

OXFORDSHIRE COUNTY COUNCIL
ENSTONE PRIMARY SCHOOL



Headteacher: Mrs Sarah Mann

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ACADEMIC YEAR 2025-26

Dear Parents,

Our school office is a very busy place and between myself, Mrs Reeve and Mrs Hannis we juggle multiple roles and duties every day. To help us out, please try to keep general enquiries and admin to windows at either end of the school day.

Between **08:40h and 10:00h** and between **14:30h and 15:30h daily** Mrs Reeve will prioritise **enquiries and face to face contact with parents.**

Between **10:00h and 14:30h** it may not be possible to answer telephone calls or deal with routine enquiries, so please leave an answer phone message, send an email or consult the table below for some alternative ways of finding the information you need.

Please be assured that if there is an emergency or urgent message at any time of the day, we will prioritise dealing with this.

Issue/task	Alternatives to telephoning or coming into school
I need to hand in a paper copy reply slip or form.	There is a designated post box in the entrance hall, which is emptied at the start and end of every day.
I need an absence request form.	This is available on the school website or from the leaflet dispenser in the main entrance.
I need school uniform.	Uniform is ordered directly from the supplier by parents.
I need a replacement copy for a letter I have mislaid.	This is available on the school website under the Parent tab.
I am uncertain about a date or time of a forthcoming event.	A full list of dates for the term is published on the school website. Dates reminders are also listed in the weekly newsletters. Current and past newsletters are available on the school website.
My child will be absent from school.	Send an email to the office or leave a message on the school answerphone.



Due to unforeseen circumstances, there is a late change to collection arrangements for my child. I need to make their teacher aware of this.	Send an email to the office or leave a message on the school answerphone.
I don't know whether clubs are running this week.	Consult the list of dates provided in the clubs' pack or, if relevant, consult the websites for external providers.

Many thanks for your support and cooperation.

Yours sincerely,

S. Mann

Mrs S. Mann
Headteacher

