advise that you attend as many open days as possible before naming your preferences.				
School/Venue	Headteacher	School details	Open evening	Open days
   Bobby Moore Academy	Steve West	1 Sidings Street E20 2AE Phone: 020 3146 8000 Email: hna-admissions@bobbymooreacademy.co.uk Website: www.bobbymooreacademy.co.uk	Saturday, 14 September, 10am-12pm, Monday, 23rd & Tuesday, 24th September, 9-10am	
  Brampton Manor Academy	Dr D. Olukoshi OBE	Roman Road East Ham E6 1SQ Phone: 020 7540 0500 Email: info@bramptonmanor.org Website: www.bramptonmanor.org	Thursday 26th September 9am-3pm Book via website	
 Cumberland Community School	EKhas Rahman	Otban Close Plaistow E13 8SJ Phone: 020 7474 0231 Email: contact@cumberland.org.uk Website: www.cumberlandcst.org	Tuesday, 10th September, 4.30pm-6.45pm	Wednesday, 11th September to Wednesday, 16th October, 8.45am-9.30am Book via website
 Eastlea Community School	Sarah Morgan	Pretoria Road Canning Town E16 4NP Phone: 020 7540 0400 Email: info@eastlea.nctrust.net Website: eastlea.nctrust.net	Saturday, 28th September, 10am-12noon. To book a day tour during school hours contact reception	
 Forest Gate Community School	Thahmina Begum	Forest Lane Forest Gate E7 9BB Phone: 020 8534 8666 Email: info@forestgate.newham.sch.uk Website: forestgate.newham.sch.uk	Tuesday, 17th September, 4.30pm-7pm	
   Harris Academy Chobham	Francesca Perry	40 Cheering Lane East Village E20 1BD Phone: 020 3747 6060 Email: info@harrischobhamacademy.org.uk Website: www.harrischobhamacademy.org.uk	Wednesday, 16th October, 4.30-7pm	
  Harris Science Academy East London	Dan MacPherson	The Clock Mill Three Mill Lane London E3 3DU Phone: 020 8981 2680 Email: info@harrisscienceschool.co.uk Website: www.harrisscienceschool.co.uk	Tuesday, 8th October, 5.30pm-7pm (last entry at 6pm)	Tuesday, 15th & Wednesday, 16th October, 9.30am-11am (last entry 10am)
 Kingsford Community School	Joan Dedandes OBE B.Ed (Hon) MA	Kingsford Way Beckton E6 3JG Phone: 020 747 4700 Email: admission@kingsford.newham.sch.uk Website: www.kingsfordschool.org.uk	Wednesday, 2nd October, 5-7pm	Wednesday, 9th, 16th & 23rd October, 9am-10.15am
  Langdon Academy	Jamie Brooks	Sussex Road, East Ham E6 2PS Phone: 020 8471 2411 Email: info@langdonacademy.org Website: www.langdonacademy.org	Monday, 23rd September, 4.30pm-6.30pm	Monday, 30th September, 10am-1pm
 Lister Community School	Alice Clay	St Mary's Road Plaistow E13 9AE Phone: 020 8471 3311 Email: enquiries@lister.nctrust.net Website: lister.nctrust.net	Monday, 16th October, 5pm-7pm	Thursday, 17th & Friday, 18th October, 9.15am-10.15am
Icon Key				
				
				

