

Who's Who
at
Walton High
and
how to
contact them

September 2023

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Keeping Parents & Students Informed

In recent years many changes have taken place at Walton High to help raise standards. We have employed additional specialist support staff to provide improved pastoral care and to perform many of the administrative tasks previously carried out by teachers. These changes are enabling teachers to spend much more of their time improving teaching and supporting students' learning.

The purpose of this booklet is to introduce parents to the roles of staff who support students and parents in many different ways.

Parents are advised to keep this booklet for reference as it contains contact details and other useful information. Contacting the most appropriate member of staff in the first instance helps us to deal quickly and efficiently with any enquiry.

Additional sources of information can be found on our website www.waltonhigh.org.uk and in the following publications:

Academic Year and Events Calendar
Key Stage 4 Courses Booklet
Post-16 Courses Booklet
Student Diary

The telephone number for the Main Office is: **01908 677954**
The telephone number for the Post-16 Office is: **01908 558766**
8.00am - 4.30pm Monday – Thursday
8.00am – 4.00pm Friday

An answer phone service operates if the lines are busy, and outside these hours and during periods of school closure. Messages are checked regularly so please leave your name and contact details, along with full student name, year and tutor group, and detailed message as to the nature of the call.

Parents are advised that all calls are recorded for training and monitoring purposes

In order that your telephone queries can be dealt with promptly, you will be asked to provide the following information when you call:

	Child One	Child Two	Child Three
Child's name			
Year & Tutor Group			
Personal Tutor's name			

Frequently Asked Questions

If I have an enquiry, how quickly can I expect an answer?

This depends on the nature of the enquiry.

Telephone Enquiries

Most straightforward telephone enquiries can be dealt with immediately. If the member of staff is unable to answer your query straight away, they will indicate approximately how long it will take before they can get back to you with an answer. If a message is left for a member of staff who is unable to take your call, staff will aim to return your call within **seven school days**.

Voice Mail Enquiries

It is important to note that not all staff have access to this facility. For those who do, the number of times staff check their voicemail depends on the nature of their duties which can vary from day-to-day. However, staff with voicemail are expected to check their voicemail box at least once each school day. Staff will aim to return the call within **seven school days** either with an answer to the query or an indication of how long it will take before they are able to respond.

Communications Officer – Mrs Davies

01908 677954

If you have a compliment or a concern, please email feedback@mket.org.uk and Mrs Davies will help you. She will forward emails to the appropriate member of staff.

Staff should not be emailed directly.

The number of times staff check their mailboxes also depends on the nature of their duties. Staff are expected to check their mailbox at least once each school day and will aim to reply to email enquires within **seven school days**, either with an answer to the query or an indication of how long it will take before they are able to respond.

Letter Enquiries

We aim to post or email acknowledgement of receipt of correspondence within **seven school days** if it requires a response. The letter will either provide an answer to the enquiry or indicate how long it will be before a member of staff is able to respond.

Note in Diary

If a note is written in the Student Diary it is the student's responsibility to ensure that it is seen by the relevant member of staff. The member of staff will sign the note to acknowledge that it has been read. If appropriate, they will also indicate what action will be taken in response to the note.

What if my enquiry is urgent and I get through to a voicemail box?

If the person you contacted is not available and your enquiry is urgent, please phone the Main Office on 01908 677954 and an administrator will help you. Voicemail messages are checked throughout the day so please leave your name and contact details, along with the full student name, year and tutor group, and detailed message as to the nature of the call.

What should I do if I haven't received an acknowledgement of my correspondence?

If you have not had an acknowledgement within the time-frame indicated above, please contact Mrs Davies. She will investigate whether your correspondence has been received.

What should I do if I have received an acknowledgement and an indication of when I should receive a full response, but I haven't received one by this date?

Should this happen, please contact Mrs Davies and she will investigate why you have not received a reply.

Can I turn up at the school and speak to a member of staff without an appointment?

No, parents should not turn up at Reception unless by prior arrangement.

If you think you need to meet with a member of staff, please contact Mrs Davies who will, if it is necessary, arrange a mutually convenient appointment with the member of staff best placed to deal with your query. Please be aware that the appointment may be conducted via telephone or a remote meeting.

Our aim is to respond fully to all enquiries within 15 school days.

