



London Borough of Havering
ENGAYNE PRIMARY SCHOOL

Mrs S Sankey: Headteacher
01708 223492

October 2018

Dear Parent/Carer

To enable us to make the office as efficient as possible due to budget constraints, we would like you, as parents, to support us with this. In order to carry out essential tasks the office will be closed between **10am and 2.30pm every day**. During this time the office will only be able to allow access for scheduled appointments or emergencies.

Throughout the course of the day the office is a busy environment. The team are very hard working and are always on hand to deal with queries from pupils, staff and parents. However, it has become apparent that time is being spent on avoidable situations or queries that are unnecessary and the answers to which can be found elsewhere. Examples are:

- Children arriving late to school
- Forgotten pack lunches/PE Kits/Swimming Kits/Water bottles
- Dates of meetings/other events
- Request for leave of absence forms (these forms can be found on the school website)
- Dropping off slips/letters (these should be put in your child's book bag/bag for the teacher)

There have been some mornings when at least 20 parents have come into school to deliver forgotten items and this means 20 trips to classes to deliver them – taking the office staff away from the important work they should be doing.

Ways in which you as parents can help are:

- Ensure your child arrives in school each day punctually
- Remembering essential items for your child
- Referring to website/SQUid emails/newsletters already sent out to find out information
- Use the website for reference to policies, print off leave of absence forms etc.
- Telephoning by 2.50pm for a change in pick up arrangements to allow enough time to deliver the message to class

As a school, we will endeavour to further support you by ensuring that the website is updated regularly so you are kept informed of upcoming events.

**Office opening times: 8.15am – 10.00am
2.30pm – 4.00pm**

Except for scheduled appointments or emergencies

Thank you for your understanding and co-operation.

Yours sincerely

Mrs S Sankey
Head Teacher