Early Help Offer

What is Early Help?

Early Help aims to provide support as soon as a need is identified, at any stage in a child or young person's life.

At our GLA schools, we work closely with children, families and a range of external agencies to promote the welfare and wellbeing of every child. We recognise that offering support at the earliest opportunity is key to preventing concerns from escalating and helps families access the right support at the right time.

We pride ourselves on knowing our children well. We are attentive to their needs and remain vigilant in identifying situations where additional support may be beneficial.

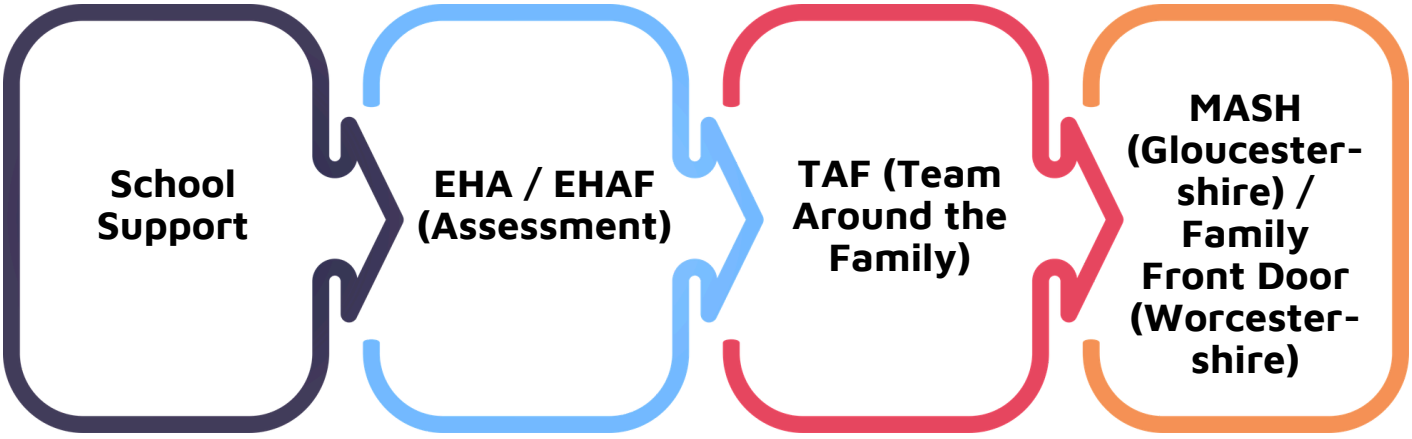
We work openly and collaboratively with families and professionals, ensuring that the child remains at the centre of everything we do.

Who should I approach if I'm concerned that a child may need support from the school?

Early Help is a shared responsibility. You can speak to any member of the school team, who will either support you directly or pass on your concerns. In most cases, the class teacher or pastoral team will be your first point of contact.

Graduated Pathway

Simple Pathway Overview



- **School Support** – initial help provided by school
- **EHA / EHAF** – formal assessment to identify needs
- **TAF** – professionals work together with the family
- **MASH / Family Front Door** – referral if safeguarding concerns increase

School Provision for Early Help

Level 1

- Our curriculum develops the qualities and attributes children need to thrive as individuals, family members and members of society.
- Our vision underpins our commitment to the holistic needs and welfare of all our pupils.

Level 2

- Attendance Officers and Head Teachers monitor attendance and punctuality. Concerns are communicated with parents and carers.
- Our teaching and support staff monitor demeanour, appearance and engagement as well as being alert to changes in these in their pupils and will refer their concerns to the SENDco or DSL/DDSL.
- Regular and frequent strategy meetings share concerns and decide next steps for our children ensuring open channels of communication.
- Schools have clear procedures to log concerns and respond according to assessed need. This is completed via CPOMs
- Pastoral Support complete short term interventions to meet the needs of the child.
- A TAC (Team Around the Child) may be held with agencies considered relevant or those already involved.

