



THE ELMS

Family Help Offer (inc. Early Help)

“Providing help and support to meet the needs of children as soon as problems emerge.”

The Early Help Offer is an approach, rather than a service. It respects every family's right to access information to help manage their own lives successfully, whilst guiding them to seek support from appropriate sources. Help can then be offered as soon as it is needed. The 'Offer' is for all children and their families, as help may be needed at any point in a child life. It includes both universal and specialist services, to reduce or prevent concerns from growing or becoming entrenched.

All our Early Help is offered in partnership with parents and carers.

The diagram below shows the range of needs at different levels. We use this graduated approach to make sure we provide the best support for different families' individual situations.



Providing early help to our pupils and families at The Elms School means we are more effective in promoting support as soon as we can. Early help means providing support as soon as a problem emerges, at any point in a child's life.

Keeping Children Safe in Education (KCSIE 2026) makes clear that all staff should understand their role in identifying children who may benefit from Early Help and know how to access appropriate support. In addition, this statutory document makes it clear that any child may benefit from early help, however, all school staff should be particularly alert to the potential need for early help for a child who:

- Has experienced multiple suspensions, is at risk of being permanently excluded from schools, colleges and in alternative provision or a pupil referral unit;
- Has a parent or carer in custody, or is affected by parental offending;
- Is bereaved;
- Is missing education, or persistently absent from school, or not in receipt of full time education;
- Is disabled and has specific additional needs;
- is viewing problematic and/or inappropriate online content (for example, linked to violence), or developing inappropriate relationships online;
- Has special educational needs (whether or not they have a statutory education, health care plan);
- Is a young carer;
- Is showing signs of being drawn in to anti-social or criminal behaviour, including gang involvement and association with organised crime groups;
- Is misusing drugs or alcohol themselves;
- Is at risk of modern slavery, trafficking or sexual and/or criminal exploitation;
- Is in a family circumstance present challenges for the child; such as substance abuse, adult mental health problems or domestic abuse;
- Has returned home to their family from care;
- Is showing early signs of abuse, neglect and/or exploitation;
- Is at risk of being radicalised or exploited;
- Is a privately fostered child;
- Is suffering from mental ill health;
- May be experiencing emotional wellbeing difficulties or anxiety.
- Has experienced family breakdown or significant parental conflict.
- May be affected by online harms, including harmful online influences, exploitation, coercion or inappropriate use of AI-enabled technologies.

We endeavour to create a school ethos that promotes trust between all adults and children, so that all children know who they are able to talk to if they have any concerns or worries. We strive to ensure concerns, no matter how small, are listened to and supported effectively.

Within The Elms School we provide the following early help support for all children

What we can offer	What this support targets	Useful information
Early Help TAF Assessment Support	A Team Around the Family (TAF) meeting is a way of working out what extra support may best help your family needs, and to work out who needs to put the support in place	Call the school office or speak to Mr.Card to discuss: Tel. 01684 540344
School Pastoral Support	Our Deputy Head Wellbeing is Mr.Card, who is also the Designated Safeguarding Lead. He works closely with the SENDCo in supporting pupils and families across all levels of need.	Mr.Card can be contacted at lee.card@elmsschool.co.uk
STEER Tracking	It's not always easy for us to know which students need our help as they don't or can't always tell us, even though we ask. Sometimes we only know something is wrong when we see a change in their behaviour or a dip in their learning; we think that's too late. We want to know which students need our help, as early as possible, even if their needs are hidden or masked, and what we can do to help. STEER Tracking will enable us to give the right student, the right support, at the right time. We will be asking all students to complete the short, simple and safe STEER online assessment up to three times each academic year. The assessment tracks how each student is steering or making choices in four areas important for healthy adolescent development... Self Disclosure: I can choose when to share my thoughts and feelings, or keep them private Trust of Self: I can choose to trust or question what I think or do Trust of Others: I can choose to trust or question what others think or do Seeking Change: I can choose to change things or keep them as they are Some students need a little extra help to make the right choice at the right time; they can get a bit stuck. This can have an impact on their academic progress, friendships, wellbeing, and mental health. Knowing who these students are, early enough, means we can give targeted signposts to help them steer their choices better.	See STEER's FAQs document for parents and carers here: STEER FAQs from Parents or Carers Enquiring about STEER Tracking.pdf Mr.Card heads up our STEER offer and is happy to discuss with you.

