

21 September 2023

Dear Parents and Guardians

It has been great to see so many children returning after having a good summer break. We were excited to launch our finalised curriculum and that has gone well this week. The curriculum documents will all be on the website in the next couple of weeks – we are just waiting for Trust approval of all the documentation.

A Reminder about the school day

Monday to Friday

Morning Gates will open at 8:25 a.m. and will close at 8.50 a.m.

End of day Gates will open at 3.05 p.m.

The school day starts at 8.40 a.m.

Staff will come out into the playground after 8.30 a.m.

Parents are responsible for supervising children until they go in at 8.40 a.m.

Any child coming into school after 8:50 a.m. will be marked late.

The school day ends at 3.15 p.m.

Any child not picked up by 3.25 p.m. will be taken to the Community Room.

Parents are to pick up children from the Community Room after 3.25 p.m.

The Community Room is opposite the Upper Phase Building. Please ask in the office if you are not sure.

PARENT COMPLAINTS

We value parent feedback and welcome your thoughts, comments, and suggestions.

This however needs to be done in the right way. Having aggressive conversations in the playground in front of the children will not be tolerated. All staff have the right to come to work without feeling intimidated by parents and members of the public.

If you would like to raise anything there are several ways to do this:

1. Make an appointment with the class teacher.
2. Make an appointment with a Senior Leader.
3. Make an appointment with the Headteacher

To make an appointment please either pop into the school office or telephone the school office.

I am also available during the following times as a drop-in service (my new office is in the main entrance):

Tuesday- Thursday: 8.15 a.m. to 9.00 a.m.

3.00 p.m. to 3:45 p.m.

CONTACTING HEADTEACHER

If you need to contact me urgently, particularly if it is a safeguarding issue, you can email me directly: t.yasmin@greet.createpartnership.org.uk

I will respond to all safeguarding matters within the same day. Non urgent matters may take up to 48 hours to respond. Emails sent over the weekend will not be picked up until Monday. There may be times when I am off sick so will not be able to respond. If I have not responded please contact the school office.

WET WEATHER

- **The gates open at 8.25 am – staff on the gates will inform you if children are to go straight in.**
- **This system works if all parents wait until 8.25 to come through the gates, however, some parents are opening the gates themselves and are coming in very early and missing the messages.**
- **School does not open until 8:40 am. These are the new timings which I have shared with parents before the summer holidays and since returning to school. They are also on the website.**
- **Parents also need to make sure that they themselves and their children are dressed for the British weather.**
- **If parents choose to come early into school, then they will have to wait in the rain as school does not start until 8.40 a.m. We will not be able to open the doors before 8:30 a.m.**
- **It is not acceptable to speak to staff in an aggressive or intimidating way. Nor is it acceptable to threaten staff. This will be addressed through the Trust's policies on parental behaviour.**

TRAFFIC

Neither the school nor the Trust has any control over the traffic situation on Warwick Road or Percy Road. This is a Birmingham City Council issue. Parents can help ease the traffic by:

1. Walking
2. Cycling/Scooters
3. Parking further away and walking
4. Car sharing

We appreciate that some of our parents work and need to drop their children on their way to work but most of our parents live within walking distance and only one parent works.

A Parent Handbook has gone out via Arbour and is on the website.

Many Thanks

Tania Yasmin

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