Level 3

- The DSL/DDSL requests Social Care involvement through a MARF (Multi-agency Referral Form).
- GCC/WCC may contact schools as part of a MASH (Multi Agency Safeguarding Hub) enquiry.
- The DSL/DDSL engages in a multi-agency response as led by Social Care.
- The DSL/DDSL attends multi-agency Risk Assessment Conferences and Social Care Strategy meetings to share the school's perspective
- Social Care may open a case as CP/S47 (Child Protection) or CiN/S17 (Child in Need). School will be a member of the Core Group and the DSL/DDSL will attend these and conferences.
- Where concerns have their basis in SEND, the SENDCo will refer to external agencies for further assessment or will request an Education, Health and Care Plan Assessment (EHCP).
- Senior Leaders may refer to Mental Health Services, CYPS or where the concerns have their basis in the pupil's emotional/social well-being.

Level 4

- The DSL requests immediate Social Care involvement using The Front Door (WCC/GCC) or the Portal (GCC) and may also contact the Police on 999.
- Police may contact school's through the Operation Encompass initiative to share information relevant to pupil's wellbeing.

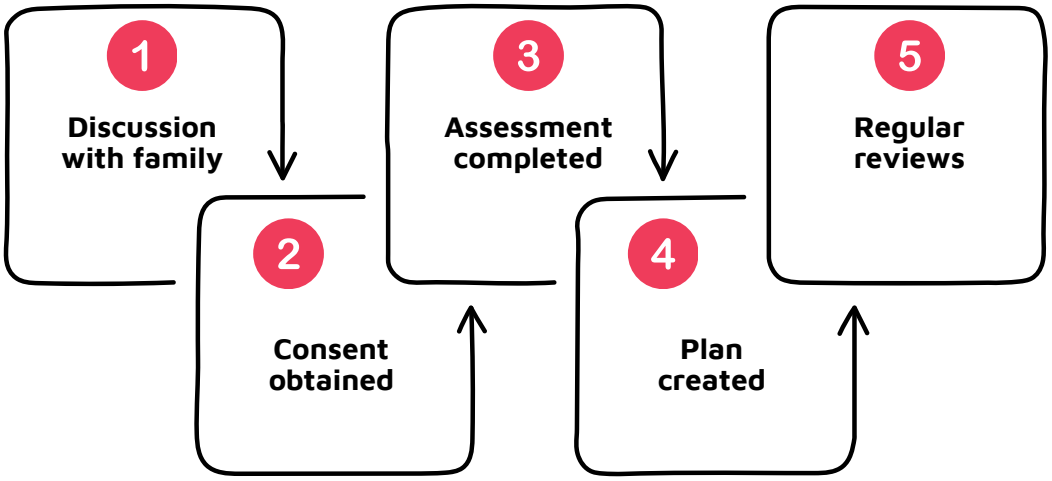
Early Help Assessment Process

Gloucestershire

- Early Help Assessment (EHA)
- Team Around the Family (TAF)

Worcestershire

- Early Help Family Assessment (EHFA)
- Coordinated via Family Front Door



Working with Families

We work in a:

- Strengths-based way
- Respectful and non-judgemental manner
- Collaborative approach

What Parents/Carers Can Expect

When receiving Early Help support, you can expect:

- To be **listened to and respected**
- To be **fully involved in decisions** about your child
- Clear explanation of concerns and support options
- A **plan with agreed actions and outcomes**
- Regular reviews of progress
- Support from appropriate professionals
- Confidentiality (unless there are safeguarding concerns)

Support We Offer in School

- Nurture groups / ELSA
- Behaviour support
- Attendance interventions
- Pastoral support
- Breakfast/after-school clubs
- SEND support

For school specific support, please see our Early Help webpage

Multi-Agency Working

Gloucestershire

- Early Help Coordinators
- School Nursing Service
- CAMHS / Mental Health Support Teams
- Educational Psychology
- Gloucestershire Domestic Abuse Support Service (GDASS)
- Families First / Early Help teams

Worcestershire

- Family Front Door
- Early Help Family Support
- CAMHS
- Health Visitors / School Nurses
- Starting Well Partnership
- Community and voluntary organisations

Safeguarding

If a child is at risk of harm:

Gloucestershire

Referral to **MASH**

Worcestershire

Referral to **Family Front Door**

Early Help does not replace safeguarding procedures.

