



**Neston Primary School**  
Church Rise  
Neston  
Corsham  
Wiltshire  
SN13 9SX

+  
Headteacher Mrs Pam Evans B.A. (Hons) PGCE

☎ & Fax: 01225 810478  
e.mail [admin@neston.wilts.sch.uk](mailto:admin@neston.wilts.sch.uk)

21<sup>st</sup> November 2013

Dear Parents / Carers

After lengthy deliberations, the school has decided to defer the recruitment for Lindy Winslow's replacement in the school office until 2014, mainly for budgeting reasons. Sarah Payne and Margaret Comport will be covering the work Lindy undertook, for the time being. Please bear with us as the office can be very busy at times.

We would like to take this opportunity to request that you read the following guidance in order to help us ensure that the office runs smoothly. Thank you.

### **School Website**

Our aim is to have as much information as possible on the school website, therefore kindly check the website first, before contacting the school. If there is any additional information that you would find useful, let us know and we will consider adding it to the website.

### **Payments**

Please pay promptly for all requests for payments, with fully completed return slips together with cash or a cheque (payable to Neston Primary School) in clearly labeled envelopes, with your child's name, class and the reason for the payment. Please do not combine payments together for different purposes as we have more than one bank account. Please note, we do not hold petty cash in school, therefore please enclose exact change.

### **Online Payments**

We are aware that some online banking systems do not allow you to alter the reference for every payment. Please email us on [admin@neston.wilts.sch.uk](mailto:admin@neston.wilts.sch.uk) with the reason for your payment, if this applies to you, if it is not for the reason stated.

### **Dinner Money**

Please pay on Mondays, where possible, again in clearly labeled envelopes. We would prefer that payments are made in advance, in multiples of £2.10; we cannot allocate individual payments to actual dates the meal is taken. Payments are allocated to your child (therefore please detail on your envelope how much should be allocated to each child, if you have more than one) as soon as possible after they are received and any meals taken reduce the amount of credit your child has allocated to them. If your child orders a meal and goes home ill during the morning, payment will still be required if the meal has already been cooked.

To date (after all payments have been processed) we have 64 pupils with debit balances, with a total of £1,411 owed to the school and we would like to reduce this figure substantially. Therefore, we will be sending out statements to all pupils with a balance owing for dinner money in the next couple of weeks. If you have any queries on them, please contact Margaret or Sarah either in the office or by email at [admin@neston.wilts.sch.uk](mailto:admin@neston.wilts.sch.uk).

..... continues overleaf .....

**Telephone Messages**

Please note that there will be times that the office is not manned as we may be delivering messages around the school. If you are telephoning us, please leave a message on our answerphone and if you require a call back to confirm receipt of the message, please leave your contact telephone number clearly and we will phone you back.

**Emails**

Emails are read daily and we endeavor to respond to them within 24 hours, again please request a reply by email, to confirm safe receipt, if required.

**Kit**

Please could you ensure that your child comes to school with their appropriate kit for the day i.e. swimming kit, PE kit, coat, lunch box etc.

Thank you for your assistance and understanding.

With kind regards

Margaret Comport  
School Business Manager

Sarah Payne  
Administration Assistant