

## Reminders from the office team

### Absences

\* The gates open at 8.30am. The children are expected to be in school by 8.45am. Children arriving after this time are to come to reception to be added to the register and will receive a late mark.

\* Illnesses are to be reported every day of the illness, ideally by 8.30am, using the Arbor Parent Portal or the Arbor App only please (24 hour service.)

### Appointments

We would like to emphasise the importance of minimising disruption to the school day to ensure the best possible learning environment for all children. To achieve this, we kindly request that medical, dental and optician appointments be scheduled outside of school hours whenever possible. This will help to reduce the impact on your child's learning. If this is not possible proof of any ongoing medical appointments may be requested. Your cooperation in this matter is greatly appreciated, as it allows us to maintain a focused and productive educational environment. The DfE states that pupils should only be out of school for the minimum amount of time necessary for the appointment. Thank you for your understanding and support. Try to make all appointments out of school time - if unavoidable please give as much notice as possible. Complete our online [Part Day LOA form](#). Evidence of appointments may be requested by our attendance officer.

**Holidays** during term time are never authorised holidays (we have 14 weeks of school holidays.)

### Booking school lunches

Please make sure your child's lunch choices are selected by 11.59am for the following day. Lunches are to be booked on your child's Arbor Parent Portal or App. Please top up your account and then select meals required. Please be aware that payments will not be deducted until meals have been taken.

### Booking Early Risers before school childcare

If needed, please book your child's Early Risers bookings on your child's Arbor Parent Portal or App, by 11.59pm for the following day. Early Risers can get booked up so early booking is recommended. Please do not send your child to Early Risers if a booking is not made in advance. Once booked Early Risers bookings cannot be cancelled, so please be mindful when making your bookings.

### Booking Ravens Roost after school childcare

This MUST be done in advance. Ad-hoc bookings are not accepted. Ravens Roost is fully booked for most days. We only accept regular, continuous bookings. More details can be found on our website. We offer a waiting list system for the days which are booked up.

### School finishes at 3.25pm

A member of staff will remain at the gate(s) for approximately 10 minutes after the closure of school. Any children not collected will be brought back to reception and a late collection fee may be charged.

**Contacting Your Child's Teacher** If you need to contact your child's teacher, in the first instance please email to [info@ravenscote.surrey.sch.uk](mailto:info@ravenscote.surrey.sch.uk), and put the teacher's name in the subject bar. Please allow 5 working days for a reply.



**Forgotten Items** We encourage our children to be independent thinkers. Children must remember to bring in items needed ready for each day. If your child forgets to bring in their packed lunch, the school will provide a school meal which you will be charged for.

**After School Arrangements** Please make sure that your child is aware of their arrangements for home time. It is extremely worrying for a child if they are unsure of who is collecting them, and for us when a child doesn't arrive for their club. Please discuss these arrangements with your child BEFORE school.

**Messages for Pupils regarding changes to home time arrangements.**

If your pick up arrangements change and you need to get an urgent message to your child, please call the office BEFORE 12pm to ensure the message is passed to the class teacher. Due to class movement we cannot guarantee messages received after this time will be received in time. Messages from parents will be emailed from the office to teachers. We cannot guarantee that messages will be seen by teachers if they are sent after 12pm.

**The School Website** We are proud of our website and work hard to keep it updated and fresh. All school letters to parents, diary dates and newsletters are posted on there, as well as school policies, so please visit it regularly.

**Water Bottles** Please make sure that your child remembers to bring in a named water bottle every day. Expensive Air Up bottles are not recommended and are not needed.

**No Parking Allowed!** We appreciate that parking around Ravenscote is not ideal. It is recommended that parents walk where possible. Parking on site is strictly for staff and authorised visitors. Parents are not permitted to park on site. Parking on site is not permitted when collecting children for appointments or returning children from appointments, or dropping off forgotten items. Please be considerate when parking on the roads around the school. Please do not tailgate our staff through the gate. Please do not stop or park in front our neighbours' driveways. Please do not try to access the car park when collecting from an after school club or in the morning if dropping off for a before school club. The school office receive weekly complaints from the local community regarding parking. It is unfair on our staff to have to deal with these calls where a few parents are being inconsiderate. All complaints are passed onto Surrey Police and the council. Our local PCSOs also patrol the area for inconsiderate parking, and amazingly children not wearing seatbelts.

Please do not stop or drop off in front of the school gates, in the kitchen/caretaker's entrance or on the zig-zags. Parking is not permitted in the car park of St Francis' Church.

Please be reminded that it is illegal to park or stop:-

- \* on zig zag lines
- \* dangerously
- \* in a way that would prevent emergency vehicles from accessing



### **Medication in school**

Where possible please give any medication to your child outside of school time. If you need your child to have medication during the school day you must complete an [Administration of Medication form](#) and return with the boxed medication to reception please. Please also be reminded that we are only able to give prescribed medication. Children are expected to come to reception at the required time to take any medication. Children are not reminded.

### **Busy Busy Busy!**

We are an extremely busy school. Please do take the time to read through our newsletters, as they will contain a lot of information and dates for your diary.

Our staff work very hard to produce these. The office staff love speaking with parents, however please avoid calling the school office first thing in the morning, during lunch times and at the end of the day.

Where possible please email any enquiries into the school.

### **"Looking Forward to the Week Ahead" Newsletters**

Parents will receive our 'Looking Forward to the Week Ahead' newsletter every week, usually on Fridays, by email. This newsletter outlines any important dates for the coming week. This newsletter will also show if there are any changes to PE days for that week. We understand that we are a very busy school, with lots going on and the office team work really hard to keep parents informed. Therefore, please make sure you read our communication. If for any reason you stop receiving communication from the school, please let the school office know asap so we can look into why. If you change your email address it is essential that you keep us updated.

### **Photo Permissions/Consents**

Please be reminded that we upload photos of the children taking part in activities at school and on educational visits and residential trips on social media. If you have not given permission for photos on social media, you will not be able to see these photos. Parents can check permissions given on their Arbor Parent Portal and App.

### **Children and social media**

Please check age restrictions on the different social media site - they are there for a reason!

Regards

Mrs Hinckley, Mrs Tunney, Mrs Ray, Mrs Markson, Mrs Willoughby, Mrs Crouch and Mrs Howes

