

03 February 2023

Dear Parent/Carer,

**Re: Changes to the school office**

We are making some changes in our main office over the next few weeks and I wanted to make you aware of everything that may impact you.

Firstly, we can now only hold prescribed medication for students to take whilst in school. It is expected that parents and carers will normally administer medication to their children at home. No medication will be administered in school unless it is prescription medication and it will require prior written permission from the parents or carers, including written medical authority if the medicine needs to be altered (e.g., crushing of tablets). Any non-prescribed medications that are currently in the office will be returned during the course of this week.

Secondly, we are starting to have a number of instances where parents/carers are coming to pick a child up after receiving a text or a phone call from the child. If a child is ill, they should be picked up by a member of the Senior Leadership Team and taken to Polaris where a decision will be made on whether they need to go home. If they do, a member of staff will ring home to inform you. Please do not come into school to collect your child unless you have spoken to a member of staff first – if your child contacts you to be picked up, please let us know and we can find out what is happening.

Related to this, if your child needs to leave for an appointment, please let school know via email, phone call or Class Charts. We cannot accept written notes as we cannot verify that they have come from the parent/carers.

Thirdly, we cannot hold lots of equipment and items in the main office for students. We get lots of requests to hold sport equipment, PE kits and ingredients for cooking. This tends to happen when a student has forgotten something and it is brought into school for them. We cannot hold them in the office and we don't have a spare member of staff to go and deliver forgotten items to students in lessons. You can drop something off for your child if they will be ready to collect it at the main entrance when you arrive – we won't be able to accept anything else that is dropped off.

Finally, the main office are experiencing more parents/carers coming into reception and asking to see members of staff. As I stated last year when I shared our Zero Tolerance of Abuse Policy: ***Meetings with parents/carers or visitors will be through an appointment system only for general enquires, support and advice. It is recognised that emergency meetings may need to be convened at short notice, but this should still be pre-arranged and in this case all parties will endeavour to meet at the earliest opportunity. Parents/carers or visitors who come to school without an appointment will not be seen.*** I have attached a copy of this policy again to remind everyone about the expected conduct from our parents, carers and visitors.

As a school we try our best to support all students but since the start of this academic year, interruptions to lessons seem to have escalated which affects student learning.

Thank you in advance for your support with all of the above.

Best wishes and take care,

A handwritten signature in black ink, appearing to read 'E Mills'. The signature is written in a cursive, flowing style.

Mrs E. Mills  
Headteacher