



HOOK JUNIOR SCHOOL

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Administration Information

Administration Information for Parents and Carers

- The information in this presentation introduces you to some school procedures, requests some information from you that will help us to stay in touch and also to make your child's transition an enjoyable experience.
- If you have any questions, please do not hesitate to contact the office on 01256 762 468 or by emailing adminoffice@hook-jun.hants.sch.uk.
- Further information regarding all aspects of the Junior School can be found in the Parents section of our website, www.hook-jun.hants.sch.uk
- If after reading this presentation, you require additional information, please in the first instance review further guidance on the school website. After doing so, if you still require assistance, please contact the school office.

School Office Opening Hours and Staff

- The school office is open during term time Monday to Friday from 08:00 to 17:00.
- The office team will be happy to help you:
 - Mr Chris Grant, School Business Manager
 - Mrs Vera Sidhu, Administration Assistant
 - Mrs Stacey Stokes, Administration Assistant
 - Mr Simon Addison, Site Manager

School Hours

- The School Day is summarised [in the Parents section of the school website](#).
- School gates are open from 08:30 each day.
- Refer to our '[Full Opening to All Pupils](#)' letter to find the required arrival gate and time for your child's class.
- Children must be dropped at the appropriate gate where a staff member will direct them to class.
- We operate a 'drop and go' system for a swift and efficient start.
- Parents are not permitted to enter with their child.

School Hours

- Children leave school from 15:00.
- Parents and carers must wait outside the appropriate gate.
- The class teacher will bring children to the gate and send them onward to you.
- If you need to discuss anything with the class teacher, please [do this via SeeSaw](#), our online learning platform.
- If you have something urgent to communicate, please contact one of the team in the school office.

Absence

- We encourage you to refer to NHS guidance in making a decision as to whether your child is well enough to come to school.
- Direct access to NHS guidance is available [on the Parents page of the school website](#).
- Our Attendance policy and further attendance guidance is available on the [Absence and Attendance page](#) in the Parents section of the school website.
- Attendance for all children is expected to be 98% or higher and we remind all parents that holidays during term time are not permitted.

Absence

- Please be advised that it is the Headteacher's decision to determine whether any absence (including for illness) is authorised or not.
- Should your child be unable to attend school for any reason, you must telephone the school office on 01256 762 468 to advise us of their absence on each day your child will not attend.
- If your child does not arrive at school and you have not advised us of an absence, we will contact you and request an explanation for the absence.
- When your child returns to school, please provide a letter to confirm the reason for their absence, including any supporting evidence (for example, a doctor's note or hospital discharge document).

Medication in School

- School staff can administer certain medication to pupils if written parental consent has been given, this includes asthma inhalers.
- Request a form to consent to the administration of medication from the school office.
- Please do not send children to class with medication – all medicines must be delivered by the parent or carer to the school office and a medication form completed before we can administer any medication.
- If you have not completed a consent form allowing us to administer medication, we may require that you return to school to administer medication.

Additional Data Collection

- We request that you provide additional information about you and your child and ask you to do this [by completing a data collection survey](#).
- Additional information about you and your child enables us to engage with you and support your child as they start school.
- If you experience any difficulty in completing the survey, or have further information to share with us that has not been specifically requested, please contact the school office.

School Uniform

- School uniform is supplied by Marks & Spencer and is purchased online.
- [Uniform requirements and expectations](#) are explained fully in the Parents section of the school website, along with a link to the M&S Your School Uniform retail store.
- Your child will be part of a [school House team](#); please ensure you purchase a tie and PE polo shirt in the appropriate House team colour.

School Meals

- **Morning Snack**
- All children are encouraged to have a healthy snack during their morning break consisting of fruit, vegetables, yoghurt.
- Crisps, sweets and chocolate bars are not permitted.
- Please ensure that your child arrives at school each day with their own water bottle. Bottles will be refilled during the school day.

