

Stoneraise School FAQs – 2024



These are some questions we have been asked by parents. We thought it would be helpful to send them out as a quick FAQ guide to all families. Please note, the questions are not in order of importance.

Q. How does the drop-off system work?

A. On your child's first morning at Stoneraise, please park on our car park then bring your child to the front door. Once your child is feeling more confident, you can join our drop-off system. As you pull into our car park, you will be directed into one of two lanes. Please do not let your child open the car door as the car park can be extremely busy from 8.45-9am. A member of staff will open the car door for your child to get out and supervise them over to the school gate where they will make their way to their class teachers on the playground.

Playground supervisors are on the playground from 8.45am each morning.



The drop-off system in action

Q. Where do I collect my child from at the end of the day?

A. Our school day finishes at 3.25pm. Please arrive in good time to collect your child. Please park safely on our car park and always reverse park. The road leading up to school can be extremely busy. Please ensure that you park legally, taking note of the road markings and signage. Once you have parked, please make your way onto the school playground through the small gate. Please don't call your child over until a staff member is fully aware that you are present to collect your child. Please inform the school office if someone different will be collecting your child.

Q. Can my child catch the school bus?

A. Children who live in catchment are eligible for a free school bus pass. Transport services are organised by the Local Authority. To find out more, please search online for 'Cumbria County Council School Transport' or view the following website:

<https://cumbria.gov.uk/childrensservices/schoolsandlearning/schooltransport.asp>

Q. What uniform does my child need?

A. To find out more about our school uniform, please go to our website, click 'Parents' and 'Uniform'. <https://www.stoneraise.co.uk/uniform>.

Q. What does my child need to bring to school?

A. Each day your child will need:

- Uniform
- Book bag with reading book and Reading Record
- Coat
- Water bottle
- PE kit (this can stay in school for the half term – PE kit details can be found on the uniform page of our school website)

Q. How do I order school dinners?

A. Before your child starts at Stonerise, you will receive an email from our school lunch providers, Dolce. School dinners are free for all children in Reception, Year 1 and Year 2. You can order from a selection of meals each day. More detailed information and menu choices can be found on our website: <https://www.stoneraise.co.uk/schoolmeals>

If you have any queries or concerns regarding school meals, Dolce's team are happy to help in any way that they can. Please contact the Customer Care Team from Monday to Friday, 8am to 5pm, on 01942 707709 or by email to customercare@dolce.co.uk

Q. Can my child bring a packed lunch?

A. Yes. Your child can bring in a packed lunch if this is something you would prefer. You can find a copy of Dolce's Packed Lunch Policy on our school website: <https://www.stoneraise.co.uk/schoolmeals>

Q. Will my child get a snack at school?

A. Children in Reception, Year 1 and Year 2 receive a free piece of fruit/vegetable each day during their morning break time. Children do not need to bring in any other snacks. Milk is offered free of charge to children up to the age of 5.

Q. What can I use 'ParentPay' for?

A. ParentPay is the system we use for online payments and booking clubs. You can pay for clubs and make trip contributions through this service. When your child joins Stonerise, login details will be emailed directly to you. If you have any questions about ParentPay, please get in touch with the School Office.

Questions and Answers for all Parents – Available on our school website (Parents > FAQ)

Q. What if my child is feeling unwell on a school day?

A. Please telephone the school office (01228 712277) and follow the directions given using the automated system for reporting absences.

Q. How can I order school uniform?

A. You can view our school uniform expectations on our website under 'Parents>Uniform'. Parents can order school uniform from BE Uniforms by visiting: www.teamwear.border-embroideries.co.uk and searching for 'Stoneraise'.

Q. Can I book a holiday during school time?

A. It is national policy that school cannot authorise an absence for holidays during term time. If you choose to schedule a holiday during term time, it will be recorded as an unauthorised absence. It is not our usual policy to fine families who choose to book holidays during term time but this is something that the Local Authority has the final say over. There are some exceptional circumstances when an absence can be authorised. To find out more please navigate to Parents>Term Time Absence Request Form on the school website.

