



## **Frequently Asked Questions (Based on questions I have been asked this week)**

### **Pick up and drop off arrangements:**

- Can I arrive before my child's start time or end time?

Please do not arrive before your child's start or end time. If you are early, then please wait in your car until it is your time.

- Why have all of the times been staggered?

The staggered starts are there to reduce the volume of traffic at school, which will ensure the 2 metre distance can be safely maintained.

- Why do we have a one way system?

The one way system is a recommended guideline from the Department for Education as a way of supporting the 2 metre rule. The idea is to have a conveyor belt of movement, all in the same direction.

- Why can't I walk through The Meadway gate to access the school?

The Meadway gate is currently being used as an exit only, as we cannot safely maintain social distancing due to the size of the gate and the pathway in two way traffic.

- Why can some parents leave through the main entrance but I have to leave through The Meadway?

Nursery, Reception Y1 and Y2 parents can all exit through the main gate. Y3, 4, 5 and 6 parents must exit through The Meadway. This is to support the one way system around school, which ensures that everyone has a better chance of socially distancing from each other. This is to support parents to keep safe.

- I have more than one child in different year groups, can I wait on the playground?

Once have dropped of you first child, then please move to the next drop of point and wait on the playground. Please ensure that you maintain 2 metres social distancing while you wait.

- Who is responsible for social distancing when on site?

Everybody is responsible for ensuring that social distance guidance of 2 metres apart is being followed at all times. We have put one way systems and staggered times in place to support this, but these rely on all parents maintaining a 2 metres distance at all times.

### **In school arrangements:**

- Why are teachers wearing visors outside?

This is to support the safety of our staff if any parent/adult forgets to maintain a 2 metre distance. Staff have the option of wearing one inside the school building if they wish.

- My child's teacher is absent and I don't know when they will be back.

We have had a number of staff off already, who have either been contacted by Track and Trace or are self-isolating due to family members having one or more symptoms (myself included!) of Coronavirus. We are unable to notify parents why staff are off, but please be reassured that if it is that they have tested positive or will be long term, then we will send communication out.

- My child has sat by someone in a different class bubble at lunchtime. Why did this happen?

Government guidelines state that where we are unable to maintain bubbles, we can use small consistent groups instead. We have had to put this in place at lunchtime. However, as of Monday 14<sup>th</sup> September, we will be moving to year group bubbles across the school.

- Do I need to book my child into breakfast and after school club? Can I just book on the day as usual?

All parents that require this service must book a week in advance using the online system. This is due to children attending from across bubbles. We have to maintain small consistent groups and to do that, we need to plan who will be attending. We are unable to offer our usual flexibility at this time. Please phone the school office if you require further information about how to book.

### **Contacting/visiting school building:**

- Can I enter the school building just to drop something off?

Unfortunately, at the moment we are unable to accommodate parents in school without a prior appointment. Please phone ahead if you wish to drop something off and a member of staff will look out of you and come out to greet you. Please do not enter the main school office.

- I need to speak to my child's class teacher, can I just quickly speak to them at the door.

Unfortunately, we are unable to speak to parents at the door. This is so we can ensure everyone is safe and maintaining two metres and to ensure that there are no hold ups that may cause bottle necks around the school. Please call if you need to speak to your child's class teacher and the office will ensure they call you back.

- Do I have to wear a face covering if I have an appointment in school? If so, why?

Yes. All visitors in school must wear a face covering at all times. This is because we are following government guidelines about wearing face coverings indoors. School staff are exempt from this currently to support teaching and learning.

- I am phoning/emailing the school but not getting an immediate response. Why is this?

Due to the current climate, we are experiencing an unprecedented number of phone calls and emails. We want to answer every single query but it is taking a lot longer to do so in some circumstances. Thank you for your patience during this time.