School/Venue	Headteacher	School details	Open evening	Open days
 Little Ilford School	Andrew Finn	Browning Road Manor Park E12 6JB Phone: 020 8478 8024 Email: info@littleilford.org Website: www.littleilford.newham.sch.uk	Thursday, 10th October, 4.30pm-6.30pm	
  London Design and Engineering - University Technical College	Geoffrey Fowler	Docklands Campus 15 University Way E16 2RD Phone: 020 3019 7333 Email: admission@ldeutc.co.uk Website: www.ldeutc.co.uk	Tuesday, 15th October, 5pm-8pm Tuesday, 26th November, 5pm-8pm	Saturday, 5th July 2025, 10am-2pm
 Oasis Academy Silvertown	Areyana Fiaz	303 North Woolwich Road London E16 2BB Phone: 020 7059 2500 Email: office@oasisacademysilvertown.org Website: www.oasisacademysilvertown.org	Wednesday, 11th September, 4.30pm-6.30pm	Tuesday, 24th September, 8.45am-10.45am
 Plashet School (Girls)	Rachel McGowan	Plashet Grove East Ham E6 1DG Phone: 020 8471 2418 Email: info@plashetnewham.sch.uk Website: www.plashetnewham.sch.uk	Tuesday, 24th September, 4.30pm-7pm	Wednesday, 25th, to Friday, 27th, 8.45am-10am. Pre-book with reception
 Rokaby School (Boys)	Jo Doyle	Barking Road Canning Town E16 4DD Phone: 020 7540 5620 Email: info@rokaby.nctrust.net Website: www.rokaby.newham.sch.uk	Thursday 19th, 26th September, & Wednesday, 9th October, 10.30am-5pm	Monday, 9th September to Friday, 25th October, 9am-10.30am Book via website
 Royal Docks Academy	Pinar Taze	Prince Regent Lane Custom House E16 3HS Phone: 020 7540 2700 Email: info@royaldocks.newham.sch.uk Website: www.royaldocksacademy.org	Wednesday, 18th September, 4.30pm-6.30pm	
 Sarah Bonnell School (Girls)	Rae Potter	Deanery Road Stratford E15 4LP Phone: 020 8534 6791 Email: info@sarahbonnell.nctrust.net Website: www.sarahbonnell.nctrust.net	Wednesday, 23th September, 4.30pm-7pm	Friday, 11th October, 9.15am-10.30am
  School 21	Moray Dickson	Pitchford Street Stratford E15 4RZ Phone: 020 8262 2121 Email: info@school21.org.uk Website: www.school21.org	Thursday, 12th September, 4pm-5.30pm	
  St Angela's Ursuline School (Girls)	Mark Johnson BSc	St George's Road Forest Gate E7 8HU Phone: 020 8472 6022 Email: office@stangelas-ursuline.co.uk Website: www.stangelas-ursuline.co.uk	Thursday, 3rd October, 6pm-8pm (Pre-book via school website)	6th Form Thursday, 10th October, 6pm-8pm
  St Bonaventures RC School (Boys)	Christopher McCormack	Bolton Road Forest Gate E7 9QD Phone: 020 8472 3844 Email: info@stbons.org Website: www.stbons.org	Thursday, 3rd October, 6pm-8pm	Monday, 7th to Wednesday 9th October, 9.30am Pre-book with reception
 Stratford School Academy	Craig Hewitt	Grosvenor Road Building, Grosvenor Road E7 8JA Upton Lane Building, Upton Lane E7 9PR Phone: 020 8471 2415 Email: info@stratfordschoolacademy.org Website: www.stratfordschoolacademy.com	Tuesday, 1st October, 5pm-7pm (Upton Lane building)	Monday, 16th to Friday, 18th October, 9.30am-11.30am Pre-book with reception

-  Academy schools are state-funded schools and independent of local authority control. Free schools are a type of academy and are state-funded and non-profit making.
-  Maintained schools are state-funded schools controlled by the local authority (council).
-  Voluntary aided schools are state-funded schools in which a foundation or trust (usually a religious organisation), contributes to building costs and has a substantial influence in the running of the school.

Where you should not look for information about schools – as it is unlikely to be totally accurate

Do not use social media or local gossip when deciding on your school preferences! With the exception of school official websites and other Gov. online accounts. It is likely they will present a biased or political view so could adversely impact on your personal decision making!



Good advice – what not to do!

For all parents/carers, the priority should be to achieve the best outcome for your child's future needs without creating an impossible task.

Don't

- Miss the deadline for on time applications – late applications don't often get one of their preferences and all popular schools are filled with on time applicants.
- Ignore the advice of the local authority and schools – they have done it for many years so really do know the process.
- Choose only to attend the open evening of a few schools
- Pay for advice, any questions you have can be answered by your primary school – when they don't know they will find out.
- Name unachievable preferences.
- Listen to rumours and gossip.
- Convince yourself the local schools aren't good enough for your child.

Most importantly do not worry – we are here to support you with the process.

Local Authority advice

Deciding on your school preferences is a challenge but remember there are many reliable information sources available to parent and carers to help decide your school preferences:

- Open days and open evenings
- Online virtual school tours
- Official schools websites
- Ofsted reports – remember to check the date
- Family and close friends
- Newham's School finder: to calculate home to school distances
- Oversubscription criteria: to determine a child's priority for a place
- Last year's offer tables: Starting Secondary School pages 40 and 41

Your child's primary school is the best source of good advice!



Next steps, after deciding on your preferred schools



Once parents/carers have decided which schools to apply for they have other important factors to consider before starting an application.

