



Queen Eleanor's Church of England Junior School
*An Academy in the Good Shepherd Trust**
Queen Eleanor's Road, Onslow Village, Guildford, GU2 7SD
E-mail: office@queen-eleanors.surrey.sch.uk
Tel: 01483 561323



"A caring, supportive community, grounded in a Christian ethos, where children are inspired to explore their potential and develop skills for life."

Head Teacher: Jo Davies

W E L C O M E

FROM

T H E Q E O F F I C E T E A M

Welcome from the Queen Eleanor's school office

As the first point of contact between the school and families, we thought it useful to introduce ourselves and provide you with what we have discovered to be the most helpful and useful information for your child's transition to QE.

The office team is made up of three ladies: Katy Knewstubb, Jane Warburton, and Hannah Lyne.

We like to consider ourselves as friendly and approachable and are here to assist you whether via e-mail, over the phone or at the hatch. Whilst social media can seem a tempting source of information from other parents, we would remind you that our information will always be the most accurate.

As parents ourselves, we are extremely aware of the multitude of dates to remember and information overload that can at times, seem overwhelming. We have listed a few hints and tips at the end of this letter and encourage you to get in touch should you have any queries.

Contact with the office

School office hours are 8.30am to 4.30pm

01483 561323

office@queen-eleanors.surrey.sch.uk

Reporting your child as absent

Please contact the school office, by phone or e-mail, no later than **9.00am** to report your child's absence.

Please ensure you provide your child's name, class and reason for absence.

There is no need to wait until 8.30am to speak to one of us, you can use option 1 on the school's answering service and we will pick up your message as soon as we arrive.

The first priority of the school is the safety of your child and as such, if your child is not registered as present by their class teacher in the morning, and we have not received notification from you, the office team will call to confirm the whereabouts of your child.

If you do not call to report your child's absence and the school cannot get hold of you, your child will be registered as an unauthorised absence for that day.

Please note that if your child has had sickness or diarrhoea for any reason, they cannot return to school until 48 hours has passed since their last bout of sickness/diarrhoea. This is to safeguard the other children and staff within the school.

Start and finish times

School starts at 8.45am. The school gates open at 8.30am and close at 8.45am. Children are expected to be seated for registration by 8.50am. School finishes at 3.15pm.

Arriving late/leaving early due to appointments

If your child has an appointment during school hours, please let the office know in advance.

This way, we avoid calling you in the morning looking for a reason as to the absence of your child or can have them ready for you to collect from the school office.

Arriving after 9.20am

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If a child arrives at school after 9.20am, they need to be accompanied to reception and signed in by a parent/carer.

Collection at 3.15pm and after clubs

Year 3 & 4 children are to be collected from outside their classrooms, in the playground at the rear of the school and year 5 & 6 children from the bottom gate – located to the left of the main school entrance. It is an important safeguarding requirement that children are collected on time. If for any reason you are going to be a few minutes late, please contact the office. If we have not had contact from you by 3.30pm your child will be sent to QE Meadows and you will be charged for wrap around care.

We do not advise that children in years 3 & 4 walk to and from school unaccompanied. If you wish your year 5 or 6 child to walk home from school alone then we require written confirmation via email of this arrangement.

After school clubs finish at varying times and we ask that you carefully read your clubs timetable to ensure your child is collected on time and you are aware of any dates when the clubs will not be running. The school is only responsible for children for the duration of their assigned club. When collecting your child, you will be required to sign the register to show you have collected them from their clubs. This is for safeguarding purposes. If you are running late please contact the office. If we have not had contact from you by 4.30pm as to why you are running late your child will be sent to QE Meadows and you will be charged for wrap around care.

Communication from the school

We are currently in the process of changing our communication platform and we will update you once we have further information on how this will operate.

School Meals

Meals provided at junior school are no longer free of charge. The cost per meal in the 2025/2026 academic year is **£2.85** per child. This cost covers a main meal and dessert. If you think you are eligible for free school meals (FSM) please complete the relevant form – available from the school office.

