

## Frequently asked questions

### ***How will I know what my child can have for their lunch each day?***

Taylor Shaw, our school meals provider, operates a choice menu for every child in school. Each child will have brought home the menu cycle information leaflet which tells you which menu week we are operating. Each meal is colour coded and your child will be given a band of that colour to 'exchange' for their lunch. Your child will need to tell the teacher each morning which 'colour' band meal they would like that day whilst the registration is being taken. Menu details are also available on our website, on our weekly newsletter and also on the school noticeboards. If your child is unsure of what menu choice they require when ordering, a 'red' (meat) option will be ordered for them.

### ***How do I pay for school lunches?***

All children in FS2 and KS1 receive a free school meal. It will be assumed that all FS2 and KS1 children will be having a school lunch each day unless a 'packed lunch' option is chosen during the dinner register. In KS2 (juniors) all meals must be paid for except those eligible for Pupil Premium Free School Meals. All lunch money for KS2 children needs to be paid via our online payment system, Parentmail. Meals are £2.50 per day. Even if your child only requires a lunch on a Friday they would still need be paid each week or any amount can be added to your child's account so there is a balance on their account. You will be sent details of how to register.

### ***Can you accept cash or cheques?***

We do not accept cash or cheques for any purchase whether it be lunches, trips, uniform or milk. All payments must be made by our online payment system, Parentmail.

### ***How do I arrange for my child to be registered as a vegetarian or special diet meals?***

Please inform the school office if your child is vegetarian and this will be recorded on their school records. Your child will be able to choose the 'green' or 'purple' option when ordering their lunches. If your child requires a special diet due to medical reasons please contact the school office so that this can be arranged with Taylor Shaw.

### ***What sorts of things are acceptable in a packed lunch from home?***

We are a Healthy School and would insist that a packed lunch from home supports this initiative. No fizzy drinks, sweets or chocolate bars. E.g. Penguin biscuits are acceptable but Mars Bars aren't. Keep crisps to a minimum and do not over fill the lunch box as the contents may just be wasted.

### ***What do I need to do if my child needs to be taken out of school for medical appointments?***

Please look on the website where the relevant form is available to download. The form needs to be returned to the school office at least 3 days before the appointment so the relevant authorisation can be obtained. If your child is attending an early morning appointment and will be back in time for their lunch please ensure this has been ordered prior to 9.30am. If a school lunch hasn't been ordered by this time a packed lunch from home would need to be provided.

### ***I would like to take my child out of school during term time for a holiday, what do I do?***

The Government has introduced an 'Exceptional Leave During Term Time' Policy which states that children may only be taken out of school for exceptional circumstances. If leave is requested the form must be completed at least 20 days before the start date of requested leave. The relevant form can be found on the website.

### ***What happens if my child becomes ill during the school day?***

Occasionally children become ill whilst at school and if this should happen a member of staff will contact you for you to come and collect your child. It is important for any telephone contact details to be kept up to date on the school's system so that we can reach someone as soon as possible. On collection from school a member of staff will sign your child out of school. We would ask that no child who has been absent from school be sent to school until they are fully fit. If your child is taken

ill after 10am and has ordered a hot school lunch unfortunately the lunch cannot be cancelled and you would still be charged.

### ***What are the exclusion periods for illness?***

Please see the key guidance on how to manage seasonal illnesses and keep pupils and staff well -

- [Education Hub Blog](#): Reducing the spread of illness this winter: Seven steps to healthier schools and higher school attendance – a helpful blog for parents and staff.
- [NHS Guidance for Parents](#): Is my child too ill for school? – a useful resource to help parents decide when children should stay at home.
- [Preventing and Controlling Infections Guidance](#): Includes advice on vaccination, ventilation, and good respiratory hygiene.
- [A-Z of managing Infectious Diseases](#): Practical guidance on managing specific illnesses.

### ***When should I inform school that my child is too unwell to attend school?***

An answer machine is available to leave a message overnight and the absence line (option 1) is available from 8am. All absences should be reported by 9am. Should your child not be marked in the school register as being present, the school office will contact you to find out the reason for the absence. You need to leave a message each morning your child is absent unless you have spoken to a member of staff who is aware how long your child will be off school.

### ***What should I do if my contact details change?***

Amendment forms are available from the Coumes office or on the website. Please complete the form and return to the Coumes office as soon as possible after the change so that our records can be updated and you can be contacted should there be an emergency.

### ***How can I get school uniform for my child?***

Details of the school dress code are available on the website. There are two ways in which to order uniform. You can order via Logo Leisurewear and their order forms are available from either of the school offices or on the website. Orders are received by the office are placed each Friday and Logo Leisurewear endeavour to deliver the order the following Friday. Any cheques should be made payable to Logo Leisurewear Ltd. They also now have an online ordering system just go to <https://logoleisurewear.com/product-category/schools/schools-oughtibridge-primary/>

The second option is to order through Pinders Schoolwear using this link <https://pindersschoolwear.com/schools/374/Oughtibridgeprimaryschool>

### ***Where can I park around school?***

Parking is very limited around the school particularly during the main drop off and pick up times. If you choose to park around the school please ensure that you park considerately for the local residents. If using Naylor Road we operate a voluntary one way system entering Naylor Road from Haggstones Road and exiting onto Church Street. Please do not park on the double yellow lines directly outside the school gates or use this area to 'drop' children off as this is very dangerous. The police do monitor the parking around school and have issued fines in the past.