FOR UPDATES PLEASE CHECK THE SCHOOL WEBSITE:

www.waltonhigh.org.uk

SECTION A: Care & Guidance Enquiries

Safeguarding

If you have a concern about a child's safety or well-being or feel they are at risk of harm, please contact Mrs Warn, Designated Safeguarding Lead on 01908 677954 or email safeguarding@mket.org.uk

Attendance Officers

Year 7 – 11 Attendance

wt-attendance@mket.org.uk

Mrs Martin – Walnut Tree 01908 558769 or 01908 677954 ext. 2018

Mrs Feld – Walnut Tree

bl-attendance@mket.org.uk

Ms Johnson 01908 678478 or 01908 677954 ext. 3036

Mrs Briedenhann

Please phone or email the Attendance Office to inform us of your child's absence or to discuss issues that may be affecting their attendance or punctuality. The Attendance Officer will need to know your child's:

- Name
- Year & Tutor Group

When leaving a message on the answer machine, please remember to state your name, your child's name and give a contact phone number.

If you know in advance that your child is going to arrive late, e.g. because of a medical or dental appointment, please write a note in the Student Diary. Your child should show this to Reception when signing in.

Post-16 Attendance and/or Bursary enquiries

p16attendance@mket.org.uk

P16 Attendance 01908 247601
or 01908 677954 ext. 2196

Mr Singh – Bursary Enquiries 01908 677954

Post 16 students should give notes about absence to P16 Attendance or in their absence, Mrs Wheeler at Walnut Tree or Mrs Percival at Brooklands.

Please note

If your child is absent, and we have not been notified of the reason, one of our Attendance Officers will contact you as soon as possible to establish why your child is not in school.

Student Safety and Welfare Co-ordinator

Mr Read

01908 677954

Mr Read is based in school and provides students with information, advice and guidance on a wide range of issues around their personal safety and welfare.

Student and Family Support Advisor

beaneyc2@mket.org.uk

Mr Beaney

01908 677954 ext. 2115

Mr Beaney is based in school and provides young people at Walton High with information, advice, guidance and support on a wide range of issues. For example:

- Relationships and counselling
- Confidence/self-esteem
- Physical and mental health
- Personal development
- Managing emotions
- Social skills
- Life skills
- Careers, education and training

Mr Beaney also has access to various other specialist support agencies and can refer young people on if more such intervention is required.

Students can access the services provided by Mr Beaney in a number of ways: Self-referral (by attending the drop-ins), staff referral or referral from parents.

Mr Beaney is one of Walton High's Deputy Safeguarding Leads and works closely with the safeguarding team who can be contacted via the main office on 01908 677954, or by email at safeguarding@mket.org.uk

Medical Room – Walnut Tree

feedback@mket.org.uk

Mrs Campbell (Medical Room Supervisor)

01908 677954 ext. 2111

Medical Room – Brooklands

feedback@mket.org.uk

Ms Hill (Medical Room Supervisor)

01908 677954 ext. 3025

To ensure your child is cared for appropriately, it is important that we are aware of any medical condition that they may be suffering from, whether it is long-term or temporary. The Medical Room Supervisor updates medical records and ensures that staff that need to know are properly informed. If a student requires medication during the day, parents should discuss this with Mrs Campbell/Ms Hill.

We work with the Local Health Authority and the School Nurse Service to administer the routine vaccination programmes. Parents will receive notification of such events and written permission is needed before the Health Authority nurses administer any vaccinations.

Pastoral Support Team

01908 677954

Mrs Cloke Pastoral Manager – Walnut Tree

Mrs Daniells Pastoral Manager – Brooklands

The Pastoral Team deals with student welfare and discipline. Parents who are concerned about any aspect of their child's welfare, including incidents of bullying, should contact the Pastoral Manager. If the concern is related to an incident that happened in school, a Behaviour Support Assistant will investigate and inform the parent of the outcome. We aim to complete investigations and report back to parents within **10 school days**.

Parents who wish to discuss any of the following issues should contact the Pastoral Leader in the first instance:

- Work for students absent due to prolonged illness
- Work for excluded students
- "Time Out" referrals
- Pastoral Support Plans
- Alternative Education referrals

Parents who have concerns about behaviour should in the first instance discuss their concerns with the class teacher or subject leader.

