

The Knights Templar School

Headteacher:
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13th October 2026

Dear Parents and Carers,

We are writing to let you know about an important change to how you can contact the SEND team, taking effect after October half term.

To help ensure that parents and carers receive a timely response to enquiries, we have introduced a dedicated SEND email account:

SENDTeam@KTS.school

Moving forward, we kindly ask that SEND-related enquiries are sent to this address rather than to individual members of staff wherever possible.

As our school continues to develop its inclusive approach and support an increasing number of students with special educational needs and disabilities, the volume of emails received by individual staff members has grown significantly. By using a shared inbox, enquiries can be monitored and responded to by the most appropriate member of the team, helping us to provide a more efficient and consistent service.

We want to reassure you that this change reflects our commitment to improving communication, not a reduction in support. During the school day, our priority is working directly with students, supporting teachers, attending meetings and ensuring that SEND provision is effectively implemented across the school. While this can sometimes delay individual email responses, please be assured that we value all communication from parents and carers and are committed to responding as promptly as possible.

We recognise the importance of working in partnership with families and believe that open, honest communication is key to securing the best outcomes for our young people. Introducing a shared SEND inbox will help us manage enquiries more effectively and ensure that no communication is missed if a member of staff is unavailable.

Thank you for your continued support and understanding. We look forward to continuing to work closely with you to support your child throughout their educational journey.

Yours sincerely,

Mr E Hutchings
Headteacher

Mrs L Moore
Assistant Headteacher – SENDCO and Inclusion

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