Monitoring and Review

Staff receive training in safeguarding, Early Help, emotional well-being and SEND support, and throughout we:

- Track progress
- Review plans regularly
- Adapt support
- Close cases when outcomes are achieved

Community Provision for Early Help

Addiction	**Talk to Frank** https://www.talktofrank.com/get-help/find-support-near-you **COAP** (Children of Addicted Parents and People) http://www.coap.org.uk/ **NACOA** (The National Association for Children of Alcholics) https://nacoa.org.uk/
Advice and Guidance (Families)	Glos Families Directory **Family Information Service Advice Line FIS** https://www.gloucestershire.gov.uk/health-and-social-care/children-young-people-and-families/family-information-service-fis/ **Family Group Conferencing** – offering FGC's and helping families draw up plans of support. Further advice and referral mail to familyinfo@gloucestershire.gov.uk
Advisory Teaching Service / WCC Education and EY Services	Advisory Teaching Service (ATS) | Gloucestershire County Council Specialist team helpline – 01452 426955/427579 **Worcestershire Education and Early Years Services** | Worcestershire County Council
Bereavement support for pupils and families	**WCC** http://talktofootsteps.co.uk/ **GCC** Child Bereavement UK **Cruse Bereavement Support** http://www.cruse.org.uk/ **Grief Encounter** Home SUPPORTING BEREAVED CHILDREN & YOUNG PEOPLE - Grief Encounter **The Good Grief Trust** http://www.thegoodgrieftrust.org/ **Child Bereavement UK** http://www.childbereavementuk.org/ **Childhood Bereavement Network** https://childhoodbereavementnetwork.org.uk/ **Samaritans** https://www.samaritans.org/

Community Provision for Early Help

Bullying including Cyber-bullying	Cyber-bullying is using the internet, email, online games or any digital technology to threaten, tease, upset or humiliate someone else. Information and advice about all forms of bullying **www.childline.co.uk** **Kidscape** provide resources and information on issues around bullying and can be used directly with children and parents as well as in classes https://www.kidscape.org.uk/resources-and-publications
Child on Child	NSPCC Helpline for under 18s (childline) call 0800 1111, and for professionals call 0808 800 5000 or email help@nspcc.org.uk Rape Crisis Help and support call 0808 802 9999. The Survivors Trust Support for anyone who has experienced sexual violence and abuse call 0808 801 0818. The UK Safer Internet Centre Helpline for professionals call 0344 381 4772 or email helpline@saferinternet.org.uk Thinkuknow Support for the children's workforce, parents, and carers on staying safe online.
Child Criminal Exploitation (County Lines)	Guidance for frontline professionals on dealing with **County Lines**, part of the governments approach to ending gang violence and exploitation https://www.gov.uk/government/publications/county-lines-exploitation Children who are trafficked, exploited or coerced into committing crimes are victims in need of support https://**www.catch-22.org.uk**/child-criminal-exploitation/

Community Provision for Early Help

Child Sexual Abuse Material (CSAM)

Reporting tools

SWGfL: Whisper Anonymous reporting
Anonymous reporting tool for pupils, parents and teachers.

Internet Watch Foundation
Anonymous reporting of child sexual abuse images or videos online.

International Centre for Missing and Exploited Children
Global hotline and help directory.

in hope
Global network of hotlines for reporting CSAM online.

Resources

SWGfL: So You Got Naked Online
Advice and strategies for children, young people and parents to support the issues resulting from sexting incidents.

Childnet: Step up, speak out
A toolkit for young people and professionals to address issues of online sexual harassment among young people.

Children Missing in Education (CME)

This refers to '**any child of compulsory school age who is not registered at any formally approved education activity e.g. school, alternative provision, elective home education and has been out of education provision for at least 4 weeks'.** CME also included those children who are missing (family whereabouts unknown) and are registered at a school but the family is not at their last known address, has not taken up a school place, has 10+ days of continuous absence without explanation or has left school suddenly but the destination is not known.