Q. Can my child bring nuts into school?

A. Please do not send in any foods which contain nuts or contain traces of nuts.



Q. What time does school start and finish?

A. You can use our morning drop-off system by driving onto the school car park at 8.45am. We have two lanes which you will be directed to join. A member of staff will open the car door for your child. Please do not let them open the door before this. Your child will then be guided safely across to the main gate. If you wish to park up, please join a lane and indicate that you would like to use the small car park beyond the fence (please always reverse into spaces). Please do not park on the main car park or along the road between 8.40 and 9.00am.

The school day finishes at 3.25pm. Please park your car safely (reverse if parking on the school site) then make your way round onto our school playground and wait at the relevant access for your child. Details of our school timetable can be found on our website (Pupils > Timetable).

Q. Can my child wear jewellery to school?

A. It is our school policy that children can wear a watch to school (without a camera) but no other jewellery can be worn.

Q. Will the school give medicine to my child if they need it?

A. If your child needs medication during the school day, either because it's prescribed or is part of an on-going health condition, please complete a 'Medicine in School' form which can be downloaded from our school website (Parents>Medication), or collected from the School Office. Please give clear instructions about how much and how often along with any other details we should know. Please also write your child's name on the medicine box/packet. Further details on medication in schools can be found by following the link on the 'Medication' page of our website.



The image shows a 'Medicine in School' form template. It includes fields for: Child's Name, Date, Medication name, Reason for medication, Prescribed by the GP (Yes/No checkboxes), Storage, What time(s) during the school day, Any other instructions for administering the medication, Parent signature, Main contact if staff have any questions regarding administering the medication (Name, Tel), and a note that the form will be returned with the medication. At the bottom, there is a 'School only' section with a table for recording medication administration:

Time:	Time:
Administered by:	Administered by:
Time:	Time:
Administered by:	Administered by:
Time:	Time:
Administered by:	Administered by:

Q. What happens if my child has an accident in school?

A. Unfortunately accidents do happen. If your child has an accident, our staff are Emergency First Aid trained and we also have several staff trained in Paediatric First Aid and First Aid at Work. Staff members will administer First Aid and will complete a form to state what they have done. This form will then be emailed to you either on the day of the incident or the following day (if it happens after 2pm). We will always seek to speak to you if the accident happens after 2pm, is more serious or we have any concerns that need to be shared. If your child bumps their head, we will also send a text message to let you know. In the case of a serious injury, we will contact you directly and share relevant information with the Local Authority.

Q. What if I have a safeguarding concern?

It is everybody's responsibility to safeguard children. If you are concerned that a child is in immediate danger, please telephone 999. If you have a concern about a child, please contact our Designated Safeguard Lead (Mr. Coady – clemcoady@stoneraise.cumbria.sch.uk) or telephone the duty social worker on 03332401727. Details of our Safeguarding Policy can be found on our school website.

Q. What can I do if I am concerned my child has a special educational need or a disability?

A. The first person to talk to is your child's class teacher. You can also contact our SENDCO by emailing sendco@stoneraise.cumbria.sch.uk. We aim to provide an inclusive curriculum at Stoneraise and support families in any way that we can. Please see more details in our SEND Policy on our website.

Q. Can I send in cakes/sweets when it is my child's birthday?

A. Wherever possible we would appreciate healthy snacks being brought into school but some parents like to send in treats for their child's class – this is certainly not mandatory! If you would like to send in a treat, please ensure that it is individually wrapped as some parents may wish to check the ingredients of the item for anything that might cause an allergic reaction. Please ensure that any foods sent into school do not state 'may contain nuts'.

Q. How can I book wraparound care/extra-curricular enrichment clubs?

A. If you would like your child to attend Breakfast Club or Afterschool Club, you can use ParentPay.

Things you need to know:

Bookings

- Parents can book in advance **up to 1pm on the day before Breakfast and After School Club.**
- **Cancellations will need to be made before 1pm the day before.** Refunds will not be possible after this time. **It will be the responsibility of the parent to cancel bookings due to pupil illness**
- If your account is currently in arrears, you will be asked to make a payment before booking any clubs or trips.
- The booking system allows you to place items into a basket and checkout within 15 minutes.