School Meals

- **School Lunches**

- Children have the option to bring their own lunch each day or have a meal provided by the school kitchen.
- School meals are provided by Hampshire County Catering Service (HC3S) at a cost of £2.40 per meal. No notice is required if your child requires a school meal.
- At the start of each day the class teacher will ask all children to confirm their lunch arrangements. Those who request a school lunch will be invited to choose an option from the menu of the day.
- The current menu is available for you to review via the [School Meals page](#) in the Parents section of the school website.

School Meals

- **Payment**
- You must pay in advance for school meals.
- We encourage you to [make payments for school lunches online via the Tucasi system.](#)
- If you are unable to pay online we can accept cash and cheques (made payable to Hook Junior School) via the school office.
- We cannot accept card or contactless payments at the school office.
- Tucasi login details will be provided.
- All payments made at the school office must be delivered in a clearly marked envelope showing your child's name and class.

School Meals

- **Payment**
- If meals are not paid for in advance then a debt collection procedure will be invoked.
- We will remind you regularly of any balance owed.
- If your debt is significant and / or long standing, we will issue a final notice before taking legal action to recover the amount owed.
- If you have not paid for a school lunch, or your child's dinner money balance is in debt, a school meal will not be provided and you will be required to deliver a packed lunch to school for your child before lunchtime.

School Meals

- **Free School Meals**
- If you are in receipt of one or more benefits (income support, for example), your child may be entitled to receive free school meals.
- You can check your eligibility and apply for free school meals via this website: <https://www.cloudforedu.org.uk/ofsm/hants/>.
- Alternatively, if you do not have access to the internet, the school office staff will be happy to assist.

School Meals

- **Packed Lunch**
- If your child prefers, you may provide them with a healthy packed lunch which must arrive each day with your child in a suitable named and re-usable container.
- We actively teach and promote the importance of a healthy balanced diet so please can we ask that you keep the contents of your child's lunchbox healthy, nutritious and well balanced and also include a drink.
- Fizzy drinks, sweets and chocolate bars are not appropriate for a packed lunch.

School Meals

- **Food Intolerances and Allergies**
- If your child has any food intolerances or allergies please let us know [via the data collection survey](#).
- If your child has specific dietary requirements then please also advise the school office and complete a [Medically Identified Special Diet Application](#).
- Your application for a special diet must be signed and stamped by a doctor or dietician before it can be implemented.
- A special menu is offered for children with specific dietary requirements.
- Dietary preferences (for example, for religious reasons), should be communicated to the school office via a written note.

School Meals

- **Nuts**
- We have a number of children within our school with severe nut allergies.
- Please do not send your child to school with products containing nuts (this includes sandwich fillers containing nuts)

Debt

- It is our expectation that as a parent you will not incur debts for services provided by the school that require a payment. By this, we refer to services or resources provided where a mandatory payment is required, such as school meals and residential trips.
- Any debt that you incur will directly affect the resources that we would otherwise direct to teaching and learning.

Health and Safety

- Regular health and safety inspections are carried out within the school buildings and around the school grounds to ensure that children remain safe when in school.
- Please notify the school office if you have any safety concerns that you would like to bring to our attention.

First Aid

- All staff are qualified in emergency first aid and will attend to the medical needs of children when required.
- Miss Carne our Inclusion Leader, oversees individual care plans and the medical provision in school.
- If your child requires first aid during the school day, we will complete a medical report slip and a copy of this will be sent home with your child.

First Aid

- Additional guidance will be provided in the case of head injuries where there is a possibility of concussion.
- If we are concerned about your child's condition in any way, we will contact you immediately and recommend a course of action, which may include you attending school to collect your child and arrange further care with a local medical practice.
- You must provide details of any medical condition affecting your child in our [data collection survey](#).

Email and Texting Service

- We use a text message and email service to keep in touch with you.
- Text messages enable us to communicate any emergency closures rapidly.
- Email allows us to send other communication, such as our weekly newsletter, directly to you digitally, avoiding possible loss on the way home.
- Please ensure that we have your current contact information by giving this in our [data collection survey](#).
- If your contact details change during the time that your child is enrolled, please provide written explanation of this to the school office.