



Offer of Early Help 2023 2024

What is Early Help?

“Early Help, also known as early intervention, is support given as soon as a problem emerges, at any stage in a child or young person’s life (Department for Education (DfE), 2018).”

Here at Warden Hill, we recognise and understand how demanding the role of a parent/carers can be. From time to time there may be situations where you need a little bit of extra help. We have a wealth of resources available and, directions we can take, in providing timely support at these moments to make things more manageable again and in the best interests of our children.

Identifying a child or young person who may benefit from early help

All our staff have regular updated Child Protection training and more recently ACEs training (Adverse Childhood Experiences) and understand and recognise the important signs to look for. Signs that a child or young person may benefit from early help include:

- displaying disruptive or anti-social behaviour
- being bullied or bullying others
- having poor attendance at school
- being involved in, or at risk of, offending
- having poor general health
- having anxiety, depression or other mental health issues
- misusing drugs or alcohol
- having a particularly challenging relationship with parents or appearing to be unusually independent from their parents
- experiencing difficulties at home, such as domestic abuse, parental substance abuse or parental mental health problems

(Department for Education (DfE), 2018).

Some groups of children may be more likely to need early help than their peers. Any child may benefit from early help but all our school staff should be particularly alert to the potential need for early help for a child who:

- has been excluded from school

- is frequently missing/goes missing from care or from home
- has special educational needs
- are disabled
- has specific additional needs
- are in care
- is a privately fostered child
- has returned home to their family from care
- are leaving or preparing to leave care
- are young carers
- are young parents (or about to become young parents)
- are experiencing housing issues
- is showing signs of being drawn in to anti-social or criminal behaviour, including gang involvement and association with organised crime groups
- is at risk of modern slavery, trafficking or exploitation
- is a risk of being radicalised or exploited
- is in family circumstances presenting challenges for the child, such as drug and alcohol abuse, adult mental health issues and domestic abuse

(DfE, 2018).

Early Help at Warden Hill

All members of our staff are available in a pastoral capacity should parents have any concerns about anything at all. Usually the child's Class Teacher would be the first contact, followed by our Primary Phase Leader Mr Williams. If they need to pass it on to a more senior member of staff then our Assistant Heads, Mrs Andrews and Mr. Antonious, will become involved. Invariably Mrs. Chavasse our Well-being Lead will be involved as well. Our staff may not always have the answers but will work with you to try and find solutions and also direct you to a wealth of resources that we have access to. Parents can talk directly with staff or make contact with the school office to arrange an appointment. The school office number is 01242 523827 or email admin@wardenhill.gloucs.sch.uk

All our staff have received training in recognising the indicators of abuse and neglect and are able to identify pupils who may need help or protection.

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If they are concerned by any changes, they will report these to the DSL (Designated Safeguarding Lead) Mrs Flooks or any of the DDSL (Deputy Designated Safeguarding Leads) Mrs Andrews, Mr Antonious, Mrs Harvey, Mrs Redman, Mrs B Chavasse and Mrs Nicholson). From here a decision will be made in the best interests of the child.

When supporting families where there are indicators of neglect The Gloucestershire Safeguarding Children Executive (GSCE) promotes the use of the *Gloucestershire Child Neglect Toolkit*. The Multi Agency Child Neglect Toolkit is the tool used by **all practitioners** in Gloucestershire to assist with the early identification of children and young people at risk of neglect. Using this toolkit will help practitioners reflect on the child or young person's circumstances; identifying strengths and resources to support families whilst also evidencing the practitioner's concerns. In most cases this will be completed in conjunction with the family.

The most important thing to remember is that if a situation arises which causes a change in any of our pupils; we want to help address the change. We want to support your child and your family - we are in this together.

The Staff of Warden Hill Primary School

How else do we support you and your child?

Our Personal Development Programme

Our school PSHE curriculum with units on Citizenship, Myself and My Relationships, Diversity and Communities, Healthy and Safer Lifestyles, Economic Wellbeing, to name a few as well as units of work on Internet Safety, provide a solid foundation which is built on as our children progress through our school. Visiting Organisations at timely points through the school year also enrich these learning opportunities for our children.

Our Staff

We have an amazing Well-being Lead, Mrs Chavasse, who will contact you if we feel your child needs some additional support. She is also available for you to contact her if you have concerns about your child or if you would like some impartial advice. Mrs Chavasse works Monday – Friday and has drop in sessions first thing in the morning, or you can phone to make a mutually convenient appointment to see her. You can contact her on her work mobile: **07841004361** or **through the school office on 01242 523827**

Our super SENCo, Ms Nicholson, is also available to talk through any concerns or worries you may have and you can contact her through the school office on **01242 523827** or email **admin@wardenhill.gloucs.sch.uk**

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External Links

Mrs Jubaida Rashid is our Early Help Coordinator and she provides a close link to resources and support offered through Families First Plus and training for staff and parents.

We are also able to refer children and their families to other agencies and professionals to formulate an early help assessment. In such cases we may be the Lead Practitioner or be part of a team that supports, monitors and reviews the needs and situations of an individual child or family.

The following are a variety of agencies and webs pages that outline the different types of early help that may be required:

Family Information Service

Family Information Service (FIS) advisors give impartial information on a range of issues including childcare, finances, parenting and education.

Gloucestershire Family Information Service (FIS) advisors give impartial information on childcare, finances, parenting and education. FIS are a useful source of information for parents and professionals. They support families, children and young people aged 0-19 years of age (25 for young people with additional needs) and professionals working with these families. They can help link parents up with other organisations that might be able to help or provide the information themselves e.g. parents could ask them about holiday clubs for your children across Gloucestershire.