Mental Health First Aid 	The School recognises that early intervention for emotional wellbeing and mental health concerns can reduce the likelihood of needs escalating and improve outcomes for children and young people. The school has key staff members who have completed the Mental Health First Aid training programme. They are trained to spot signs and symptoms of common mental health issues, provide non-judgmental support and reassurance, and guide the young person or adult to seek the professional support they may need to help them recover.	Speak to your child's class teacher if you feel your child would benefit from additional pastoral support. Staying Safe http://stayingsafe.net/ SANE 0845 767 800 Email: sanemail@org.uk www.sane.org.uk Samaritans 116 123 (24 hour helpline) www.samaritans.org.uk Rethink Mental Illness 0300 5000 927 www.rethink.org Mental Health Foundation www.mentalhealth.org.uk MIND 0300 123 3393 or text 86463 www.mind.org.uk Anxiety UK 08444 775 774 www.anxietyuk.org.uk
Universal source of help for all families in Worcestershire	As our school sits on the border of two counties we would signpost you to the Worcestershire and Herefordshire Family Hubs. These provide access to a range of services for children, young people and families from pregnancy through adolescence, including support with wellbeing, parenting, relationships and SEND.	Access here: Worcestershire: Virtual Family Hub Worcestershire County Council Herefordshire: Early help at Family Hubs and Children's Centres in Herefordshire - Herefordshire Council
Bullying (including cyberbullying)/ Child death/suicide/prevention	Any bullying concerns should be reported to school immediately and will be managed in accordance with the School's Counter-Bullying Policy and Safeguarding Procedures. Cyberbullying is using the internet, email, online games or any digital technology to threaten, tease, upset or humiliate someone else. If the police consider a message or post to be potentially criminal, they will take appropriate action. Useful links: Bullying UK Childline KidScape: Resources Hub Help With Bullying Advice Coram Kidscape	Speak to your child's class teacher if you are worried your child is a victim of bullying.

Hollie Guard-A personal safety APP	https://hollieguard.com/ Children & Teens • Hollie Guard keeps your entire family safe. • Keep an eye on your children while they're traveling to and from school with Journey. • Teens can get help quickly while out with friends. • Parents, guardians, and caregivers are automatically contacted by both SMS and email.	
Hate Crime	A hate crime is a criminal offence motivated by hostility or prejudice based on race, religion, disability, sexual orientation, transgender identity or other protected characteristics.	Hate Crime: West Mercia Police: Email: contactus@westmercia.police.uk Emergency number: 999 Non-Emergency number: 101 report online to True Vision https://educateagainsthate.com/parents/ Call in at your local police station
Children with disabilities team (CWD)	The Children with Disabilities (CWD) Social Work Team provide services designed to meet the needs of children and young people who have complex disabilities. An assessment will be offered where the child has a condition which is substantial, long lasting or permanent, is a physical and/or learning disability or a life limiting, life threatening condition. These may include: • severe learning disabilities • severe physical disabilities • severe developmental delay in motor and or cognitive functioning • profound multiple disabilities • severe sensory impairment (registered blind and/or profoundly deaf) • complex and severe health problems that arise from the disability, that are life threatening, degenerative illness or organic disorder resulting in severe disability • a diagnosis of Autistic Spectrum Condition with an associated learning disability and where the condition severely affects day to day functioning	Please arrange a meeting with Miss Hannah Welsh (SENCO) if you would like more information.
Gender Identity	The School recognises that children and families may seek support regarding gender identity, gender questioning, gender distress or related matters. Information and support should always be considered alongside safeguarding, wellbeing and parental involvement where appropriate.	
Private Fostering Kinship Care	Private fostering National Fostering Agency (NFA) Kinship Care Kinship care means that relatives or friends look after children who cannot live with their parents.	Call on: 0808 284 9226 Visit this website for more information:

