

Frequently Asked Questions

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

Our school meals provider, Taylor Shaw, offers a choice of meals every day. Menu information is shared with families and is available on the school website, in the weekly newsletter and on school noticeboards.

Each morning, children choose their preferred meal during registration. If a child is unsure which option to select, the standard meat option will be ordered.

How do I pay for school lunches?

All children in Reception, Year 1 and Year 2 are entitled to Universal Infant Free School Meals and can receive a free school lunch every day.

For pupils in Years 3 to 6, meals must be paid for unless they are eligible for benefits-related Free School Meals. School meals currently cost **£3.00 per day** and payments should be made through **ParentPay**, our secure online payment system.

Parents can add funds to their child's account at any time to maintain a positive balance.

Can I pay by cash or cheque?

No. We do not accept cash or cheques for lunches, trips, uniform, milk or any other school payments. All payments must be made via **ParentPay**.

How do I arrange a vegetarian or special diet?

If your child requires a vegetarian diet, please inform the school office so this can be recorded on their school records.

If your child requires a special diet due to allergies, intolerances or a medical condition, please contact the school office. We will work with Taylor Shaw to make the necessary arrangements.

What should I include in my child's packed lunch?

As a Healthy School, we encourage nutritious packed lunches. Please avoid:

- Fizzy drinks
- Sweets
- Chocolate bars

We recommend including a balanced selection of food and avoiding excessive amounts that may go to waste.

What should I do if my child has a medical appointment during the school day?

Where possible, appointments should be arranged outside school hours. If this is not possible, please complete the relevant form available on the school website and return it to the school office before the appointment.

If your child will return in time for lunch, please ensure their school meal has been ordered before **9:30am**. After this time, a packed lunch from home may be needed.

Can I take my child on holiday during term time?

The Government's attendance regulations state that leave during term time will only be authorised in exceptional circumstances.

If you wish to request leave, a completed application form must be submitted to the school in advance. Forms are available on the school website.

What happens if my child becomes ill at school?

If your child becomes unwell during the school day, a member of staff will contact you and ask that they are collected as soon as possible.

Please ensure that all contact details are kept up to date so that we can reach you quickly in an emergency.

If your child leaves school due to illness after a lunch has been ordered and prepared, the meal cannot be cancelled and charges may still apply.

How do I know when my child can return to school after an illness?

Please refer to the guidance below for advice on common illnesses, exclusion periods and preventing the spread of infection:

- [Education Hub: Reducing the spread of illness in schools](#)
- [NHS: Is my child too ill for school?](#)
- [UK Health Security Agency: Preventing and Controlling Infections](#)
- [UKHSA A-Z Guide to Infectious Diseases](#)

Links to these resources can be found below.

When should I inform school that my child is absent?

Please report all absences by **9:00am** on each day of absence.

You can leave a message on the absence line from **8:00am**, or use the answerphone service overnight.

If we have not received a reason for your child's absence, the school office will contact you.

What should I do if my contact details change?

Please complete a change of details form, available from the school office or on the website, and return it as soon as possible. Keeping your details up to date ensures we can contact you quickly in an emergency.

How can I purchase school uniform?

School uniform information is available on our website. Uniform can be purchased from:

- [Logo Leisurewear](#)
- [Pinders Schoolwear](#)

Links to both suppliers can be found on our Uniform page.

Where can I park when dropping off or collecting my child?

Parking around school is extremely limited, particularly at the beginning and end of the school day.

Please park thoughtfully and with consideration for local residents. If using Naylor Road, we encourage parents to follow the voluntary one-way system:

- Enter via Haggstones Road
- Exit onto Church Street

For the safety of all children, please do not park on the double yellow lines outside the school gates or use this area for dropping off and collecting pupils. Parking restrictions are monitored and penalty notices may be issued.