Voucher Scheme

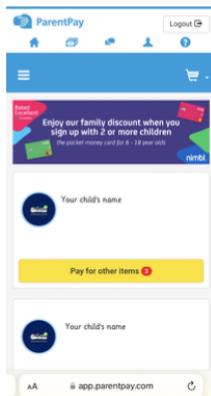
- We understand some parents use third-party voucher schemes through their employer. Please be aware this is a third-party payment and monies added can take up to 4 weeks to be credited on the ParentPay system. This is out of our control and down to the specific employer voucher scheme used. Therefore, a very small number of families will need to build up sufficient credit to book ad-hoc sessions using vouchers. From experience, the quickest voucher scheme to be credited to the system is National Savings Scheme from the Government.
- Once you have added credit via the voucher scheme, you need to inform the office how you want your account credited. For example, if you add £100 of credit, please email the office with how much per child, how much per club (Breakfast, Afterschool Club, Tennis Club etc.)
 - Example – "I have added £102 of credit. Please can you credit the account of *pupil name* £12 for Breakfast Club, £18 Afterschool Club, £21 for Tennis Club, £21 for Golf Club."
- The office will then credit these accounts for you and email so you know you can book these specific clubs.

Extra-Curricular Clubs

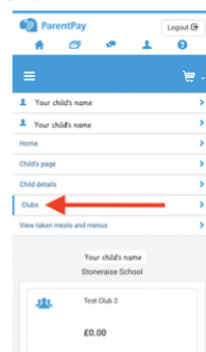
- Extra-curricular clubs e.g. Carlisle United, tennis, craft, gymnastics etc. will also be booked through ParentPay.
- All clubs will need to be paid for when booking. This is a block booking.
- Extra-curricular clubs will go live on the system during the final week of each half term, ready for the next half term.
- An email will be sent out to parents to share what clubs are on offer. These clubs will be on a first-come, first-served basis. You will know instantly if you have reserved a place for your child.
- If you set up alerts on your ParentPay account, you will receive notifications as these are added. From within ParentPay, navigate to: Communication > Alert > Settings.

Making a Booking

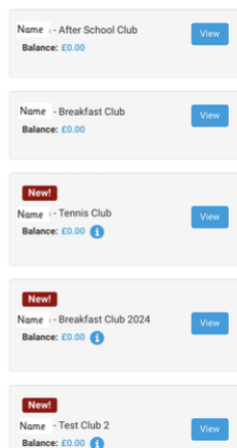
1. Login to [ParentPay](#).
2. Click the name of the child you wish to book:



3. Locate the menu, select it and select 'Clubs':

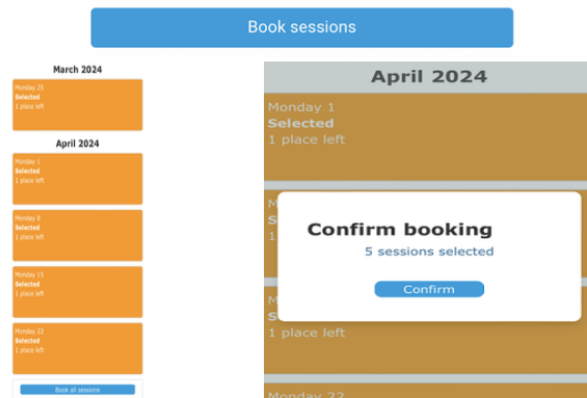


4. Next, select 'View':

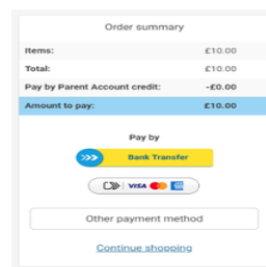


5. Make your bookings. There are options for Breakfast Club, After School Club and other extra-

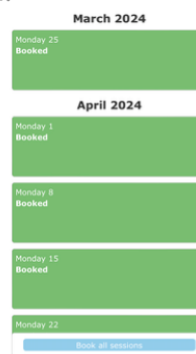
curricular clubs which will be changed each half term. With Breakfast Club and After School Club, you can select individual days or block book sessions. With other extra-curricular clubs, you will need to block book the entire half term:



6. If you need to pay for any sessions, you'll be directed to make a payment:



7. View which clubs have been booked:



There are plenty of self-help guides on the Parent Pay website.