If you can't find an answer to your question on [our website](#) and need more help, please contact the Family Information Service via email familyinfo@gloucestershire.gov.uk or telephone 0800 542 02 02 or 01452 427362.

You can also visit us on [Facebook](#).

CCP – Caring for Communities and People

CCP exists to improve the lives of children, young people, families and vulnerable adults with multiple and complex needs. Our priority is to people who have serious and immediate need, equipping them to meet the demands of an ever-evolving society.

Telephone: 01242 228999

Email: reception@ccp.org.uk

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CCP Website

Domestic Violence

Gloucestershire Domestic Abuse Support Service (GDASS) is a county-wide service designed to reduce the level of domestic abuse and improve the safety of victims and their families. They operate in all districts offering a variety of support programmes for women and men over 16 years old experiencing domestic abuse.

GDASS offers a Helpdesk service that operates Monday to Friday, 9am – 5pm.

It is managed by support workers who are able to offer immediate support and advice and take referrals for the GDASS support packages.

Phone: 01452 726570 or Email: support@gdass.org.uk.

Purpose of the Multi-Agency Risk Assessment Conference (MARAC)

The MARAC is a best practice model, rolled out nationally, to respond to high risk victims of domestic abuse. It is a process that facilitates the sharing of multi-agency information and a collaborative assessment of risk and action planning to reduce serious harm to victims of domestic abuse.

The role of the MARAC is to facilitate, monitor and evaluate the effective information sharing to enable appropriate actions to be taken to increase public safety. The responsibility to take appropriate action therefore rests with individual participating agencies; it is not transferred to the MARAC. The MARAC is a process, not a formal body that holds risk.

The process is open to all partner agencies, both statutory and voluntary, who are engaged with the safeguarding of victims and their families from domestic abuse.

The key aims of the MARAC are:

- To share information to increase the safety, health and wellbeing of victims and their children/dependants.
- To jointly construct and implement a risk management plan that provides professional support to all those at risk and increase safety.
- To reduce repeat victimisation.
- To improve agency accountability.
- To improve support for staff involved in high risk cases.
- To work in partnership, where necessary, to safeguard children and adults.
- To determine whether the perpetrator poses significant risk to any particular individual or to the general community (linking when necessary to the MAPPA process).

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The heart of the MARAC is based on the principle that no single agency or individual knows the complete picture of the life of a victim, but all may have insights that are crucial to their safety and that of their children.

MARAC guide and Operating Protocol is available at www.glostakeastand.com and MARAC queries can be sent to: MARAC@gloucestershire.pnn.police.uk

Operation Encompass

Operation Encompass is a new innovative project in which schools in Gloucestershire will be participating, and which is run in partnership with

Gloucestershire County Council, Gloucestershire Safeguarding Children Board and Gloucestershire Police.

Operation Encompass aims to support children and young people who are affected by domestic abuse. Witnessing or experiencing domestic abuse is really distressing for a child or young person, who may see the abuse, hear it from another room, see a parent's injuries or distress afterwards, or can be physically hurt by trying to stop the abuse.

As a result, following any domestic abuse incident being reported to the police, the Police will make contact with one of the Education Researchers within the Gloucestershire MASH, who will then on behalf of the police communicate relevant, necessary and proportionate information to nominated school staff. This will ensure that the school is made aware at the earliest possible opportunity and can subsequently provide support to children in a way that means they feel safe and listened to. **Our nominated member of staff is Ms Nicholson (SENCO)**

The Gloucestershire Children's Safeguarding Executive (GCSE) - <https://www.gscb.org.uk/>
Safeguarding Children in Gloucestershire

The Multi-Agency Safeguarding Hub (MASH)

If you are worried or concerned about anyone under 18 who you think is being abused or neglected, or that a child and their family need help and support, please contact the MASH team.

Opening hours: 9am - 5pm

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01452 42 6565

childrenshelpdesk@gloucestershire.gov.uk

Out of office hours

Outside of office hours, you should contact the Emergency Duty Team (EDT) or, if you have concerns about the immediate safety of the child or you believe a serious criminal offence has been committed please contact the Police at any time on **101**.

01452 61 4194

or

101

To report a concern about a professional working with children (Allegations Management)

Nigel Hatten, LADO (Local Authority Designated Officer)

nigel.hatten@gloucestershire.gov.uk

01452 42 6994

Tracy Brooks and Jenny Kadodia Allegations Management Co-Ordinators

tracy.brooks@gloucestershire.gov.uk

jenny.kadodia@gloucestershire.gov.uk

01452 42 6320

Safeguarding Training

For questions about Multi-agency & single-agency training courses contact the Adult Education Team

01452 58 3863

adedsafeguardingcourses@gloucestershire.gov.uk

For specific training advice or queries contact Izzy Dougan, Safeguarding Training Co-Ordinator

01452 58 3621

isobel.dougan@gloucestershire.gov.uk

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More information

To understand the procedures involved once a concern has been raised please read our Child Protection Procedures

[Gloucestershire Child Protection Procedures\(PDF, 335.5 KB\)](#)

For local information about different types of violence and abuse and how to protect against it with links to local, practical support and help

[Gloucestershire Take a Stand Website](#)

Telephone Contacts

Community Social Workers

Cheltenham 01452 328246

Cotswold 01452 328101

Forest of Dean 01452 328048

Gloucester 01452 328076

Stroud 01452 328130

Tewkesbury 01452 328250

Family Information Service 0800 542 0202

The MASH Team

(Also referred to as The Front Door)

01452 426565

For the (Children's Practitioner Advice Line choose Option 1)

Please click on the link to access information about Early Help in Gloucestershire:

<https://www.gloucestershire.gov.uk/health-and-social-care/children-young-people-and-families/early-help-and-targeted-support/early-help-advice-guidance-and-support/>

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