		Private fostering Worcestershire County Council
Attendance & Children Missing in Education (CME)	The School recognises that attendance difficulties can arise from a variety of underlying causes including health needs, SEND, anxiety, family circumstances and safeguarding concerns. The Education Engagement Team The team support any child or young person who is deemed to be a Child Missing Education (CME), who is not registered on a school roll or receiving a suitable education otherwise. In line with the Department for Education's (DfE) "Working together to improve School Attendance" guidance, parents and carers are encouraged to work in partnership with schools to support regular school attendance. Schools are expected to work with parents as partners where any barriers preventing regular attendance are identified, in order to best support each individual pupil to be able to attend as regularly as they can.	This is the link for Education Engagement Team for parents Worcestershire website: https://www.worcestershire.gov.uk/worcestershire-education-and-early-years-services/inclusion-educational-settings/attendance-and-cme/information-parents-and-carers
Children with family members in prison	Children affected by parental imprisonment may benefit from additional pastoral support and early intervention. Approximately 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.	NICCO (www.nicco.org.uk) provides information to support professionals working with offenders and their children to help mitigate the negative consequences for these children.
Separated Parents or Parents involved in Family Law proceedings	Cafcass has launched on behalf of the Ministry of Justice, a new course and set of resources for parents to help them think about how to prioritise their children's needs while they are separating. Planning Together for Children combines e-learning, group work and online support for parents involved in private law family court proceedings. It replaces the Separated Parents Information Programme (SPIP). Around 24,000 parents are referred to a SPIP course every year and their feedback has been used to develop this new set of resources.	The page for parents is here: Parent, carer or family member Cafcass

Stalking	General Advice: • If it doesn't feel right it probably isn't! • Seek support from trusted family/friends • Report to the police and do this early • Keep a diary in a secure location • Screenshot emails etc and save them	Get advice: Hollie Gazzard Trust National Stalking Helpline. The helpline will operate a triage service for local support and make referrals -Phone: 0808 802 0300
	• Photograph/video your stalker if safely possible.	Website: www.stalkinghelpline.org Email: advice@stalkinghelpline.org Paladin: National Stalking Advocacy Service For advice and referral. Phone line: 020 3866 4107 Email: info@paladinservice.co.uk Website: www.paladinservice.co.uk/ Hollie Gazzard Trust https://holliegazzard.org/
NSPCC	School has a long-standing relationship with the NSPCC charity. We host them in school to provide assemblies and workshops and use their resources on their 'Speak Out, Stay Safe' programme, helping children to keep safe.	https://www.nspcc.org.uk/ Helpline: 0808 800 5000
Curriculum PSHE Programme	Our school delivers a comprehensive Relationships, Sex and Health Education (RSHE) curriculum. These further support the children's understanding of how to keep themselves safe. It also broadens their understanding of strategies to develop their resilience, as well as their awareness of their mental health and approaches to keep this aspect of their lives healthy.	Please speak to the schools RSHE Lead, Mr Card, if you would like to know more.
Links with external agencies	The Elms maintains a close working relationship with a range of outside agencies, who we can call on to provide support when needed: • Early Help Support • Speech and Language Therapy • Physical Disabilities Team • Children's Services • Educational Psychology • Behaviour Support Team • Complex Communication Needs Team (CCN Team) • School Nurse • Hearing Impairment Team • CAHMS • Visual Impairment Team	Talk to Mrs Angela Menne-Hume (SENDCo) for more information

Safeguarding -Our Early Help Offer

The Elms believes safeguarding is everyone's responsibility. All adults in school receive regular statutory update training.