Q. How does the school communicate with parents?

A. Each month you will receive a Whole School Newsletter and a Class Newsletter. This will provide details about our curriculum, important updates and any forthcoming events. Your child's class teacher will email once per week with any notices and homework information (when relevant). You may also receive occasional text messages with

important reminders. You can follow us on Twitter (@Stoneraise_SCH) and log onto our website for up-to-date information (including our calendar) www.stoneraise.co.uk.

Q. If my child has packed lunches, can they still order an occasional school dinner?

A. Yes. You have been sent details on how to create a School Grid account. Select the days that you would like your child to have a school dinner and choose their meal.

Q. Do I need to send a snack?

A. If your child is in the infants, they will be provided with a piece of fruit/vegetable at break time (this is a scheme for all EY/KS1 children nationwide). If your child is in Key Stage 2 (Year 3+), please send in a piece fruit/vegetable for them to enjoy during break time.

Q. Do I need to send in a water bottle each day?

A. Please send in a named water bottle with your child each morning. This will be placed in the classroom for them to access if they need a drink. If your child has a school dinner, they will also be given a drink with their lunch. Packed lunch children can bring an additional drink with them if you wish – this can be placed in the packed lunch trolley. We prefer children to bring in water, but if your child only drinks cordial at home, this is your parental choice to send in juice.

Q. When is the best time to chat to my child's class teacher?

A. If you'd like an informal chat, please talk to your child's class teacher at the end of the school day when you collect your child. If you would like a longer discussion, please send your child's class teacher an e-mail to book an appointment which is convenient for you both.

Q. How often will Stoneraise staff read with my child?

A. This depends on the age of your child but we aim to read with all children at least once per week regardless of their age. Your child will read during lessons and shared class reading sessions but this isn't recorded in their Reading Record. Those children who are in Class Willow and Class Beech will take part in daily phonics sessions. Their teacher will be reading texts with them each day – these will often be sent home for you to enjoy with your child. If you have any questions at all about reading, please speak directly to your child's class teacher.

Q. Which staff members work with my child?

A. A full staff list is available to view on our school website. In short, our school is lead by Mr. Coady (Head Teacher) and supported by Mr. Webb (Deputy Head Teacher). Each class has a class teacher and support staff who work each morning. Other support is on-hand during our afternoon sessions, depending on the class and lesson. Specialist teachers will teach your child computing, music and PE. For more information on our curriculum, please see our school website.

Q. What does my child do during lunch time?

A. During lunch time your child will have a slot in the dinner hall where they will eat their meal (either Dolce school meal or packed lunch). They will eat with members of their year group around a table. A member of our lunch supervision trio will support your child during their time in the hall. During their time outside, there is a timetable of games and activities on offer. For example: old fashioned playground games, dance, hockey, football, french skipping and much more. A play supervisor will lead games which children can dip in and out of. If your child chooses to play on our adventure playground, visit the Eco Area, play on the pirate ship or in our MUGA, then they will be supervised by our other play leader. Playground buddies (older children in the school) are also on-hand in high-vis jackets to offer support and friendship to any child who needs a friend or someone to play with.

Q. What do I need to do if I return a reply slip, form or send in money for payment?

A. Please put your reply slip, form, note or money into an envelope which is clearly marked with your child's name and class. Your child can then place this into a pot in their classroom that will be sent to the office each morning.

Q. What if I have any further questions?

A. You can contact the school office (01228 712277) or office@stoneraise.cumbria.sch.uk, talk to your child's class teacher at the end of the school day or by sending them an email.