School meals must be paid for at the time of booking on Scopay. Parents can choose their child's meal on an ad-hoc basis on ScoPay and therefore can select between a school meal or a packed lunch on a daily basis. Meals can be ordered until 9:00am each day, however we would suggest this is done in advance and that meals are booked for the whole week or longer as preferred.

If you have not booked a school meal for your child and this becomes apparent at lunch time, your child will be provided with a black band, they will be provided with whatever option the kitchen has left once all other children have been served and your Scopay account will be charged accordingly.

If your child brings a packed lunch, please remember that QE is a nut-free school and this includes peanut butter and Nutella.

Lost Property

School uniform is expensive, and children misplace items regularly. We fully appreciate the dismay of parents frantically trying to locate missing items but unfortunately there is little we can do if items are not labelled.

There is NO need for sewn-on or ironed-on labels. A name written clearly on a label in Sharpie pen is sufficient for us to return the item to a child. We have a lost property box at Reception and named items are returned regularly. At the

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end of term, any un-named, unclaimed school uniform will be handed over to the PSA for re-sale and other items will be taken to charity.

Please ensure ALL items brought into school are named, including swimming kit for the summer months.

Medication – PINK FORM

Should your child require medication, a pink medical form (available from reception) needs to be completed and handed directly to the office together with the medicine - **by an adult – no medicine should be sent into school with a child**. This form will be kept on file and the medication administered by the office staff as and when required. This will be recorded on the form each time.

If your child has time-dependant medication, it is important you speak to one of the team so that an alarm can be set.

Leave of Absence in Exceptional Circumstances – GREEN FORM

Should you need to take your child out of school during term time, you will be required to complete a green form (available from reception). This will be passed to the Headteacher to authorise or decline. This decision slip will be returned via your child and a copy of the request will be kept on file.

If you take your children out of school without authority for 5 or more days (which do not need to be consecutive), you will be liable to receive a penalty notice.

1. If a parent/carer has not incurred a penalty notice relating to the relevant child/children since 19 August 2024, then the penalty notice will be charged at the rate of £160.00, per parent/carer per child, if paid within 28 days. This will be reduced to £80.00 if paid within 21 days of receipt of the notice. Failure to pay the Penalty Notice will result in Surrey County Council considering legal proceedings against you in the Magistrates court.
2. If you have incurred a penalty notice relating to his child/children since 19 August 2024, the rolling 3 year period will be activated from the date of the first penalty notice and the second penalty notice will be charged at the flat rate of £160.00, per parent/carer per child if paid within 28 days. There will be no reduction for payment within 21 days. Failure to pay the Penalty Notice will result in Surrey County Council considering legal proceedings against you in the Magistrates Court.
3. If you have incurred 2 penalty notices relating to this child/children in the rolling 3 year period since the first penalty notice was issued, then you will NOT receive a third penalty notice – Surrey County Council will have no option but to consider a prosecution, per parent/carer, per child, in the Magistrates Court under s 444 Education Act 1996.

HINTS AND TIPS:

- Display your Club timetable, Term Dates and Calendar of Events in an easily visible location at home.
- Turn SCOPAY notifications on.
- If you have children at more than one school, set up separate folders for each school's e-mails.
- **Use a Sharpie marker to clearly write your child's name on clothing labels, water bottles, pencil cases and any other personal items. Clearly named items can easily be returned – we cannot return items to children if they are not named.**
- Familiarise yourself with your child's PE/swimming days – the office does not call home for forgotten kits.

- QE are frequently in need of volunteers and are very grateful for any help. If you feel you may wish to volunteer at school or for a trip, you may be required to apply for a DBS check and certificate. Please contact the office for further information.
- **Please read all communication sent from the school. We appreciate there can seem a constant stream of e-mails, particularly for those with children at more than one school – but we only send information that needs your attention.**

We are excited to meet you and your children in September and hope you find this information useful. Should you have any additional queries please do not hesitate to contact us. So that we may respond as quickly and accurately as possible, we ask that you e-mail us at: office@queen-eleanors.surrey.sch.uk

Kind Regards,

Katy, Jane & Hannah

(The QE Office Team) 😊😊😊