Freethorpe Primary School

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Thursday 5th November 2026

Dear Parents and Carers,

Communicating with School: Bus Travel, Wraparound Care, School Lunches and Communication Books

We would like to take this opportunity to clarify the different ways in which parents and carers must communicate information to school regarding their child's daily arrangements and any additional information they feel is important for us to know.

To ensure that information is received by the correct members of staff and that arrangements are recorded accurately, we ask that families use the following systems.

Ambassador Travel School Bus

For children who use the Ambassador Travel school bus service to travel to and from school, we have introduced a change to the way bus arrangements are communicated (a more detailed letter has been shared directly with families who use the school bus).

Families who access the service will receive a weekly survey every Friday. This will ask you to confirm which days your child/children will be using the bus during the following week. The survey will close at 8.45am on Monday morning, allowing the school office to collate the information and communicate arrangements to staff.

If arrangements change during the week, please contact the school office directly on 01493 700215.

Please remember that where no communication has been received through the weekly survey or directly with the school office, your child will not be placed on the bus. Please do not use communication books or pass messages to teaching staff to notify us of bus arrangements.

School Lunches and Wraparound Care

Please continue to use **SchoolMoney** to book your child's school lunches and wraparound care provision.

There is no change to these arrangements. However, we would like to remind families that communication books should not be used to request or book school lunches or childcare. All bookings must be made through SchoolMoney to ensure that they are recorded correctly.

Communication Books: Sharing Other Information

Your child's communication book should continue to be used for any other information you feel is important for school to know to help us support your child throughout the school day.

We recognise that some families find it helpful to share a little information with their child's class teacher at the start of the day. For example:

- If your child has been feeling unwell or has had a disturbed night.
- Any friendship-related concerns or situations that may affect their day.
- How your child's morning has been before they transition into school.
- Anything else you feel may be helpful for staff to know to support your child.

This information is not something that families are expected to provide, and we do not want parents to feel that they need to complete the communication book routinely. However, we recognise that sharing relevant information can be helpful in supporting a positive transition into school and helping staff understand how best to support individual children.

We hope this clarification helps everyone to understand which communication methods should be used for different purposes and ensures that important information reaches the right people.

Thank you, as always, for your continued support and cooperation.

Kind regards,

Mrs Kathryn Andrews
Head of School and SENDCo

Mrs Sarah Collier
Head of School and Class Teacher