The Designated Safeguarding Lead is Mr Lee Card

The Deputy Designated Safeguarding Leads are Miss Rosie Ashton and Mrs. Widad Alami-Blatcher

All staff have received specialist training in the following areas:

Worcestershire Safeguarding Partnership	Website: WSCP - Worcestershire Safeguarding Boards Important information for parents and professionals across Worcestershire in relation to keeping children safe and avenues of support including early help options. Everyone should know how to access this website which has all of the agreed Worcestershire safeguarding and child protection processes on it.
Prevent	All staff have completed PREVENT online training; certificates are filed in the safeguarding central file. This is also part of the induction process for all new staff.
Family Help and Early Intervention	Where needs are identified that do not meet statutory safeguarding thresholds, the School may work with families and relevant agencies to coordinate a package of Family Help support designed to prevent concerns escalating.
Child Sexual Exploitation	All staff have been trained through the whole school safeguarding training delivered annually, and are able to identify early indicators of potential cases of child sexual exploitation.
Female Genital Mutilation	All staff have received training on FGM. Teachers know how to identify if a child may be at risk. They are aware of the countries and places within this country where children may be taken to for this to happen.
Online safety 	Online safety education includes social media awareness, online relationships, misinformation, online exploitation, AI-generated content, gaming risks and digital resilience. Each year group are taught online safety lessons throughout the year, linking directly with areas of computing they are working on. We have run presentations led by the NSPCC to support both children and parents to develop a greater awareness of the dangers they face online each day, as well as strategies to keep themselves safe.
The Front Door to Children's Services	If a member of staff, parent/carer or member of the public thinks a child or young person is at immediate risk of significant harm they should contact MASH on (01432) 260800 or Worcestershire Family Front Door (FFD) – 01905 822 666 or in an emergency always call 999. Do not wait to discuss this with the DSL/DDSL but do report it afterwards.
Universal source of help for all families in Worcestershire	Worcestershire 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.
Criminal Exploitation, County Lines and Drug Networks	DDN's are drug dealing gangs who target vulnerable people in order to set up drugs distribution networks. These criminals are using extreme violence to establish a presence, displacing an existing drug supply chain and intimidating rivals, witnesses and victims, this has resulted in local murders. DDN's exploit vulnerable teenagers to become drug runners for their network. Early intervention and intelligence are key to safeguard and protect the vulnerable.

Child Criminal Exploitation (County Lines)	Here is some guidance for frontline professionals on dealing with county lines, part of the government's approach to ending gang violence and exploitation: County lines: criminal exploitation of children and vulnerable adults - GOV.UK (www.gov.uk) Children who are trafficked, exploited or coerced into committing crimes are victims in need of safeguarding and support. Though perceptions are altering these young people are still often criminalised and perceived as having 'made a choice' to take part in illegal activity. Child exploitation Catch22
Child Sexual Exploitation (CSE)	West Midlands Safeguarding Children Procedures has a page dedicated to Child Sexual Exploitation. It provides information about child sexual exploitation, the roles and responsibilities of relevant agencies and the procedures practitioners should follow to ensure the safety and well-being of children and young people whom it is suspected have been sexually exploited or are at risk of sexual exploitation. Documents • Appropriate Language: Child Sexual and/or Criminal Exploitation Guidance For Professionals (CSE Police and Prevention website) • Child Sexual Exploitation: Definition and a guide for practitioners (GOV.UK website) Useful Websites • Barnardo's spot the signs: Advice for parents, professionals and young people on the signs of sexual exploitation and how to keep safe • Department for Education (Gov.uk) National Action Plan for Tackling Child Sexual Exploitation • Parents Against Child Sexual Exploitation pace is the leading national charity working with parents and carers whose children are sexually exploited • NSPCC definitions, statistics, facts and resources about CSE. • NWG Network: Fighting against CSE and working to inform, educate and prevent child sexual abuse within the UK. • Spotting The Signs of Child Sexual Exploitation: a 15 minute YouTube clip from Health Education England
Domestic Abuse	Here is a very helpful website for what do to in many different difficult situations: https://www.worcestershire.gov.uk/council-services/adult-social-care/safeguarding-and-concerns-about-adult/domestic-abuse-support West Mercia Women's Aid: 0800 980 3331 0800 783 1359 helpline@westmerciawomensaid.org Further reading • Controlling or Coercive Behaviour in an Intimate or Family Relationship Statutory Guidance Framework (GOV.UK website) • Domestic Abuse - A toolkit for employers (Wellbeing.BIT website) • Groups for parents - information and guidance • Multi-agency Statutory Guidance for the Conduct of Domestic Homicide Reviews (GOV.UK website) • Current Worcestershire domestic abuse support information and guidance. • Worcestershire Multi-agency domestic abuse training – Learning Outcomes (click to download)

