Warden Hill
PRIMARY SCHOOL

Offer of Early Help
2026 2027

What is Early Help?

At Warden Hill Primary School, our vision is simple: Unlocking the Potential in Every Child. We know that children achieve their very best when they feel safe, supported and understood, and when families feel confident that they have someone to turn to when challenges arise.

Early Help is about providing support at the earliest opportunity, before worries become bigger concerns. Whether you have questions about your child's emotional wellbeing, friendships, behaviour, attendance, learning, family circumstances or anything else affecting their happiness and success, we are here to listen and help.
We understand that every family faces challenges from time to time, and asking for support is a strength, not a weakness. In many cases, the first and most helpful step is simply to have a conversation with your child's class teacher. Class teachers know your child well and are often best placed to listen, offer guidance and work with you to address any concerns. However, we also have a wider team of staff who are here to help and can provide additional support when needed.

At Warden Hill, we see supporting children as a partnership between home and school. By working together, sharing concerns early and celebrating successes along the way, we can build on your child's strengths, overcome barriers and ensure they have every opportunity to thrive. Our aim is to provide the right support at the right time so that every child feels valued, succeeds in their learning and reaches their full potential.

When might a child or family need Early Help?
A child may benefit from Early Help if they are showing changes in behaviour, emotions or wellbeing, such as:

- Struggling with behaviour at home or school
- Being bullied or showing bullying behaviour
- Worry, anxiety or low mood
- Poor attendance
- Health concerns
- Difficulties at home (e.g. parental mental health concerns, domestic abuse, substance misuse)
- Problems with friendships
- Risk-taking behaviour or involvement in unsafe situations

Some children may need extra support because of their circumstances. For example, children who:

- Have special educational needs or disabilities
- Are young carers
- Are in or leaving care
- Experience housing or financial difficulties
- Go missing from home or school
- Are at risk of exploitation, radicalisation or criminal behaviour

If anything changes that causes concern, please talk to us – we are here to help.

How Early Help works at Warden Hill

Who to speak to

You can talk to *any* member of staff, but your first point of contact is usually:

1. Your child's Class Teacher
2. Primary Phase Leader - Mr Williams
3. Assistant Head / DSL - Mr Antonious
4. Headteacher - Mrs Flooks

We work together as a team, ensuring you don't have to repeat your story multiple times.

School office: 01242 523827

admin@wardenhill.gloucs.sch.uk

Our Well-being Team

Our dedicated team includes:

- Well-being Lead - Mrs Chavasse
- Mental Health Lead - Mr Antonious
- Pastoral Assistant – Mrs Jeeves
- Level 3 Therapeutic Practitioners- Mrs Chavasse and Ms Nicholson
- ELSAs (Emotional Literacy Support Assistants) - Mr Antonious and Mrs Jeeves
- Safe Handling and De-escalation Trained staff - Mrs Flooks, Mr Antonious, Mr Williams, Miss Barrett, Mrs Robinson

We aim to help every child feel confident, safe and ready to learn.

What we offer

We support children and families through:

- Well-being interventions (e.g. anxiety, worry, bereavement, friendship issues)
- Advice for parents around routines, sleep, behaviour and emotional development
- "Cuppa & Connect" parent sessions
- Videos and resources to support conversations at home
- Drop-in morning sessions with our Well-being Lead

Contact

- Through the school office: 01242 523827

SEN Support

Our SENCo – Ms Nicholson – is available to talk through any concerns about:

- Special educational needs
- Developmental or medical concerns

- School-based assessments
- Support strategies

Contact via: admin@wardenhill.gloucs.sch.uk

Safeguarding and Early Identification
All our staff are trained to recognise early signs of:

- Emotional or physical harm
- Neglect
- Changes in behaviour or wellbeing

Concerns are passed to the Designated Safeguarding Lead (DSL): Mr Antonious
Or any of our Deputy DSLs: Mrs Flooks, Mrs Willett, Mr Williams, Mrs Chavasse, Ms Nicholson

We use the Gloucestershire Quality of Care Toolkit to help identify and support families where neglect may be a concern, and we complete this together with parents whenever possible.

Supporting You Through Our Curriculum
Our PSHE and Personal Development curriculum teaches children about:

- Emotions and relationships
- Diversity and equality
- Citizenship
- Healthy lifestyles
- Financial education
- Online safety

Visitors and external workshops enrich this support throughout the year.

External Agencies We Work With

Where needed, we can help families access additional support including:

Family Information Service: Information on childcare, finances, parenting and SEND.
📞 0800 542 0202
🌐 www.glosfamiliesdirectory.org.uk
✉️ familyinfo@gloucestershire.gov.uk

CCP – Caring for Communities and People
Helps families and vulnerable adults with complex needs.
📞 01242 228999
✉️ reception@ccp.org.uk

GDASS (Domestic Abuse Support)
Support for anyone experiencing domestic abuse.
📞 01452 726570
✉️ support@gdass.org.uk

Operation Encompass
Ensures schools are informed when police attend a domestic abuse incident, so we can support affected children swiftly.
Key contact: Mr Antonious

MASH – Multi-Agency Safeguarding Hub
If you are worried about a child's safety:
📞 01452 426565 (9am–5pm)
📧 childrenshelpdesk@gloucestershire.gov.uk
Out of hours:
📞 01452 614194 or 101 for immediate concerns

We are here to help — and we're in this together
If you notice changes in your child, or if your family is going through a difficult time, please reach out.
Early Help is about working together in a supportive, non-judgmental way.
Together, we can help your child belong, explore and succeed.

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Head Teacher: Mrs Georgina Flooks