

18<sup>th</sup> July 2204

Dear Families,

As we prepare to welcome children back for the new school year, we want to inform you about some important changes due to restructuring within our school. These changes will affect our administrative operations and communication processes.

### What Will Change:

1. **Reduced School Office Hours:** The school office will have fewer opening hours. This change means that the office will not always be open during the usual times you may have been accustomed to.
2. **Increased Self-Service Options:** We are introducing more self-service options for various tasks to streamline processes and make them more convenient for you.
3. **Limited Telephone Answering Hours:** There will be specific times when telephone calls will be answered. Outside these hours, you can leave a message or email the school, and we will get back to you as soon as possible.
4. **More Automated Systems:** To improve efficiency, we will be implementing more automated systems for routine tasks and communications.

### How You Can Support the School:

- **Timely Completion of Requests:** Please complete any requests, such as lunch orders and trip letters, as quickly as possible to help us manage our processes efficiently.
- **Prompt Payments:** Ensure that all payments for lunches and other expenses are made on time.
- **Checking the Weekly Newsletter:** Regularly check the weekly bulletin for important information and updates.
- **Check the school website:** Check the website for key dates and information.



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## FLOURISHING FUTURES

## FAQs

### **Q1: What are the new school office hours?**

The school office will be staffed each morning until lunchtime each day (12:15pm).

### **Q2: What should I do if my child falls ill in the afternoon when there is no administrator available?**

In the event your child falls ill in the afternoon, teachers and other staff members will be available to provide immediate care. You will be contacted directly by a member of the teaching staff.

### **Q3: How can I report my child's absence if the office is closed?**

You can report your child's absence by emailing the school office at [ilsham@lapsw.org](mailto:ilsham@lapsw.org) or leaving a voicemail at 01803 292313 – option 1 on the school phone. Absences will be addressed after registers are taken.

### **Q4: What happens if I need to pick up my child early for an appointment?**

Please inform the school office by 12:15 PM on the day of the appointment, if possible. After 12:15 PM, you can email the school at [ilsham@lapsw.org](mailto:ilsham@lapsw.org), and we will endeavour to pick it up and ensure your child is ready for pick-up.

### **Q5: How can I communicate with the school outside of office hours?**

You can communicate with the school outside of office hours by emailing [ilsham@lapsw.org](mailto:ilsham@lapsw.org) or using the school's messaging app. Messages will be responded to within two working days.

### **Q6: How can I make payments or complete administrative tasks if the office is only open in the morning?**

Payments and administrative tasks can be completed online as normal. For any in-person tasks, please visit the office between 8:30 AM and 12:00 PM.

### **Q7: Will there be any impact on after-school activities or clubs?**

After-school activities and clubs will continue as scheduled. Any necessary communication regarding these activities will be handled by the supervising teachers or staff.

### **Q8: How will the school handle parent-teacher communication with reduced office hours?** Teachers will continue to be available for scheduled meetings. Meetings can be arranged via the school office or through email to [ilsham@lapsw.org](mailto:ilsham@lapsw.org).



**Q9: Who should I contact if I have a concern or question outside of the new office hours?**

For general concerns or questions outside of office hours, please email the school office at [ilsham@lapsw.org](mailto:ilsham@lapsw.org) , and your query will be addressed the following morning. If it is a safeguarding emergency, you will be diverted through the automated system if you select the safeguarding option.

**In Case of Emergency:**

For any emergencies, our school phones will have an option to connect directly to our safeguarding lead. This ensures that urgent matters are addressed promptly.

**We Welcome Your Suggestions:**

We are committed to making this transition as smooth as possible and value your feedback. Please share any suggestions or ideas you have for further improvements and adjustments to support effective communication and procedures.

Thank you for your understanding, cooperation, and continued support as we navigate these changes together. We look forward to a successful and productive school year.

**Farewell to Mrs Yeo**

It is with sadness, that we announce Mrs. Yeo has decided to leave Ilsham Academy at the end of this year after 14 years of dedicated service. Mrs. Yeo has been an integral part of our school community, providing unwavering support, kindness, and dedication to our students, staff, and parents. Her contributions have been invaluable, and she will be deeply missed. We wish her all the best and thank her for her many years of exceptional service. Please join us in extending our heartfelt gratitude and best wishes to Mrs. Yeo.

Sincerely,

Jake Grinsill