

Learning for Life!



Headteacher: **Mrs Claudia Thiele** BEd Hons NPQSL, NPQH

Dear Parents and Carers,

4th September 2026

We are delighted to share with you that, from the start of this academic year, Lonsdale School has introduced a new Family Support and Liaison Partner role, with **Gina Clarke** taking on this important position.

At Lonsdale, we know that working closely with families is an important part of helping our pupils to thrive. Our families know their children better than anyone, and we value the knowledge, experience and insight that you bring. We want to continue to build strong, trusting relationships between home and school so that, together, we can give our pupils the very best support.

The new Family Support and Liaison Partner role has been created to provide an additional friendly and approachable source of support for families. The role is about listening, helping, connecting and working alongside families when they may need a little extra support or guidance.

Our Family Support and Liaison Partner may be able to:

- Provide a welcoming point of contact for families who would like some additional support.
- Help strengthen communication between home and school.
- Listen to parents and carers and make sure their views and experiences are heard and valued.
- Help families navigate school processes or understand who may be able to help with a particular issue.
- Signpost families to relevant services, organisations and sources of support.
- Offer support during times of change, transition or uncertainty.
- Work alongside our pastoral team and other professionals to help identify and respond to needs at an early stage.
- Help families to access the right support at the right time.

We recognise that life can sometimes be challenging for families. There may be times when you have questions, are unsure where to turn, are trying to access support, or simply want someone within school to listen. Our Family Support and Liaison Partner will be there to help families feel heard, supported and connected.

Gina will be a key part of our wider pastoral provision and will work closely with pupils, families and school staff. Where appropriate, she may also liaise with external services and professionals to help ensure that families receive coordinated support.

We want every family to feel that Lonsdale is a school that listens, cares and works with you. We hope that this new role will strengthen the relationships we already have with our families and provide another way for us to work together to support our pupils.

Lonsdale School, Brittain Way, Stevenage, Hertfordshire, SG2 8UT
Telephone: 01438 726999, email: admin@lonsdale.herts.sch.uk
www.lonsdale.herts.sch.uk



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If you have any questions about the role, would like some support, or simply want to find out more, please contact Gina using the following email address:

familysupport@lonsdale.herts.sch.uk

Thank you, as always, for your continued support and for working in partnership with us.

Yours Sincerely,

Miss Sarah Small

Sarah Small

Deputy Headteacher
Lonsdale School

Lonsdale School, Brittain Way, Stevenage, Hertfordshire, SG2 8UT
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