



## Frequently Asked Questions & Answers

### **What do I do if my child is late to school?**

All pupils MUST be escorted to the school office by a Parent/Carer, where they must be signed in on the new EntrySign system. If arriving before lunch, children will also be asked to provide their lunch option, whether it be school lunch or packed lunch.

### **How do I notify the school that my child will have to be collected before the end of the school day?**

Please notify the school via email, ideally, at least 24 hours in advance. If the collection time has changed unexpectedly on the same day, please telephone the school office. If you are collecting for a medical appointment, we may ask for evidence. Where possible, early collection should be avoided.

### **What do I do if I am late collecting my child from school?**

All pupils who have not been collected at pick up time will be taken to the school office, where contact with a parent/guardian will be made. If no response is obtained, your child will be taken to After School Club. If this is the first time that your child is collected late, a charge of £4.00 will be applied if collected before 4pm; any further instances will be charged at the Adhoc rate (see website for charges).

Please note that this is Trust policy, to ensure that each and every child is safely dismissed to a responsible adult.

### **How do I inform the school that someone different will be collecting my child for today only?**

Please telephone the school office stating who will be collecting your child. If you wish to add someone to the collection list permanently, please add them to the collection list in Arbor. Where possible, changes in collection should be reported to the school office before 2pm.

### **How do I notify the school that my child will not be attending due to illness?**

Please send an email to [admin@elmsteadwoodprimary.co.uk](mailto:admin@elmsteadwoodprimary.co.uk) stating your child's name, class and reason for absence. You must email the school each day your child is absent before 9am. We also have a phone line available for you to leave a message - please state your child's name, class and reason for absence.

Please note that if we have not been made aware that your child will not be attending school you will receive a text asking for you to contact the school due to your child being absent. If this does occur, please telephone the school and explain why your child is absent. If the school has not received communication from you after a text has been sent, a telephone call will be made to you. If no contact has been made between the school and the parent/carer, then it will become a safeguarding issue and the matter will escalate to the Pupil Support Lead - you will be notified of this by SMS. If the school is still unable to establish contact, then a home visit will be made as per the Home Visits Procedure, and possible contact with Children's Services will be made.

### **My child requires to receive medicine during the day? Will the school administer this?**

Yes, the school will administer the medicine on your behalf, but to facilitate this you must come with your child to the school office and complete a medication form (this can be found on the

school website). Please ensure that you collect the medicine at the end of the day.

**If I have concerns about my child's welfare at school what should I do? I would like to know more about an incident that occurred at school?**

Please send an email to, [admin@elmsteadwoodprimary.co.uk](mailto:admin@elmsteadwoodprimary.co.uk), which will be forwarded to your child's class teacher to deal with. Please be assured that any correspondence would be dealt with sensitively and confidentially. Please refer to our website for any relevant policies and procedures that may be followed.

**My child has lost an item at school, where can I find it?**

Please look in the lost property box outside the main entrance. Please ensure all items of clothing and other items belonging to your child are clearly labelled with your child's full name.

**My child has forgotten something they need for school today. Can I bring it to the office?**

We would like to encourage all parents/pupils to ensure that they have ALL items they need for their school day prior to the day commencing. Should an essential item be forgotten, the school office will accept the item and will deliver it to the classroom at their earliest convenience. However, the school office team cannot guarantee that it will be delivered to your child's classroom prior to the time the item is needed.

**Can I pay the school in cash or by cheque (for trips, events etc.)?**

All payments must be paid via our online payment tool, ParentPay. However, we are able to provide a PayPoint letter which enables you to transfer cash directly into your child's ParentPay account. Please email the school office to request, stating your child's name, class and the item you wish to pay for.

**Who should I contact If I have a query with the balances on my child's ParentPay account?**

Please send an email to [creditcontrol@springpartnership.co.uk](mailto:creditcontrol@springpartnership.co.uk) stating the school, name of the child, class and a brief description of your query. Credit Control will endeavour to answer your query within 48 hours.

**I have a query about Breakfast/After School Club:**

Please refer to the FAQ sheet under the Breakfast and After School Club tab, all queries in regards to these clubs should be sent to the following email addresses:

The Breakfast Club email address is : [breakfastclub@elmsteadwoodprimary.co.uk](mailto:breakfastclub@elmsteadwoodprimary.co.uk)

The After School Club email address is: [afterschoolclub@elmsteadwoodprimary.co.uk](mailto:afterschoolclub@elmsteadwoodprimary.co.uk)

**How do I receive information on events from the school?**

Communications will be sent to you via email using our communication tool and MIS System, Arbor. There is no need to download any apps as the communications will be emailed to the email address that you have registered with the school.

Our school also uses Class Dojo for news and updates on your child's learning, including reward points and other class updates.

A list of events can also be found on the calendar section of the school website.

**Is there a (internal and external) club on today? / Can I book my child onto a (internal/external) club?**

Please refer to the school website for a timetable of clubs and relevant contact details for clubs on offer. If the Club is being provided by an external company, please do not contact the school but the club directly for availability.

**You can refer to our school website for the following information:**

Our website holds a wealth of information such as school policies, procedures and statutory policies i.e. behavioural, admissions.

In addition to this, there is also information on term dates, school events, uniform requirements, school meal menu, and forms relating to Breakfast Club, After School Club and Little Acorns Nursery.

**Arbor Parent App**

The Spring Partnership Trust schools all use the Arbor MIS for gathering data and consents, booking appointments for parents evening, and communicating with parents. Arbor provides parent access (via web or app), to allow you to control your own child's data. Please sign up to our Arbor Parent App using the link below.

<https://elmstead-wood-primary.uk.arbor.sc/?/home-ui/index>

Your Arbor username is the email address you provided to the school. Please refer to the school website for full details. Arbor is a cloud-based, completely secure and GDPR compliant pupil management system.