

Parental Communication Information

We are very keen to work with parents and carers - which is why we ask for your feedback at every Progress Evening and through our surveys. One area that has been highlighted is that some parents/carers thought that we could improve on our methods of communication. We recognise that poor communication can be frustrating for parents/carers and we are working hard to improve it. I have outlined below the various ways in which you can communicate with us:

Email Communication with Staff

As many of our staff are student facing throughout the day, with the majority of our teachers in front of a class for 22 periods a week, the most convenient way to communicate is via email. If you know the name of the staff member you are trying to contact, you can email them directly by using their first name and last name in the following email format `firstname.lastname@shs.starmat.uk`

Attendance related queries can be emailed directly to the attendance team at attendance@shs.starmat.uk

Alternatively, you can email admin@shs.starmat.uk and mark it for the attention of the relevant staff member.

We aim to respond to all communication received in this format within 48 hours, but please bear in mind that this may vary if a staff member is absent for any reason.

Our advice for improving this flow of communication is as follows:

- If the issue is pastoral, please contact their form tutor in the first instance, this member of staff has daily communication with your child.
- If the issue is to do with safeguarding, or the wellbeing of your child please contact their Head of Year or our Designated Safeguarding Lead, Ruth Marsh.
- If the issue is academic, please contact the class teacher or the relevant Curriculum Leader.
- If the issue is in relation to Special Educational Needs please contact our SENCO Sarah Wilmot.
- If the issue is medical please contact our Inclusion Leader, Carroll Atkinson.

Staff Directory:

Heads of Year	
Head of Year 7	Mr Darnbrough - matt.darnbrough@shs.starmat.uk
Head of Year 8	Mr Hickinson robert.hickinson@shs.starmat.uk
Head of Year 9	Mrs Smith jill.smith@shs.starmat.uk
Head of Year 10	Ms Wadsworth emma.wadsworth.shs.starmat.uk
Head of Year 11	Mrs Makin melanie.makin@shs.starmat.uk
Head of Post 16	Ms Jackson lydia.jackson@shs.starmat.uk
Inclusion and Safeguarding	
Designated Safeguarding Lead	Mrs Marsh ruth.marsh@shs.starmat.uk
SENDSCO	Ms Wilmot sarah.wilmot@shs.starmat.uk
Inclusion Leader	Mrs Atkinson carroll.atkinson@shs.starmat.uk
Curriculum Leaders	
English	Mr McAshton callum.mcashton@shs.starmat.uk
Maths	Miss Beardsworth laura.beardsworth@shs.starmat.uk

Science	Mr Hampton chris.hampton@shs.starmat.uk
History	Ms Kesterton natalie.kesterton@shs.starmat.uk
RE	Mr Easton alex.easton@shs.starmat.uk
Geography	Mrs Goulding (On maternity leave until January 2025 - please direct any geography enquiries to Mr Easton) jodie.goulding@shs.starmat.uk
ICT/Business	Mrs Taylor victoria.taylor@shs.starmat.uk
PE	Mr Stubbins luke.stubbins@shs.starmat.uk
Creative (Art, DT and Food Tech)	Mrs Jamieson leah.jamieson@shs.starmat.uk
Music	Ms Connell clare.connell@shs.starmat.uk
Drama	Mrs Caldwell natalie.caldwell@shs.starmat.uk
Health and Social Care	Mrs Dodd charlotte.dodd@shs.starmat.uk
Personal Development	Ms Miller sophie.miller@shs.starmat.uk

Requests for Contact with External Agencies

Occasionally parents and carers ask school staff to complete referral forms for external agencies. These can include (but are not limited to) CAMHS referrals, ADHD

assessments, social care reports and references. Completing these forms accurately and with sufficient detail requires a great deal of time by school staff. We aim to complete all requests within 10 working days.

Written Communication

We use emails as a quick way to share information with you. This can be letters home from myself, the STAR MAT Newsletter as well as reminders about key events happening in school, attendance matters etc. Please note that all emails will go to first named contacts on our system.

The School Website:

The website holds a wealth of information - from what we teach our students, to the timings of the school day, uniform details and previously published letters, the website tries to act as a “one stop shop” for parents and carers.

The website also has our “Tell Us” function which is a safe, anonymous way for students, parents and carers to raise any safeguarding concerns.

Telephone Contact

When you call the school, the voice recording takes you to the most frequent extension numbers e.g. attendance (option 1). If you know the appropriate extension number, dialling this at this point will take you directly to the area of need.

Student Planner

We work hard to ensure that the Student Planner includes lots of information that is useful to not only students, but also to their parents/carers. We ask that parents/carers sign and check their child’s planner weekly.

Face to Face Meetings

We are of course very willing to meet with parents and carers to discuss any concerns or issues that you may have. Whilst we always try to accommodate you, we ask that contact is made in advance so that we can arrange a suitable time. We will always try to meet within a week of your initial contact.

Other methods of Communication:

We are extremely proud of our students and enjoy sharing their successes with you on X (previously known as Twitter). You can follow us on our main school account as well as via various curriculum area accounts.