Attendance and Children Missing Education (CME) | Worcestershire County Council
Children missing education | Gloucestershire County Council

Children and the Court System

Children are sometimes required to give evidence in courts either for crimes committed against them or for crimes they have witnessed. The **government** has provided a guide for this:

https://www.gov.uk/government/publications/young-witness-booklet-for-5-to-11-year-olds

Community Provision for Early Help

Children with a family member in prison

About 200,000 children have a parent sent to prison each year. These children are at risk of poor outcomes including poverty, stigma, isolation and poor mental health.

https://www.nicco.org.uk/
https://www.barnardos.org.uk
Infobuzz | Young Gloucestershire

Child Sexual Exploitation (CSE)

Affects boys and girls and can happen in all communities. Any person can be targeted but there are some particularly vulnerable groups such as LAC or SEND. Victims of CSE may also be trafficked. A CSE screening tool can be found on the GSCB and the WCSB.

https://csepoliceandprevention.org.uk/
https://www.nspcc.org.uk/
https://www.barnardos.org.uk/what-we-do/protecting-children/cse
https://paceuk.info/

Children with disabilities

WCC and GCC both have services designed to meet the needs of children who have complex disabilities.

They can provide a range of services to support children with disabilities and their families. Other services are also provided by health, education, play and community services and could include your local Children's Centre and your local paediatric services.

Gloucestershire
SEN Services and Support Services

Worcestershire
SEND Local Offer | Worcestershire County Council

https://councilfordisabledchildren.org.uk/ provides a host of useful leaflets on SEND issues
https://autismwestmidlands.org.uk/
https://www.nhs.uk/conditions/learning-disabilities/

SENDIASS Worcestershire
http://www.hwsendiass.co.uk/

SENDIASS Gloucestershire
https://sendiassglos.org.uk/

https://www.dialuk.info/

Community Provision for Early Help

Cost of Living Support

Gloucestershire:
Cheltenham Borough along with all other Local Authorities in the County now have a dedicated cost of living page - Cost of living support | Cheltenham Borough Council

Help for Households - Get government cost of living support

Support Hub - Gloucestershire County Council

P3 - Changing lives every day (p3charity.org)

Specialist Help | Gloucester & District Citizens Advice Bureau (gloscab.org.uk)

CCP - overview

Worcestershire Advice Network | Advice services working in Partnership

Stroud Welfare Benefit and Financial Inclusion Advice | Glosfamilies Directory

CALM (Campaign Against Living Miserably)
https://www.thecalmzone.net/

Worcestershire:
St Basils: 01527 572050

Worcestershire YMCA: Home - YMCA Worcestershire or call 01527 61643

Platform Housing Group: http://www.platformhg.com or call 01905 670248

Floating housing support is delivered by the Basement Project in Bromsgrove.
The Basement Project: The Basement Project | Creating a Foundation for Independence or call 01527 832993

Domestic Violence

For professionals
https://www.cps.gov.uk/legal-guidance/controlling-or-coercive-behaviour-intimate-or-family-relationship
https://www.bitc.org.uk/toolkit/domestic-abuse-toolkit/

For professionals and families
https://www.gdass.org.uk/ (Gloucestershire)
https://www.worcestershire.gov.uk/domesticabuse
https://www.worcestercommunitytrust.org.uk/wct-in-action/dawn/
https://www.yourcircle.org.uk/Services/12026/Gloucestershire-Dome
https://holliegazzard.org/gdass/

Community Provision for Early Help

Eating Disorders	**BEAT** http://www.beateatingdisorders.org.uk/get-information-and-support/get-help-for-myself/get-support-through-covid/
Education and Inclusion	**Gloucestershire:** Advice and support from your school's Inclusion Officer – contact directly Advice and support for schools around specific children from your locality's Outcome Coordinators General enquiries - InclusionTeamed@gloucestershire.gov.uk - 01452 427800 Exclusions – exclusions@gloucestershire.gov.uk - 01452 427360 Attendance – attendance@gloucestershire.gov.uk - 01452 427274 EHE - ehe@gloucestershire.gov.uk - 01452 427622 Exclusion Lead Victoria Burt **Inclusion Officers:** **Cheltenham & Tewkesbury** Laura Nutland, Salma Kaka, Stefan Heasman **Gloucester & Forest** Brian Gazzard, Gill Rennie, Stacey Bayliss **Stroud & Cotswolds** Susan Janneh, Andrew **Worcestershire:** Worcestershire Children's First: https://www.worcestershire.gov.uk/ Early Years Inclusion - tel:01905 843099 Learning Support Team: Email: Hdavies@worcschildrenfirst.org.uk Telephone: 01905 845397

