

Learning for Life!

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



9th October 2026

Dear Parents and Carers,

I hope you and your families are well.

My name is Gina Clarke, and I am delighted to introduce myself as Lonsdale School's Family Support and Liaison Partner.

Although this role is new to both me and the school, I have been part of the Lonsdale community for a number of years, working within our primary department. For the past six years, I have also coordinated the school's moving and handling assessments and staff training. These responsibilities have given me the opportunity to work with many of our pupils, colleagues, and nursing and therapy teams, building strong relationships and developing a broad understanding of our pupils' needs.

I feel very fortunate to be taking on this new role and look forward to using the knowledge and experience I have gained to support our pupils and their families.

Every family's journey is different. When your child attends a specialist setting, there can be a great deal to navigate, including additional needs, education, changing circumstances and access to services. At times, you may need practical guidance; at others, you may simply appreciate someone who will listen and help you think things through.

My role is to provide a friendly, approachable point of contact and to work alongside you, recognising that you know your child best. Together, we can explore any concerns, identify practical next steps and consider what support might be helpful.

I can support you by:

- Listening to worries, questions or concerns about your child or family circumstances.
- Helping to strengthen communication and positive relationships between home and school.
- Supporting you through changes and transitions in your child's education or family life.
- Helping you understand the support available and connecting you with relevant services and organisations.
- Working with you to identify manageable steps when things feel difficult or overwhelming.
- Liaising with school staff and other professionals, where appropriate, so that your views and your child's needs are understood.
- Supporting pupils directly, where appropriate, to help them express their needs and access the support around them.

You do not need to wait until a concern becomes a significant problem before getting in touch. An early conversation can help us understand what is happening and explore support together.

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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a network for those supporting
women at risk of or with mental health



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Above all, I want families to feel welcome, heard and supported, without judgement or pressure. Whether you have a specific concern, need help finding information or would simply like to talk something through, I will do my best to listen and help.

I look forward to getting to know more of our families and building on the relationships I already have within our school community.

If you would like to get in touch, please email familysupport@lonsdale.herts.sch.uk . I would be very happy to arrange a convenient time for us to talk.

Warm regards,

Gina Clarke
Family Support and Liaison Partner

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