Drayton Community Infant School
School Road
Norwich
NR8 6EP

Tel: 01603 860272
Email: officedrayton@istnorfolk.co.uk
Website: www.draytoninfantschool.co.uk

Partnership Head: Sarah Hutt

ALL DIFFERENT, ALL EQUAL, ALL LEARNING

12th November 2026

Dear Parents of Drayton Wraparound,

We continue to review systems we have in school to ensure we have clear lines of communication between school, staff and parents.

As you may be aware, we have been managing some staff absence across breakfast and after school club. This has meant we have a change of staff hours and different staff working overtime to ensure we keep the provision open to support families and ensure consistency for the children.

With different staff working across different sessions we have found it challenging to manage the communication, ensuring messages are responded to in a timely manner and messages of absences and queries are directed to the right people.

We have made the decision to close the wraparound email and ask that all communication outside of daily conversations at drop off and pick up with staff is sent to the office email if it requires written correspondence. This email is checked throughout the day and will then be directed to the appropriate staff member.

We are aware some parents may have staff's personal work emails and in the past, communication has happened through this channel. Due to staff not checking emails throughout the day and to ensure consistency and timely responses, staff will no longer communicate in this way.

How to report an absence
If your child will not be attending Breakfast Club or After School Club, please report the absence by text message to the Wraparound phone on 07485226259.

How to query an invoice
As before, any invoice queries should be sent to partnershipfinance@istnorfolk.co.uk.

How to raise a concern
We always advise you speak to a staff member in the first instance. This could be by speaking with wraparound staff at drop off or pick up. If you still have concerns and you feel this needs escalating, a conversation with senior leaders is advised. Mrs Hutt or Mrs Boyce are on the gate daily at the infant school or a meeting can be arranged at a mutually convenient time, either in person or on the telephone. Please contact the office who can arrange this.

Emails should not be used for urgent matters that need addressing within a day or two. We ask that you call the office on the day and a leader will get back to you as quickly as possible.

Kind regards,

S Hutt

Sarah Hutt
Partnership Head