Community Provision for Early Help

Education Psychologists

Gloucestershire:
EP Website

Worcestershire:
Educational Psychology:
Email: EdPsychology@worcschildrenfirst.org.uk
Telephone: 01905 844499

Autism and Complex Communication Team:
Email: Autism@worcschildrenfirst.org.uk
Telephone: 01905 844328

The Sensory Impairment Team:
Email: SensoryImpairment@worcschildrenfirst.org.uk
Telephone: 01905 843975

E-Safety

Online activity (`phones, computers) can be a serious risk to children. The use of technology has becomes a significant component of many safeguarding issues. **Child Sexual Exploitation (CSE), radicalisation; sexual predation – technology often provides the platform that facilitates harm**. With the right support, education and safety measures in place the internet and new technologies can also bring great benefits but we must be vigilant.

PACE UK (parents against child exploitation) is a useful website to engage parents with safety issues www.paceuk.info/

The Child Exploitation and Online Protection centre is a one stop shop for most information about online safety www.thinkuknow.co.uk/parents/; www.thinkuknow.co.uk/teachers/

The Government Website helps parents and professionals understand the risks to children of being radicalised by extremists online and how to keep children safe from this https://educateagainsthate.com/

A site for helping parents keep their children safe online www.internetmatters.org.uk

Families First

Cheltenham –
Families First Plus – 01452 328160
Children and Families team - 01242 532425

Cotswold –
Families First Plus – 01452 328101
Children and Families team - 01285 881029

Community Provision for Early Help

Families First	**Forest of Dean -** Families First Plus – 01452 328048 Children and Families team - 01594 820577 **Gloucester North –** Families First Plus – 01452 328076 Children and Families team - 01452 328018 **Gloucester South -** Families First Plus – 01452 328076 Children and Families team - 01452 427852 **Stroud -** Families First Plus – 01452 328130 Children and Families team - 01453 760530 **Tewkesbury -** Families First Plus – 01452 328250 Children and Families team - 01452 328207
Fabricated and induced Illness (FII)	This is a rare form of child abuse and is when a **parent (usually the child's biological mother) or carer exaggerates or deliberately causes symptoms of illness in a child** FII is also known as 'Munchausen's syndrome by proxy' which is not to be confused with Munchausen's syndrome where a person pretends to be ill or causes illness or injury to themselves. https://www.nhs.uk/conditions/fabricated-or-induced-illness/
Faith Abuse	Faith and belief based abuse, including practices around 'spirit possession' and witchcraft is a hidden crime difficult to quantify in terms of magnitude https://www.gov.uk/government/publications/national-action-plan-to-tackle-child-abuse-linked-to-faith-or-belief
Female Genital Mutilation (FGM)	This comprises all the procedures that involve partial or total removal of the external female genitalia. FGM is illegal in the UK and from October 2015 mandatory reporting commenced. **If professionals think that an act of FGM appears to have been carried out on a child they have a legal duty to personally report it to the police.** Female genital mutilation (FGM) | Gloucestershire Constabulary https://www.safeguardingworcestershire.org.uk/documents/female-genital-mutilation-fgm-pathway/ https://www.nhs.uk/conditions/female-genital-mutilation-fgm/ https://fgmelearning.vc-enable.co.uk/Register/

Community Provision for Early Help

Gender identity issues	http://www.gendertrust.org.uk / 0845 231 0505 This organisation is for anyone with any question concerning gender identity.
GHLL	General advice, managing transition back to school, governors and staff support, setting up a post COVID action plan to support children and build on the curriculum ghll@gloucestershire.gov.uk - 01452 427208
Harmful Sexual Behaviours	**Childline** https://www.childline.org.uk/?scrlybrkr **NSPCC Helpline** https://www.nspcc.org.uk/keeping-children-safe/our-services/nspcc-helpline/ **Report Remove** https://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/remove-nude-image-shared-online/ **Talking about difficult topics** https://www.nspcc.org.uk/keeping-children-safe/support-for-parents/talking-about-difficult-topics/ **Professionals Advice** https://saferinternet.org.uk/professionals-online-safety-helpline
Hate Crime	A hate crime is a criminal offence whose motivation can be shown to be race, national origin, religion or sexual orientation. https://educateagainsthate.com/ is a comprehensive website for professionals and parents Department for Education: **Educate Against Hate** Guidance on reporting concerns. **Act Early** Advice and guidance on spotting the signs of radicalisation and reporting concerns.

