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Dear Parents / Carers,

We are writing this letter to make you aware that our school office is experiencing a high volume of enquiries, which is to be expected at the beginning of the term for a large primary school. We kindly request your support and patience during these times.

We would like to make you aware that during drop-off and pick-up times, only one family at a time can be in the reception area. This not only protects the privacy of the family but also allows the office staff to be able to give that person / people their full attention.

We have had numerous requests to pick up pupils early at the end of the day. This can only be facilitated by prior agreement by the Headteachers, unless it is an emergency.

We understand that some pupils may have medical appointments, but the office staff will need prior notice of these to arrange for a member of staff to bring your child to the office. We do not always have available staff at this time, so prior notice is important.

Our admin team is very happy to help parents, pupils and visitors with any queries they may have, and they are very experienced at this. However, at times the sheer volume of telephone calls, visitors, buzzers on gates that increase at pick-up and drop-off times means that they can't instantly respond to you and we request your patience at these times. We will not tolerate abusive behaviour towards our hard-working, dedicated staff.

Please can we remind you again that only authorised vehicles can enter our school grounds and drive up to the turning circle. There has been an increase in vehicles this term and so please be mindful of this when collecting your children. Please do not allow your children to run on ahead or play on the turning circle. This is due to Health and Safety reasons as we do not want an accident to occur.

Finally, you may have noticed that there is building work happening in the Reception playground. We are extremely excited to inform you that the Local Authority has agreed to fund and build a purpose-built ASD classroom where our Acorns pupils will move to once completed. This will allow us to use the current Acorns class for our mainstream provision. The building work should be completed by the end of this term.

Yours sincerely,

Mrs Lynch and Mrs Rees
Headteachers

