



## Broughton Primary School FAQ's

### Q: What do I do if my child is poorly and cannot attend school?

A: Please call school on 01536 790282, before 08.30am, select option 1, leave a message stating your child's name, class and a reason for the absence.

### Q: My child has been sick and/or has diarrhoea, when can he/she come back to school?

A: If your child has been sick or has diarrhoea, keep them at home for 48 hours after the last sickness or diarrhoea episode.

### Q: What are all these apps I'm being asked to sign up to?

A: **ParentMail** – This is the school's communication and payment system. The school newsletter is emailed out every Friday. This has important dates and information about what's going on in school. The online payment side is for Early Birds and Dawdlers bookings, music tuition, payment for and giving consent for trips. We recommend to download the ParentMail app for easier access.

**Love Food** – This is our school lunch catering company. Lunches can be booked daily, weekly or termly on the Love Food website <https://lovefoodltd.com>. Registration information will be emailed to you in the summer holiday for September starters. Ensure you book by 7pm the night before if ordering daily.

**School website** [www.broughtonprimaryschool.co.uk](http://www.broughtonprimaryschool.co.uk) Please check the school website for term dates, leave of absence forms, medication consent forms, information about each class, photo galleries, school policies, statutory information etc.

**ParentLite** – This is the school's database about each child, with important contact information. Please ensure you keep all your data up to date.

### Q: How do I book Early Birds and Dawdlers clubs?

A: We offer Early Birds from 07:45-08:45am (breakfast is not included) and Dawdlers from 3:15/20-4:30pm in the Computer Suite each day. This can be booked on **ParentMail** until midnight for the next day's session. From the **Accounts** section, select the session and date from the dropdown list on ParentMail. For a booking on the day, please call the school office to confirm whether a space is available. There is a dedicated out of hours number for these two clubs: **07864 006783**.

### Q: What extracurricular school clubs are there?

A: The children will have taster sessions during the school day for the clubs which are available for their year group. They will bring home a flier with details how to book sessions, payment details, timings and other information or details will be noted in the newsletter. Not all clubs are available to all year groups.

### Q: How can I consent and pay for trips and residential etc. on ParentMail?

In the ParentMail app: click on the three horizontal lines on the top left of the screen.

- Click on **Payments**,
- Look in the **Upcoming items** section, for the payment item or trip,
- Details of the trip will be displayed along with payment options, including instalments,
- Click (tick) the payments you would like to make and click **Add to Basket** at the bottom off the screen,
- Click on **Go to Basket**,
- If there is a request for **Parental Consent**, click yes +,
- **Check Out** should be highlighted at the bottom of the screen,
- This will take you to the **Payment Methods** section,
- Complete and pay according to your preference.

### Q: How do I let you know who will collect my child/ren at the end of the day?

A: If a childminder, a friend or a family member will be collecting your child, inform the school office by email or phone. This is different to the emergency contact information provided on the application forms.

### Q: What do I do if my child has an appointment during the school day?

A: If your child needs to be absent during the school day for a medical appointment or any other reason, call or email the school office. For any other absences complete a *Leave of Absence* form and return it to the school office. This can be downloaded from the school website or a hardcopy obtained from the school office. <https://www.broughtonprimaryschool.co.uk/parents-information/useful-documents>

### Q: What do I do if my child needs medication in the school day?

A: Our school policy is that only prescription medication will be given to pupils in school. You can download and complete the *Medication Consent Form* from the school website: <https://www.broughtonprimaryschool.co.uk/parents-information/useful-documents>. We ask that an adult brings the medication to school and hands it to a member of staff at the gate or to the school office. An adult will need to pick up the medicine from the school office at the end of the school day.

### Q: Do you have a lost property bin?

A: Yes, there is a lost property bin located on the veranda outside the Computer Suite. Any lost property found in school will be placed in there. We urge you to name all your children's clothing, PE kits, footwear, water bottles, lunch bags etc.

### Q: Can my child have a water bottle?

A: Please provide your child with a named water bottle; we ask that it is filled with water each day. Our school does not allow squash or fizzy drinks.

### Q: What is recommended for packed lunches brought from home and snacks?

A: We are a nut free school, please ensure that snacks and packed lunch items brought from home **do not** contain nuts. Children in Key Stage 1 will receive a piece of fruit or a vegetable snack each morning. Children in Key Stage 2 may bring in a piece of fruit or a vegetable snack for morning break.

### Q: Can I bring in cakes or sweet treats for the class for Birthdays or other occasions?

A: We are a healthy eating school; in order to manage severe allergies and special diets throughout the school we ask families not to send cakes or sweet treats in for Birthdays or other occasions.