Community Provision for Early Help

Medical

NHS
https://111.nhs.uk/

Mental Health

MIND
www.mind.org.uk

NHS
www.nhs.uk/mental-health/

Mental Health Foundation
www.mentalhealth.org.uk

Togetherall
www.togetherall.com

Mental Healthy Schools
http://www.mentallyhealthyschools.org.uk/

Every Mind Matters
http://www.nhs.uk/every-mind-matters/

Anxiety UK
https://www.anxietyuk.org.uk/

Bipolar UK
https://www.bipolaruk.org/

The Mix
https://www.themix.org.uk/mental-health

Worcestershire:
Young people can self-refer to Kooth anonymously at http://www.kooth.com

Private fostering

Private fostering is an arrangement whereby a child under the age of 16 (or 18 if the child has a disability) (S. 66 Children Act 1989) is placed for 28 days or more in the care of someone who is not the child's parent(s) or a 'connected person'.
There is a duty on schools to inform children's services where they become aware of such an arrangement.

Gloucestershire
https://www.gloucestershire.gov.uk/fostering/types-of-fostering/private-fostering/

Worcestershire
https://www.worcestershire.gov.uk/directory_record/2869/private_fostering

Community Provision for Early Help

Preventing radicalisation and extremism (PREVENT duty)	Young people can become involved in extremist activity to the; point of committing criminal acts and they can be exposed to extremist influences and prejudiced views, including via the internet and from an early age. https://educateagainsthate.com/ is a government website providing advice and information for parents and professionals on how to protect children from radicalisation and extremism https://www.ltai.info/ is a website for parents. **Channel** is a programme which focuses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. Channel refers to panels operating in England and Wales. https://www.gov.uk/government/publications/channel-and-prevent-multi-agency-panel-pmap-guidance **The Prevent strategy** is part of the government's anti-terrorism strategy Prevent Team officers provide practical support to tackle the problem of terrorism and extremism at its roots and prevent vulnerable people and communities from being drawn into terrorism. https://www.gloucestershire.police.uk/advice/advice-and-information/t/prevent/prevent westmercia.police.uk/advice/advice-and-information/t/prevent/prevent/ Prevent - Prevention of extremism and radicalisation | Worcestershire County Counciln
SEND	**SEND Gateway** https://www.sendgateway.org.uk/
Sexting/ Sextortion/ youth produced imagery	https://learning.nspcc.org.uk/research-resources/briefings/sexting-advice-professionals https://www.ghll.org.uk/index.php?page=tag&tag=sexting **(Gloucestershire)** https://www.worcestershire.gov.uk/info/20329/protection_from_harm/1679/sexting **(Worcestershire)**

Community Provision for Early Help

Stalking

Stalking is defined as a pattern of unwanted, fixated and obsessive behaviour which is intrusive and causes fear of violence or serious alarm or distress (Paladin)

For advice and support helpline number is 0808 802 0300
www.stalkinghelpline.org

Paladin is the National Stalking Advocacy Service
www.paladinservice.co.uk

The Hollie Gazzard Trust is a local charity helps reduce domestic violence through creating and delivering programmes on domestic abuse and promoting healthy relationships to schools and colleges.
www.holliegazzard.org

Suicide and Self Harm

Papyrus http://www.papyrus-uk.org/

University of Oxford guide for parents and carers
https://www.psych.ox.ac.uk/news/new-guide-for-parents-who-are-coping-with-their-child2019s-self-harm-2018you-are-not-alone2019

The Zero Suicide Alliance
https://www.zerosuicidealliance.com/

Samaritans
https://www.samaritans.org/

Life Signs
https://www.lifesigns.org.uk/

Maytree
https://www.maytree.org.uk/

NSHN (National Self Harm Network)
https://www.nshn.co.uk/

Selfharm UK
https://www.selfharm.co.uk/

Wellbeing

The Wellbeing Thesis
https://thewellbeingthesis.org.uk/

Parents Toolkit
https://www.bbc.co.uk/bitesize/articles/znsmxyc

Headspace
https://www.headspace.com/educators

Last reviewed: September 2026
Next review: September 2027