



11 February 2025

Dear Parent/Carer

Operational Update

Since the start of this academic year, we have been spending time working with our caterers and building providers to improve the experience our students receive and also to support with increased safeguarding of our students.

With regards to catering, we are proud that the majority of our students enjoy the meals provided by the catering team, and we work with them to ensure that students who do not have money on their account have access to food (where they have not already eaten during the day). This can occasionally lead to outstanding amounts which show as monies owing on their parent pay account for catering and a text message is sent out daily, weekly and termly to remind parents/carers that this is outstanding. Can I respectfully ask that when these are sent, payments are made promptly to avoid unnecessary administration in chasing these debts that are charged directly to school at the end of each half term. At this point the money will be owing to the school and must be paid through parent pay on a catering debt account to clear this, and a letter will be issued to this effect (and additional money paid into the student catering account will not clear these outstanding balances).

Additional safeguarding measures that will come into force from the start of next term, will see the automatic gates at the entrance to school being commissioned. This will mean that any visitors to the school, including parents/carers will be required to contact our reception via the speaker at the gate entrance, in order to either drive or walk down to the main reception area. Visitors will be asked about the reason for their visit and whether they have an appointment before being allowed access; this is to ensure that we are protecting the school community from unwanted visitors to the school site.

It will no longer be possible for parents/carers to drive to the front of the main school building without a pass that allows access, and unless there are specific requirements that make access a necessity then it is expected that students will be dropped off in the bus bay area.

Where there is a medical need, or a risk assessment in place, for students to be collected from the reception area, either for long term or short-term reasons, then a pass will be provided, but these need to be approved by the appropriate Head of House. Applications can be made via parent@tuptonhall.org.uk or directly with the Head of House. Once approved additional paperwork will be provided and signed prior to being issued with the access to the front of the main school building to park and wait for your child.

If there is anything that you require further clarification about, please email the school using parent@tuptonhall.org.uk and we will get back to you as soon as possible.

Yours sincerely

Mrs A Lindley
Operations Manager