

Frequently Asked Questions

I need to be in work earlier than my child's day starts. What do I do?

Our breakfast club starts at 7.30, please register on the schoolgateway app. This will allow you to book and pay for sessions. The Breakfast Club cost £3.50 for your first child and £3.00 for siblings. Please note we no longer accept cash payments.

Why do we have staggered start times?

In order to comply with guidance from the Government, we will be staggering the children's playtimes, lunchtimes, as well as the start and finish times for the school day. This is to ensure that children stay within their own class bubbles and do not mix with other classes.

What are my drop off and collection times?

	Start of day	End of day
Redwood and Oak	8.20 entry through KS2 gate. To drop off point B. They will be collected by a member of staff.	2.30 via car park gate.
Maple and Hawthorn	8.25 entry through KS2 gate. To drop off point B. They will be collected by a member of staff.	2.35 please exit through car park gate.
Laurel and Willow	8.30 entry through KS2. One only may enter to wait in playground in designated area. Pupils collected by teacher.	2.45 please exit through car park gate.
Chestnut	8.20 entry through KS1 gate. One only may enter to wait in playground in designated area. Pupils collected by teacher.	2.30 please exit through car park gate.
Sycamore	8.35 entry through KS1 gate. One only may enter to wait in playground in designated area. Pupils collected by teacher	2.40 please exit through car park gate.
Birch	8.45 entry through KS1 gate. One only may enter to wait in playground in designated area. Pupils collected by teacher	2.45 please exit through car park gate.
Reception	Any time from 8.45-8.55 entry through KS2 gate. One only may enter to wait in playground in designated area. Pupils collected by teacher	Between 2.45/2.50 please exit through car park gate.

When will staggered start times stop?

Unfortunately we will only change staggered start times when the guidance changes.

My child has an appointment during the day and they are in school. Can I come and collect him/her?

Yes of course. However, parents should telephone the school office with the time that their child needs collecting. Once you arrive, ring the gate bell upon arrival and your child will be brought to you at the gates. Please do not return to school after your appointment.

How do I purchase school uniform?

The school office is closed to visitors, please send in a clearly marked envelope, with your child's name, class, which items you need and how much money is in the envelope, this will then be passed to the school office. Items will then be sent to you via your child.

Elastic ties	£3.35
Short ties	£3.90
Long ties	£4.35
Red book bags	£3.15
Red Shoe bags	£2.20
School badges	£0.75

What happens if I forget my child's packed lunch?

If a child forgets their lunch, they will automatically have a school packed lunch

I am running late and when I turn up, the gate I need is closed. What do I do?

Ring the gate bell, once the gate opens allow your child through the gate. They will then knock on their class door and enter through the door.

How does my child change safely for PE and if I forget their kit, do I need to bring it in?

Each year group is going to be allocated one day a week for PE. The children wear their PE kit to school on this day. They stay in their PE kit all day. Sorry you are unable to bring in PE kit if you forget.

Which day is my child PE Session?

Ash	Wednesday
Elm	Wednesday
Birch	Thursday
Sycamore	Monday
Chestnut	Tuesday
Laurel	Monday
Willow	Monday
Hawthorn	Tuesday
Maple	Friday

Oak Tuesday
Redwood Friday

My child loves the sports clubs, choir and gardening clubs. Are these still happening?

Not during the first half term. We need to minimise our use of communal areas and ensure additional cleaning takes place. We hope that all clubs for the children will return as soon as possible. We will keep parents informed.

What is a 'bubble'?

You will hear this term frequently. It simply means a group of children within the school.

Can a child from one 'bubble' meet a child from another 'bubble' during the school day?

No. The different 'bubbles' need to remain separate to reduce the risk of Covid 19 spreading to a larger number of children. We know that our children will find it tricky to practise social distancing which is why the 'bubbles' were created.

Will staff ever change 'bubble'?

We aim to minimise contact and mixing. Children will not change 'bubble' but staff may have do so on occasions. The Government guidance states that all staff can work across the school to ensure that cover can be in place for any staff absence, training or other such reasons. However, our staff will be working in the same 'bubble' almost all of the time. We certainly aim to keep any movement to a minimum.

My child is poorly at school, what happens?

A member of staff will call you and will ask you to come and collect your child. When you arrive at the school gates, please ring the gate bell and a member of staff will bring your child to you.

What do I do if someone in my household is showing symptoms?

Your child must not come to school. Parents should let the school office know and every member of your household must isolate for 14 days. All family members must be tested for COVID-19 and the school notified immediately of the outcome.

My child shows symptoms. What do I do?

Any child showing symptoms must not attend school. If you believe that your child is unwell and that it could be COVID-19, you should request a test from the NHS immediately. Please provide a copy or 'screenshot' of a negative test result. If your child tests positive, they can only return after 7 days of self-isolation and when the symptoms have fully passed.

Symptoms

High temperature (this means you feel hot to touch on your chest or back)

A new, continuous cough (this means coughing a lot for more than an hour or 3 or more coughing episodes in 24 hours)

A loss or change to your sense of smell or taste (this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal).

What is classed as a high temperature?

Your **child's** normal body **temperature** is around 37 degrees Celsius. Your **child** has a mild **fever** if their **temperature** is higher than 38 degrees Celsius. A **high fever** usually means more than 39 degrees Celsius.

Why is it so important that we always get a COVID-19 test done if someone is showing symptoms?

If the test result comes back as negative, children can return to school straight away as soon as they feel better. Acting quickly helps you recover safely if tested positive and stops children missing education if tested negative.

Will my personal details be shared with the NHS Test and Trace service?

Personal data of employees, parents or visitors to school may be shared with NHS/Public Health Agencies as required for the response to the Covid pandemic'.

Can I have a meeting with a member of staff or the Senior Leadership Team if I need to?

Yes. We would prefer for these to be held over the telephone or via email. A face to face meeting will need to be booked in advance and this can be done via the school office. We are also outside at the gates at both the start and end of every day. Please do chat to us if a quick, more immediate conversation can help.

Useful information

The full stay at home guidance for households with these symptoms can be found here: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

Department for Education Coronavirus helpline

To answer questions about COVID-19 related to education. Staff, parents and young people can contact the helpline as follows:

Phone: 0800 046 8687

Email: DfE.coronavirushelpline@education.gov.uk

Opening hours: 8am to 6pm (Monday to Friday)