GROVE ROAD PRIMARY SCHOOL

"Our family school where all are equally valued"

A: Cromwell Road, Hounslow, TW3 3QQ **W**: www.groveroadprimary.co.uk **T:** 020 8570 6132 **F:** 020 8230 4019 **E:** office@groveroad.hounslow.sch.uk

Acting Head Teacher: Mrs Grace Beckford

16th September 2025

Dear Parents and Carers,

I would like to take this opportunity to introduce myself and explain my role as the Pastoral Support here at Grove Road Primary School.

At Grove Road, we are proud to be a warm, welcoming, and diverse school where every child is known, valued, and supported. Much like a family, we believe in creating an environment where children feel safe, cared for and encouraged to achieve their very best. My role is to help nurture that family feel by supporting both pupils and parents, ensuring that children are happy, secure, and ready to learn.

A key part of my work is supporting children with their wellbeing and personal development. This may involve providing one-to-one sessions **or** small group activities that give children a safe space to talk, build confidence, develop positive friendships, and explore strategies for managing emotions or challenges. These opportunities are open to all children, as we recognise that every child may need extra support at different stages of their school journey.

I also work closely with parents and carers. I am a qualified counsellor and a registered member of the **British Association for Counselling and Psychotherapy (BACP), registration number 407751**. While I do not offer counselling to parents within my school role, I am available to listen, provide guidance, and, when needed, signpost families to external agencies and services that may be able to offer further support.

It is important to note that any queries or concerns about your child's learning, progress or classroom matters should always be directed to your child's class teacher via email. For example, if you would like to discuss behaviour in lessons or how your child is settling into class, please contact the class teacher. My pastoral role is different from this and focusses specifically on children's wellbeing and emotional needs. This way we can ensure that each area of your child's development is supported appropriately.

My working hours are:

Monday to Wednesday: 9:00 am – 4:00 pm

Thursday and Friday: 9:00 am – 2:00 pm

If you would like to arrange a meeting, please contact the school office on **02085706132** to book an appointment. I am always happy to meet with parents and carers — whether to discuss a specific concern or simply to talk things through. I look forward to working in partnership with you to ensure that every child feels happy, supported, and able to reach their full potential here at Grove Road.

Regards,

Ms H. Pires

Pastoral Leader













