HERONS' SCHOOLS
Communication Strategy

Clear, respectful and timely communication helps us work in partnership for every child.

CLASS TEACHERS
First point of contact for most day-to-day matters

YOU CAN USUALLY DEAL WITH:

- General day-to-day communication
- Homework and learning at home
- Information about classroom routines
- Behaviour in class (incidents, sanctions)
- Short-term friendship or social issues
- Uniform, equipment and PE kit queries
- Trips, events and letters
- Celebrating achievements

Names: Your class teacher

PASTORAL LEAD
Supports the wellbeing and pastoral needs of our pupils

YOU CAN CONTACT THE PASTORAL LEAD FOR:

- Pastoral or wellbeing concerns about a child
- Emotional wellbeing or mental health support
- Family circumstances affecting a child
- Guidance on external support services
- Safeguarding concerns
- Early help advice and signposting
- Support with attendance concerns

Names: Bridget Nicholls (HS & HH), Sarah Cox

ADMIN TEAM
Help with systems, processes and general enquiries

YOU CAN CONTACT ADMIN FOR:

- Absences, illness and appointment notifications
- Changes to personal details (address, contact, medical info)
- Dinner money / payments and ParentPay support
- Wraparound care and club bookings
- School letters, forms and general information
- IT / Parent Portal / communication platform support
- Admission enquiries and waiting lists

Names: School office team

PHASE LEADS
Oversee progress, wellbeing and provision within their phase

YOU CAN CONTACT YOUR PHASE LEAD FOR:

- Ongoing learning or progress concerns
- Pastoral or wellbeing concerns
- Behaviour that is ongoing or repeated
- Support plans or adjustments
- Transition between year groups
- Concerns affecting multiple classes
- Curriculum or assessment queries within the phase

Names: Megan Bolger (EYFS), Jenny Calder (KS1), Anna Grabban (Years 3 & 4), Claire Walton (Years 5 & 6)

SENDCo
Special Educational Needs and Disabilities Co-ordinator

YOU CAN CONTACT THE SENDCo FOR:

- Concerns or queries about SEND support
- Advice about additional needs
- Provision, interventions and support
- EHCP queries or annual reviews
- Referrals to external professionals

Names: Gemma Langford (Heronshaw & Heronshill), Cheryl Dimmock (Heronsgate)

ASSISTANT / DEPUTY HEADS
Support staff, resolve complex issues and ensure school systems are effective

YOU CAN CONTACT ASSISTANT / DEPUTY HEADS FOR:

- Serious or ongoing behaviour concerns
- Safeguarding concerns
- SEND concerns or EHCP plan queries (if not yet resolved)
- Attendance concerns
- Staffing or organisational matters
- Policy-related queries
- Issues that require a senior leadership decision

Names: Thomas Rowlands (HG), Gemma Langford (HS & HH)

HEADTEACHER
Leads the school and makes strategic decisions

YOU CAN CONTACT THE HEADTEACHER FOR:

- Serious safeguarding or safety concerns
- Issues that remain unresolved after previous steps
- Significant or complex individual cases
- Matters requiring strategic or policy-level decisions

Name: Kirsty Outtram

WE ARE ALL ON THE SAME TEAM. We ask that all communication is respectful and solution-focused. This helps us respond quickly and appropriately for the benefit of all our pupils.