Careers Information and Guidance

01908 677954

careersguidance@mket.org.uk

Mrs Montague, Mr Tan and Ms Mahmood are available to help with any queries regarding Careers support or interviews for parents and students.

Police Safer Schools Officer

101

PC 6518 Jade Trower

PC Trower visits the school regularly and advises students on crime prevention and protective behaviour. She often chats with students in the café or on the gate at the end of the day. PC Trower is also the school's liaison officer regarding any criminal offence that may have been committed involving a Walton High student, either as a victim or a perpetrator.

Student Services

01908 677954

Walnut Tree – wt-studentservices@mket.org.uk

Student Services Administrator – Ms Reed

Cover Supervisor, Independent Learning Area - vacancy

Learning Resource Manager - vacancy

Brooklands – bl-studentservices@mket.org.uk

Student Services Administrator – Mrs Wears

Cover Supervisor, Independent Learning Area – Mr Gillions

Library Assistant/P16 Supervisor – Ms Jayne

Student Services is open 8am – 4pm Monday to Thursday, and 8am – 3.30pm Friday, and supports students in many different ways. For example, students may purchase essential equipment or retrieve lost property (which is only held for a limited time). Student Services allocates lockers and helps students who have lost or misplaced their locker key. During break and lunchtime a member of staff is available in Student Services to assist with catering and finance queries.

SECTION B: Teaching & Learning Enquiries

Personal Tutors

Your child's Personal Tutor is able to give general advice on how to support their learning. Personal Tutors have responsibility for overseeing a student's overall academic progress and any concerns about general progress should be discussed with them in the first instance. Your child's **Head of Year** is able to provide additional support and advice should it be needed. You can contact your child's **Personal Tutor, Head of Year** or the appropriate Key Stage **Assistant Principal** via the Main Office.

Heads of Year

Walnut Tree Campus

Year 7	Ms Pritchard
Year 8	Mr Webberley
Year 9	Ms Miraz
Year 10	Ms Spencer
Year 11	Mr Miller
Head of Post 16	Dr Harding
Head of Year (P16)	Mr Rizzo

Brooklands Campus

Year 7	Mr Akpalu-Davies
Year 8	Ms Wilkinson
Year 9	Mr Phillipou
Year 10	Mr Flint
Year 11	Mrs Mather
Head of Year (P16)	Ms Targett
Head of Year (P16)	Mr Kendall

Subject Teachers

The subject teacher should be contacted if you need subject specific advice on how to support your child's learning, or if you would like to discuss any aspect of the course being studied. Concerns about a student's progress in a particular subject should be discussed with the subject teacher in the first instance.

If you still have concerns after speaking to the subject teacher then you should ask for the issue to be referred to the **Subject Leader** or **Leading Teacher** for

the Curriculum Area. You can contact subject teachers and Leading Teachers via the Main Office on 01908 677954.

Walnut Tree

Assistant Principals (WT)

01908 677954

Assistant Principal KS3 (Years 7 & 8) – Mrs Sutherland

Assistant Principal KS4 (Years 9,10 & 11) – Mr Butlin

Assistant Principal Attitudes – Mr Coates

Assistant Principal Enrichment – Mr Laverty

Director of Post 16 – Ms Read

If you would like to discuss any issues relating to Key Stages 3, 4 or Post 16 please contact the main office. Staff can also help with enquiries about Parents' Consultations and reintegration interviews for students.

Vice Principal (WT) – vacancy

01908 677954

If you have any concerns about your child's overall progress, or the quality of learning at Walton High, which the **Assistant Principal** or **Leading Teacher** has not been able to resolve and you wish to discuss these with a Vice Principal, please contact the Main Office.

Brooklands

Assistant Principals (BL)

01908 677954

Assistant Principal KS3 (Years 7 & 8) – Mrs Turner

Assistant Principal KS4 (Years 9,10 & 11) – Ms East

Assistant Principal Attitudes - Mr Buxton

Assistant Principal Data & Assessment – Mr Mapesa

Director of Post 16 – Ms Read

Vice Principal (BL) – Miss Bolam

01908 677954

If you have any concerns about your child's overall progress, or the quality of learning at Walton High, which the **Assistant Principal** or **Leading Teacher** has not been able to resolve and you wish to discuss these with a Vice Principal, please contact the Main Office.

