



Tyndale Primary School, Tyndale Avenue, Yate, Bristol,
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Headteacher: Ms K Parkhouse

Friday 29th April 2022

Dear Parents/Carers,

Pastoral Support Available from Monday

I am writing to you to introduce you formally to one of our teaching assistants, Ms Rubery, who is now supporting within the safeguarding team as our 'Pastoral Support Lead'.

From Monday, Ms Rubery will be available either in person if you come to the school office or via the school phone line every morning from 9.15am for one hour to provide any immediate pastoral support required.

This is because **class teachers will no longer be available first thing in the morning** for any conversations with parents. Class teachers will be **prioritising pupil well-being** every morning and having direct contact with children to 'make their day' by giving pupils the greeting options of a handshake, fist bump, hug, high five etc. This instant positive interaction will give the teacher an immediate sense of how your child is feeling and how they can best support them that day. The **class teachers will always be available to parents at the end of the day.**

If we need to be aware of something urgently in the morning, then please see Ms Rubery in the school office. However, if it's not urgent then we will be using the code phrase:

'Handle with Care'

*If your family is experiencing difficulty at home or if your child is coming to school after a tricky evening, morning or weekend then we would like to provide additional support at school. Please text the school system or hand us a note that says the words **'Handle with Care'** - nothing else will be said or asked unless you want to discuss it and we will notify staff that your child may need some **extra time, patience, help and a lot of love during the day.***

Pastoral support is a **priority** at Tyndale to ensure that **all pupils feel happy and safe** in school, so please engage with the support provided from Ms Rubery if you'd like to talk to a member of staff urgently in the morning or let us know the code phrase 'Handle with Care' and **we'll be on hand with lots of TLC!**

If you'd like to discuss this further, please do not hesitate to contact me.

Kind regards,

Ms K Parkhouse
(Headteacher)



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