

Newchurch Community Primary School
Glebeland
Culcheth
Warrington
WA3 4DX



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Headteacher: Mrs J Narraway

24th February 2025

Dear Parent/Carer,

Welcome back! Can you believe that we are half way through the school year already? Here's to a great half term.

Communication with staff

Just a gentle reminder that should you wish to speak with a member of staff, please ensure that you contact the school office to make an appointment or request that the member of staff contacts you either at lunchtime or the end of the school day.



Some children require support with the transition into school at the start of the day and so staff are not available to speak at the door in the morning. It is recognised that it is important that you are given their undivided attention if you wish to speak about your child so a scheduled appointment would be much better.

The reason for this letter is because we have had a number of parents/carers who have turned up at school early, or have phoned as early as 7:45am, requesting to speak with members of staff before the start of the school day. Thankfully, we are blessed with staff who are dedicated to ensuring they are prepared for the teaching and learning of the day and choose to come to school early in the morning in order to get prepared and manage their workload and wellbeing. For clarification, the school office will be open from 8:15am each morning to take phone calls and there will be no response after 5pm. The easiest communication, if your child is absent or you have a query, is via email to the school office.

We have also seen an increase in requests to speak with staff at the end of the school day, sometimes coming back to school expecting staff to meet with them. Just to make you aware, all teaching staff have a staff meeting straight after school on a Wednesday and members of the senior leadership (Mr



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Duckett, Mrs Sizer, Mr Singleton and Miss Igglesden) are not available on a Tuesday. In addition to this, some staff voluntarily lead extra-curricular clubs after school. This means that it may be after 4pm if they need to contact you either to speak with regards to an incident in the school day involving your child or for a planned phone call. Please respect that staff cannot always accommodate impromptu meetings due to scheduled events after school.

It is the school's duty to protect staff workload and wellbeing. Therefore, we hope that you can recognise that an appointment system ensures all parents requesting to speak with a member of staff are heard and staff are prepared for the meeting.

Please could **all** communication with school come via the school office via Newchurch_primary@sch.warrington.gov.uk This includes emails which are for myself, the headteacher. A high number of parents/carers are emailing directly to the headteacher's email which is not manned throughout the day and therefore emails can be missed until they are looked at later in the evening, outside of working hours. An email sent to the school office will result in the office staff alerting me to the email if it is of an urgent nature and will be managed in the strictest of confidence. If you have been emailed via the head's email, it is absolutely fine to respond as it has been instigated by myself.

Parent/Carer Conduct



Respect is one of Newchurch's core values and we work hard to show this at all times and instil it into our Newchurch Robins. It is with regret that we inform you that we have seen an increase in the number of incidents of verbal aggression and unpleasant emails from parent/carers. Please be assured that, just like you, we want the very best for you and your children, but aggression and disrespect will not be tolerated.

To reduce incidents of this nature, perhaps a focus on the following will help:

- Before sending an email, please re-read it and check that it reflects the manner you wish to present yourself.
- Keep track of events in the school calendar via the school newsletter, the diary of dates on letters and also the calendar on the school website. Class parental WhatsApp groups are great to check details of events as we do not always send reminders out for events.
- Be aware that if we have stated that events are ticket only, we will not make any accommodation for parents who have not purchased tickets. Early action as soon as the communication goes out will lead to success in purchasing tickets and therefore avoid disappointment.
- Using the staff carpark is only for parents/carers with a blue badge or a permit issued by the school. This is to ensure the safety of our children.



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Finally, please remember that staff at Newchurch work unbelievably hard to support your children socially, emotionally and academically, and strive to also support parents and carers too – above and beyond what many schools offer. However, they are also human beings with feelings and a life outside of school. Their wellbeing is paramount in order to support our Newchurch Robins every day to the best of their ability and working in respectful partnership with parents and carers is at the heart of all we do.

With kindest regards,

Jayne Narraway

Headteacher



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Children's Services



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