Special Educational Needs and Disabilities

sen@mket.org.uk

SENDCo (WT) – Mrs Berry

01908 677954 ext 2113

SENDCo (BL) – Ms Trawicka

01908 677954 ext 3012

SEN Teacher – Ms Smith (BL)

All issues relating to Special Education Needs and Disabilities should be referred to the SENDCo of the campus your child attends.

Exams Officer

exams@mket.org.uk

Mr Whiting

01908 677954 ext. 2091

Mr Whiting should be contacted about any issue relating to examination entries, examination timetables, statements of entry, exam clashes and the collection of result statements and certificates.

PE

pe@mket.org.uk

PE Technician - Mrs Paice

01908 677954 ext. 2300

These contact details should be used if you have an enquiry concerning after school PE clubs; kit requirements; sports fixtures or any other PE related issue. Urgent enquires outside the above hours should be directed to the Main Office on 01908 677954.

SECTION C: The Venue @Walton High

The Venue

venuetechicians@mket.org.uk

Manager - Mr Letts

01908 677954 ext. 2180

If you are interested in hiring the Venue; a recording studio or getting involved with The Venue in any way, Mr Letts will be able to help.

Performing Arts at Walton High

01908 677954 ext. 2250

pa@mket.org.uk

These are the contact details if you have an enquiry about a rehearsal or production your child is participating in.

Music School

Head of Music School – Mr Daggett

01908 677954 ext. 2250

Mr Daggett would be pleased to discuss peripatetic instrument lessons.

The Music School aims to provide musical education for students of all ages. Tuition is given 4-9pm weekdays and 9am-4pm on Saturdays. Students are prepared for examinations through Trinity College of Music and Rock School. Further information is available from the Head of Yamaha Music School, Mr Daggett, or on our website at <http://www.waltonhigh.org.uk/yamaha-music>

SECTION D: Finance, Business & Administration, Catering, Site Enquiries

FINANCE

MKET Chief Operating Officer – Ms Kintas 01908 677954

Business Manager – Mr Singh 01908 677954 ext. 2052

Finance Office

finance@mket.org.uk

Finance Officer – Mrs Horne ext. 2055
Finance Officer – Mrs Hutchinson ext. 2053
Finance Assistant – Mrs O’Brien ext. 2056

The Finance Team deals with all money matters. Parents with a payment related enquiry should contact the Finance Team.

BUSINESS AND ADMINISTRATION

Administration Manager (WT and BL) – Mrs Morgan 01908 677954

Office Manager (BL) – Ms Taylor 01908 677954

Office Manager (WT) – Ms Leahy Haste 01908 677954

Main Office

feedback@mket.org.uk

The Administration Team provides administrative support to the Senior Team, teachers, students and parents. All general enquiries should be directed to the Main Office on 01908 677954.

Admissions

admissions@mket.org.uk

Mrs Rose 01908 677954 ext. 2020

For information on Walton High’s Admissions criteria please see our website.

Post 16

p16admin@mket.org.uk

Post 16 specific enquiries may also be directed to the Post 16 office on 01908 558766.

Catering

WalnutTree@caterlinkltd.co.uk

Brooklands@caterlinkltd.co.uk

At Caterlink, we love food and hope you will love what we provide at Walton High. We embrace natural ingredients, love seasonal produce, and develop ethical trading with many of our suppliers. Our meat, fruit and vegetables, and bakery is all sourced from suppliers as near to the school as we can.

Site Management

Walnut Tree

wt-caretaker@mket.org.uk

Site Manager – Mr Lohan

01908 677954 ext. 2171

Brooklands

bl-caretaker@mket.org.uk

Site Manager – Mr McGinn

01908 677954 ext. 3020

The Site Manager has responsibility for cleanliness and maintenance as well as site security.

SECTION E: Contacting the Senior Team

Principal – Walnut Tree

Main Office 01908 677954

Ms Alexander

The Principal has responsibility for the day to day running of Walton High's Walnut Tree Campus, ensuring high standards are maintained and our principles are reflected in our practice. If you have an issue you would like to discuss with Ms Alexander please contact the Main Office.

Principal – Brooklands

Main Office 01908 677954

Mr Bennett

The Principal has responsibility for the day to day running of Walton High's Brooklands Campus, ensuring high standards are maintained and our principles are reflected in our practice. If you have an issue you would like to discuss with Mr Bennett please contact the Main Office.

NOTES