How many preferences?

The Local Authority strongly recommends that all applicants name six preferences. This means we can consider a child for more schools if we cannot offer places at their highest preferences. If multiple preferences are not named it limits the number of schools we can consider a child for but does not increase their chances of getting a school.

Preference order?

The order schools are named in is known as **Rank** order.

1st preference must be the school the applicant most wants and so on. The law does not allow local authorities to reserve places even if a family has other children attending a school or it is their local school. To be considered you must apply!

Siblings

Parents/carers have the freedom to name any state funded schools as their preferences.

The local authority strongly recommends that all applicants name their local, non faith, school as one their preferences or the school where they have other children currently on roll. These are the schools, in most cases, are where children will have the highest priority for a place.

Siblings

Sibling priority can only be given where the:

- Sibling is named on the application;
- School has sibling as a priority group in their oversubscription criteria;
- Sibling connection meets the published definition;
- Sibling has the same address registered with the school as the child that the place is being applied for.
- Sibling is reasonably expected to still be on roll when the child is due to start in September 2025.



Equal Preference

Every preference is an individual school application and each application is considered without the rank information at the initial stage of the process. This means every preference is treated equally, without rank prejudice.

The 32 London local authorities, the City of London and many of the Home Counties operate a Pan London coordinated process. This means all preferences for schools in any of these local authorities are considered equally when determining what school will be offered.

Step 1

All on time preferences are sorted into schools – this will be the schools pot of applications.

Step 2

Schools then order all the applications by applying their published admissions criteria also known as the oversubscription criteria.

This ordering is officially known as ranking, the child with the highest priority will be rank number one and so on until every application for every school has a rank number.

At this stage, the preference order is not used and is not even known by schools.

True or false?

1) It is my daughter's Human Right to be given a place at a girls only school, if that is what we want.

False - Protocol 1, Article 2 protects your right to an effective education. Parents also have a right to ensure that their religious and philosophical beliefs are respected during their children's education. The right to education does not give you the right to learn whatever you want, wherever you want.

2) I do not have to send my child to school until they get a place one at one of my preferred schools.

False - parents must ensure their child is educated so they must ensure their child attends the school they have been offered or make suitable alternative arrangements.



Myth busting

1) Naming only one preference means you can only be offered that school.

False – every preference is considered using the same rules.

2) You don't need to name the school where your older children are on roll because they save your child a place.

False – the law does not allow places to be reserved, to be considered you must apply.

3) All applicants must be offered one of their preferred schools.

False – the local authority must provide every child living in the borough with a school place, but we only offer a place at a preferred school where it is possible based on supply and demand.



Making your application

All local authorities are required to co-ordinate admissions for children moving from primary to secondary schools. In London the 32 local authorities, the City of London and many of the Home Counties work together to deliver Pan London co-ordination.

All London Boroughs use the same application system that you can access direct or via your home local authority.

<https://www.eadmissions.org.uk/eAdmissions/app>



You can use any device to apply online



newham.gov.uk

WE ARE NEWHAM.

How to apply online and support



**Great support and guidance is
available from all schools in
Newham**



Registration Information:

<https://www.youtube.com/watch?v=o2WXUD8Fido>

How to create an account video:

<https://www.youtube.com/watch?v=o2WXUD8Fido>

eAdmissions Helpdesk

Call 0208 255 55 55 option 1
8am - 6pm Monday to Friday



National closing date 31st October 2024

If you apply after this date your application will be processed as a late application

Remember by law late applicants can only be offered the places remaining after the on-time applicants have been given their schools.



Applying for a faith school

If parents/carers are applying for a faith school they must remember most require a supplementary application form (SIF) for the child to be considered under the faith based criteria.

Remember this is in addition to the main application, not instead of!

In Newham the closing date for the submission of a SIF direct to the schools is
31 October 2024

If a parent/carer names a faith school as a preference and does not submit a SIF their application will automatically be considered under the lowest priority category 'All Other' as the admissions committee will not have any information to add the child to a higher priority group.

These forms must be sent direct to the school not the Local Authority and must not be attached to an online application.

Remember for the process and dates for faith schools outside of Newham this may be different, so check the school website or call them.

What happens after you apply?

Once your application has been successfully submitted through the eAdmissions portal an application reference will be issued which will look like this.

316-2025-09-E-001234

Families then need to wait until national offer day **3 March 2025**



National offer day – 3rd March 2025

All families who applied by the national closing date and many late applicants will be notified of the school their child has been offered for year 7 for September 2025.