Faith abuse	The School recognises that spiritual abuse, faith-based abuse and coercive practices may require safeguarding intervention. Faith and belief-based child abuse, including practices around 'spirit possession' and 'witchcraft', is a hidden crime, which makes it difficult to quantify in terms of magnitude. However, from our own experience and in consultation with communities, we know this kind of abuse is under-reported.
Honour-Based Abuse (HBA)	Honour' based abuse (HBA) occurs when perpetrators believe a relative or other individual has shamed or damaged a family's or community's 'honour' or reputation (known in some communities as izzat), and that the only way to redeem the damaged 'honour' is to punish and/or kill the individual. The 'Honour Network Help line': 0800 5 999 247

Agencies and Charities

Citizen's Advice Bureau School.	Signposts parents and families to CAB for advice and support on a range of different issues which could be affecting their lives. For example: housing, debt and money management, cancer and palliative care support	The Hopmarket The Foregate Worcester WR1 1DL call us free on 0808 278 7891 Worcester Citizens Advice – Worcester Citizens Advice
Worcester Food Bank	Vouchers can be obtained for emergency food, as well as staff providing advice and support on a range of different matters. School can give out vouchers for the long school holidays.	7 Lowesmoor Wharf Lowesmoor Worcester WR1 2RS Tel. 01905 780400 Email: info@worcester.foodbank.org.uk https://worcester.foodbank.org.uk/
Homestart	Home-Start is a local community network of trained volunteers and expert support helping families with young children through their challenging times.	Tel. 0116 464 5490 Email: info@home-start.org.uk https://www.home-start.org.uk
Worcester Community Trust	A charity managing six community centres in Worcester, running a range of projects to help families and children.	Tel. 01905 453 453 https://www.worcestercommunitytrust.org.uk
Footsteps	The School recognises bereavement as a significant vulnerability factor and pupils may receive additional pastoral support following the death of a family member, friend or significant person. A local charity providing support for bereaved children, young people and their families in Worcestershire following the death of a parent, sibling or other significant person in their life. They support bereaved children and	Tel. 0845 467 6065 http://talktofootsteps.co.uk/

	young people, and help them manage their grief.	
Winston's Wish	The School recognises bereavement as a significant vulnerability factor and pupils may receive additional pastoral support following the death of a family member, friend or significant person. A national charity providing support for bereaved children and their families.	Freephone National Helpline: 08088 020 021 Email: info@winstonswish.org https://www.winstonswish.org/
Hollie Guard	A smartphone app that provides enhanced levels of protection. A simple shake or tap can activate Hollie Guard, automatically sending your location and audio/video evidence to your designated contacts.	https://hollieguard.com/

The School reviews its Family Help Offer annually to ensure that support pathways, safeguarding contacts and signposted services remain accurate, accessible and effective.

Date: September 2026

Produced by: Mr Lee Card – Deputy Wellbeing & DSL

Next update: September 2027