



WCHS Communication Flowchart

What support do you require for your young person?

Wellbeing Support
required?

Queries regarding :-
wellbeing, attendance,
peer relationships, learning
and engagement

Curriculum Support
required?

Subject-specific query
Homework
Attainment

Contact Wellbeing
Support Teacher

Contact Principal
Teacher of Department

Action and Feedback
from Wellbeing Support

Action and Feedback
from Principal Teacher

If the Wellbeing
Support teacher
deems that the
situation is more
serious, they may
pass this directly
to the Year Head
or the Head
Teacher

Action and Feedback
from Year Head

Action and Feedback
from Year Head

Action and Feedback
from Head Teacher

West Calder High School Communication Strategy/Customer Service Charter



Contact Information for parents and carers

Please see the following information regarding who is best to contact in the first instance when you are seeking support for your young person.

Wellbeing Support

When contacting the school office, please state clearly what your query is regarding and the staff will be able to direct your call to the right person. If you are sending a query via email, the first point of contact will mainly be the **Wellbeing Support Teacher** who has the overview of your young person. They will ensure that support is offered, where appropriate, for your young person. Where a situation may be more serious, they may also seek to involve the **Year Head** if they deem this to be necessary. A member of the team will then contact you to update you on progress or with an outcome. Please see the full list of Wellbeing Support Teachers and Year Heads below:-

S1
Wellbeing Support Teachers
Harburn
1.1-1.5 – Caroline McDonagh (caroline.mcdonagh@westlothian.org.uk)
1.6 – Laura Mackie (laura.mackie@westlothian.org.uk)
Limefield
1.7-1.12 – Caroline McDonagh (caroline.mcdonagh@westlothian.org.uk)
1.13 – Laura Mackie (laura.mackie@westlothian.org.uk)
Year Head
Shane Mitchell (shane.mitchell@westlothian.org.uk)

S2
Wellbeing Support Teachers
Harburn
2.1, 2.2 and 2.3 – Ashley Laing (ashley.laing@westlothian.org.uk)
2.4 and 2.5 – Sophie Northcott (sophie.northcott@westlothian.org.uk)
2.6 - Laura Mackie (laura.mackie@westlothian.org.uk)
Limefield
2.8, 2.9, 2.11 and 2.13 – Iona Quilter (iona.quilter@westlothian.org.uk)
2.10 and 2.12 – Johanna Smith (johanna.smith@westlothian.org.uk)
Year Head
Kevin Smith (kevin.smith1@westlothian.org.uk)

S3
Wellbeing Support Teachers
Harburn
3.1 and 3.2 – Ashley Laing (ashley.laing@westlothian.org.uk)
3.3, 3.4 and 3.5 - Sophie Northcott (sophie.northcott@westlothian.org.uk)
3.6 - (laura.mackie@westlothian.org.uk)
Limefield
3.7 and 3.8 – Caitlin McCafferty (caitlin.mccafferty@westlothian.org.uk)
3.9 and 3.11 - Johanna Smith (johanna.smith@westlothian.org.uk)
3.10 - Iona Quilter (iona.quilter@westlothian.org.uk)
Year Head
Laura Quilter (laura.quilter@westlothian.org.uk)

S4
Wellbeing Support Teachers
Harburn
4.1 – 4.6 – Amy Watt (amy.watt@westlothian.org.uk)
Limefield
4.7-4.9 - Caitlin McCafferty (caitlin.mccafferty@westlothian.org.uk)
4.10-4.12 – Ross Gibson (ross.gibson@westlothian.org.uk)
Year Head
Kevin Smith (kevin.smith1@westlothian.org.uk)

S5
Wellbeing Support Teachers
Harburn
5.1-5.5 – Amy Watt (amy.watt@westlothian.org.uk)
Limefield
5.7 and 5.8 - Caitlin McCafferty (caitlin.mccafferty@westlothian.org.uk)
5.9-5.12 - Ross Gibson (ross.gibson@westlothian.org.uk)
Year Head
Laura Quilter (laura.quilter@westlothian.org.uk)

S6
Wellbeing Support Teachers
Harburn
6.1-6.6 - Amy Watt (amy.watt@westlothian.org.uk)
Limefield
6.7-6.9 - Caitlin McCafferty (caitlin.mccafferty@westlothian.org.uk)
6.10-6.12 - Ross Gibson (ross.gibson@westlothian.org.uk)
Year Head
Shane Mitchell (shane.mitchell@westlothian.org.uk)

Curriculum Support

Where you have a query regarding a particular subject, please contact the relevant members of our leadership team and they will be happy to assist:-

Humanities and Languages Collaborative		
English, Drama and Languages	Michael Stephenson	(michael.stephenson@westlothian.org.uk)
Social Subjects – S1-2 only History, Geography, Modern Studies, Environmental Science, Travel & Tourism & Religious & Moral Education – S3-6 only	Kirsten Toner	(kirsten.toner@westlothian.org.uk)
S.T.E.M Collaborative		
Maths (S1-3 only)	Michael Fagan	(michael.fagan@westlothian.org.uk)
Maths (S4-6 only)	Elaine Sharp	(elaine.sharp@westlothian.org.uk)
All Sciences	Kerry Campbell	(kerry.campbell@westlothian.org.uk)
Digital Industries, Business, Accounting, Admin & IT, Graphic Communication, Design & Manufacture, Practical Woodwork & Metalwork	Dale Murphy	(dale.murphy@westlothian.org.uk)

AMBITION

RESPECT

EQUITY

Computing & Computer Games Design	Michelle Dornan	(michelle.dornan@westlothian.org.uk)
Wellbeing Collaborative		
Beauty, Childcare & Fashion, Creative Textiles	Angela Townsley	(angela.townsley@westlothian.org.uk)
Health & Food Technology	Anne Don	(anne.don@westlothian.org.uk)
Art & Music	Ruth Young	(ruth.young@westlothian.org.uk)
PE	Stephen Duffie	(stephen.duffie@westlothian.org.uk)
Wellbeing S1&2	Caroline McDonagh	(caroline.mcdonagh@westlothian.org.uk)
Wellbeing S3	Ross Gibson	(ross.gibson@westlothian.org.uk)
Wellbeing S4	Caitlin McCafferty	(caitlin.mccafferty@westlothian.org.uk)
Wellbeing S5&6	Amy Watt	(amy.watt@westlothian.org.uk)

As part of our communication strategy and our customer service charter, you should expect a response within 48 hours to your enquiry. However, please be mindful where there are holidays that this time may be longer. If for any reason you are dissatisfied with the school's response to your enquiry and you wish to make a complaint, please direct this to the Head Teacher.

Gerry Higgins (gerard.higgins@westlothian.org.uk)