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## Message from the Head

Dear Parents and Carers,

I hope that you have all had a lovely Christmas Holiday and enjoyed spending time as families.

At the end of the Autumn Term we said goodbye to Mrs Smith, our Office Manager. Mrs Smith had worked at White Hall Academy for 25 years and had seen many changes including the conversion to White Hall Academy. Mrs Smith will be missed by us all at White Hall but we wish her and Mr Smith all the best for their retirement and look forward to hearing about their future adventures.

We also said goodbye to Mr Smith, our Groundsman and Miss Hyde, our receptionist; we wish them all the very best for the future. With the departure of staff bring new staff, there will be two new members of staff joining our school office team on Thursday and we appreciate your patience whilst they settle in.

We also look forward to Mrs MacNaughtan, our new Deputy Head joining us full time from Thursday; Mrs MacNaughtan was with us since November on Fridays and she looks forward to getting to know us all better. Miss Harvey has been appointed our new Year 5 & 6 Phase Leader, we wish her well in her new role. As Mrs MacNaughtan and Miss Harvey take up their new roles, the communication flowchart has been updated—please see pages 3 & 4.

In the next couple of weeks we will have a new school dinner menu, and I look forward to sharing this with you in due course. Meanwhile we remain on the previous menu. This week we are on week 3 for Thursday and Friday. The school menu can be found on the school website.

We start our new after school clubs from Monday 15th January— the form to request a space will be posted shortly. We endeavour to offer as many children spaces as possible, however some clubs have over 100 children requesting a space when there are only 20 available, we try to be as fair as possible when allocating spaces but can only operate within the constraints given. I am grateful to the staff that continue to give their time so our children can experience a variety of clubs.

The new booking link for wraparound can be found below; please make sure you have completed the form the day before a session is needed.

<https://forms.office.com/pages/responsepage.aspx?id=rqhnVjY-bkmsUYihtBXSrusqua2htX1OnuzqxmtRHxBUMjQ3N0IJUFhGNFZBWkNOTVFYT0RBVFBaOS4u>

*Advance notice: On Wednesday 15th March (one of our 5 INSET days) it will be our Termly Learning Conferences, we hope to restart learning workshops and the Languages café on this day, and hope to see as many of you as possible.*

We return to school on Thursday 4th January 2024; our gates open at 8.35am and registration closes at 8.45am. I look forward to seeing everybody.

Kind regards

Mrs Eames  
Headteacher

## Reception Admissions for September 2024

Online applications are now open to apply for a primary (reception) school place for September 2024.

Applications can be via [www.essex.gov.uk/admissions](http://www.essex.gov.uk/admissions).

Please note that the closing date is **15th January 2024**.

We are pleased to invite you to our open morning on **Monday 8th January 2024 at 10:00am**.

Please contact the school office to book your place. We look forward to welcoming you!

### Remaining Non Pupil Days for 2023-2024

- **Wednesday 13th March 2024**
- **Friday 7th June 2024**

### School Dinners

Please see our school website for the School Dinner Menu.

**w/c 1st January 2024**

**Week 3**

### LATE CLUB/WRAPAROUND

If you would like to access the Wraparound Provision, please book a place, or places at:

<https://forms.office.com/pages/responsepage.aspx?id=rqhnVjY-bkmsUYihtBXSrusqua2htX1OnuzqxmtRHxBUMjQ3N0IJUFhGNFZBWKNOTVfYT0RBVFBaOS4u>

Completing a form and making payment will guarantee your child's/children's place within our Wraparound Provision.

Children need to be booked in before 4pm the day before the session in order to secure a space on the day.

If you have already booked a place and you no longer require this, please ensure that you inform Wraparound by emailing [Wraparound@whitehallacademy.essex.sch.uk](mailto:Wraparound@whitehallacademy.essex.sch.uk).

Please be aware, if you are late collecting your child from school, the following charges will be applied:

**3:15pm to 3:45pm - £1.50**

**3:45pm to 6:00pm - £8.00**

### ATTENDANCE

Please note that if your child is absent from school, it is your responsibility to contact the school by telephoning the office in accordance with our Attendance Policy and Absence Procedures. We thank you for your cooperation in this matter.

**The school gates open at 8:35am and registration takes place at 8:45am.**

Please note that all children are required to be in class for 8.45am ready for registration, after this time your child will need to register at the school office and will be marked as late.

# School Communication Flowchart

As a school, we value the communication that we have with our parents and carers—the following flowchart will help signpost the most appropriate person. It is a tiered approach which aims to support both parents and staff and support open and honest communication. We will endeavour to deal with any queries or concerns as quickly and effectively as possible, however there are occasions where staff roles determine how quickly that response may be, for example a Class Teacher may not be available until after the School day. Please be reassured that all staff will get back to you within a realistic timeframe.

Class Teacher	Office Staff
<p><b>Tier One</b></p> <p>Tier 1 should always be used as the first point of contact between families and school. The table below clarifies whether the communication requires the attention of your child's class teacher or the school office.</p> <p><b>The following queries are to be raised with your child's class teacher in the first instance.</b></p> <ul style="list-style-type: none"> <li>• Class events information, such as trips, PE etc—please check ClassDojo first.</li> <li>• Learning queries/concerns</li> <li>• Behaviour concerns/issues</li> <li>• Home / pastoral / friendship concerns</li> </ul>	<p><b>The following queries can be dealt with directly through the office (either by email, phone or in person.)</b></p> <ul style="list-style-type: none"> <li>• Reporting a child's absence.</li> <li>• Requesting a leave of absence</li> <li>• Payment enquiries</li> <li>• Medication / injuries (You will be passed through to the Medical Room)</li> <li>• Appointments</li> <li>• School events—please check the school story on ClassDojo first.</li> </ul>

Teachers are available most days after school. You can also message via ClassDojo.

If the matter is urgent, please contact the office and they will get a message to the teacher.

We appreciate these lists are not exhaustive. If you are unsure of who to contact the office will be able to help you.



## Tier Two

If further support is required, the following members of staff are available to support in their specific areas as detailed below. You can contact the following members of staff through the school office, via email or via ClassDojo.

Phase Leaders	Miss Watts Pastoral Lead	Mrs Pearce Lead SENCO	Mr Emms Assistant Headteacher
Escalated teaching and learning concerns. Initial complaints regarding teaching and learning. EYFS—Mrs Cole; Years 3 & 4—Mrs Grandtnerova; Years 1 & 2— Miss Leach; Years 5 & 6—Miss Harvey;	Escalated Pastoral Concerns, or referral from Class teacher.	Escalated SEND Concerns. Initial complaints regarding SEND. Ongoing SEND correspondence	Escalated concerns regarding behaviour.



## Tier Three

Having followed this flow chart through Tier one and two, if a matter needs further attention, it can be brought to the Headteacher or Deputy Headteacher. This can be organised through the school office or directly via ClassDojo.

### Mrs Eames(Head teacher) or Mrs MacNaughtan (Deputy Headteacher)

In addition to concerns escalated through Tier One & Two, the following queries can be raised directly with the Headteacher or Deputy Headteacher.

- Issues relating to Safeguarding
- Issues regarding significant poor behaviour outside of school



## Tier Four

Whilst we hope to resolve any matters through tiers One to Three, if the unfortunate situation arises where you are still not satisfied—our Chair of Governors is available for further support.

### Mr Davenport (Chair of Governors)

To contact Mr Davenport, please write a letter, care of the office marked as private & confidential. Please refer to the school complaints policy.