Online applicants via the eAdmissions portal will be sent an email in the evening of 3rd March 2025 showing their offered school and will be advised to log into their account.

Paper applicants will be sent a outcome letter that is posted on 3rd March 2025.

The offer will be the highest offer that could be made from the preferences named.

For some families it is possible that none of their preferences can be offered. If this happens their home local authority will allocate an alternative which will be named in the outcome notification.

Alternative school allocations

When it has not been possible to offer a child a place at any of an applicant's named preferred schools the child's home local authority must allocate (provide) a school place for September.

In Newham, when preference cannot be met, our resident children will automatically be allocated an alternative place at the closest school to the family's home that has a suitable place remaining:

The alternative school place allocated will be:

Located in Newham;

The closest to their home, using shortest walking distance, with a place available.

Note: the allocated school may not be really close to home as their local schools may not have any places remaining.

This is why it is important to name six schools and not naming all unachievable preferences, so you have more opportunities of getting a place at a preferred school.

**Do not be concerned, only a few children have to be allocated an alternative school each year.
The majority of children who are given an alternative allocation, are really happy at their new school.**

Waiting lists

For schools located in Newham children are automatically added to the waiting list for any of their parents/carers named schools that they ranked higher than the preference offered.

For example: if a child is offered their third preference they will be added to the waiting list for their 1st and 2nd preferences but not their 4th, 5th and 6th.

To be added to the waiting lists of schools named as a lower preference, the family need to complete a **change of preference form** which will be on Newham's website after national offer day. If a family decides to change their preferences the new form must include all their current preferences not just the new ones, as each form replaces the last on our system.

The law requires that all children must be added to a waiting list in their rightful place based on the oversubscription criteria NOT first come first served.

This means that a late applicant can go direct to number one on the waiting list above all on time applicants if they have a higher priority than all others based on the oversubscription criteria.

Newham School Admissions will issue weekly electronic notifications, to those families for whom we have current contact details, providing the current waiting list position and information about how waiting lists are managed.

Independent school appeals

If you don't get a place at the school you prefer you still have the opportunity to lodge an independent appeal.

Everyone who applies for a school and is refused a place has the right of appeal.

Appeals are managed by Newham Independent Admission Appeals Service (NIAAS) and heard by an independent (community volunteer) panel.

Two stage hearing process:

Stage one: to determine if a mistake stopped your child being offered a place.

Stage two: is about any personal, social and medical reasons the appellant provides.

Although we have high volumes of hearings very few are successful.

For secondary transfer for September 2024 entry we held heard 179 appeals to date and only 14 were successful, so only 7.82%.



Schools outside of Newham and selective schools

We recognised that some may be considering selective schools or other school outside of Newham.

Newham would prefer for all our residents choose to stay local for their secondary education!

What are selective schools?

Schools that offer places based on ability and aptitude require each applicant's child to be tested. These include:

- grammar schools;
- partially selective ('bilateral') schools;
- schools which band applicants by ability to achieve a comprehensive intake;
- schools which select up to 10% of their cohort by aptitude in a prescribed subject.

Applications for grammar schools require children to take an 11+ test.

If you are interested in your child attending a grammar school you must visit the schools website to establish the testing and entry requirements.

Free school meals



REMEMBER

Only children eligible for free school meals get a lunch free of charge in secondary school.

NEWHAM EAT FOR FREE

All year 6 children in a primary school in Newham are given a free lunch every day.

Children at secondary school do not eat for free unless they are eligible for free school meals, so you may need to budget for the cost of a lunch from September 2025.

APPLY FOR FREE SCHOOL MEALS

If you have not already applied for free school meals apply as soon as possible.

Your primary school can tell you if you have already applied and if your child is eligible.

Officers in the council review all applications in the system every week to see if any not eligible becomes eligible.

If you are not eligible you will have to give your child dinner money or provide packed lunch.

HELP YOUR CHILD'S SCHOOL GET EXTRA FUNDS

Your child's school could get extra funds of £1050 from the Government known as Ever 6 Pupil Premium, if you apply for free school meals and you are assessed as being in receipt of one of the qualifying benefits.

We are always here to support you!

**Manage everyone's expectations from the start,
including your own!**

Never forget not getting your 1st preference is not the end
of the world.

Always remember a child who wants to learn will achieve
their best in any school

Ensure your child is happy and confident about any school
they will be attending, whichever school that is.

**Whatever the outcome of your application we are here
to support you**

