

Westcroft

Stanhope

Bishop Auckland

Co Durham

DL13 2NU

Tel: 01388 528218

Email: admin@stanhopebarrington.org.uk

Website: www.stanhopebarrington.durham.sch.uk

Dear Parent/Carer 2nd October 2023

Re: Our week of adversity

Head Teacher: Mrs D Cross

School Number 840 3087

I just wanted to write to apologise to anyone who has not had a reply to their telephone messages, emails, queries or concerns last week.

Last week was probably the most challenging of my career as Head Teacher. We had a perfect storm of disasters which meant that last week was very difficult for our whole team. We had to deal with:

- Burst heating pipes which have led to our heating system being out of use
- A child admitted to hospital in a critical condition (who thankfully is now home)
- Two members of our team suffered bereavements of close relatives
- A flood from the girls' toilet near Ruby which flooded the entire corridor (which was fixed on Saturday)
- SIAMS inspection (which was incredibly positive)
- Consultation meetings with staff with regard to the restructuring issues

I would like to reassure you that all emails and messages were monitored and all child protection issues were dealt with as a priority. My main priority over the course of the week was to find a solution to the heating problem given that the weather is about to turn colder and we are unable at the current time to put our heating on.

Supported by the Trust, I have explored various options to ensure that we were not put in a position whereby I had to close the school and move to remote learning – which I know would be a nightmare for parents/carers and staff.

Thankfully, we have now found a solution which is being fully funded by the Trust and I am extremely grateful for this as it means that we can continue to operate as normal.

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Until this extensive work is complete, the Trust have also funded electric heaters for each Learning Zone to ensure that our school is maintained at the legally required temperature.

I would like to take this opportunity to thank everyone who stepped up to help and support us and to all of you for your support and understanding. I promise that all queries will be responded to either today or tomorrow.

Yours sincerely

Mrs D Cross

Mrs D Cross Head Teacher









