



## Offer Of Family Help

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| <b>Policy:</b>              | Offer of Family Help         |
| <b>Last reviewed:</b>       | September 2026               |
| <b>Date of next review:</b> | September 2028               |
| <b>Reviewed by:</b>         | Executive Deputy Headteacher |

## Introduction

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As a Church of England Schools, we identify Christian values that underpin the work of the whole of our community. These values inform our school's vision, aims and ethos, the design of our curriculum, all policies, planning and the school's management and governance. The values that relate particularly to this Policy are Respect, Perseverance and Truthfulness.

At Heartwood Federation, all children receive Universal Services however, some children, from time to time, will need extra support in order to be healthy, safe and to achieve their potential. This is when an offer of Family Help is accessed.

## What is Family Help?

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The purpose of family help is to prevent issues, and problems becoming serious and harmful to the child, young person, family and community. When children and families need this extra support, they need it quickly. Provision of family help support can be at all stages of a child's life; pre-birth, during pregnancy, childhood or adolescence.

***Family help is about children, young people and families getting the right help at the right time, before issues get worse.***

## Family Help in Gloucestershire

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We want all of our children and young people, including those with Special Educational Needs and Disabilities (SEND), to achieve the best possible outcomes and receive the support they need when they need it most. In Gloucestershire, built on the SEND pathway and the Common Assessment Framework (CAF), there is one integrated, holistic Graduated Pathway of Family Help and Support. This pathway enables us as practitioners to work with children, young people and their families ensuring they receive the right support when they need it most.

In Gloucestershire, families are best supported by those who are already working with them, with additional support from local partners arranged as needed. Children and families are entitled to family help if and when they need it. It may also be provided through an increase in the levels of universal services, or services provided or commissioned in localities.

When children and families need additional support, a coordinated multi-disciplinary approach led by a Lead Practitioner is usually best. At Heartwood Federation this is usually led by the Inclusion Lead. Families First teams, who are made up of representatives of services, can also offer advice, guidance and support to lead practitioners in support of the family.

In Gloucestershire, elements of the Common Assessment Framework and SEND Graduated Pathway have been combined to create one, holistic pathway of family help and support that meets the needs of all children and their families with additional needs.

## Family Help offer at the Heartwood Federation

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We believe that early interventions for children or families, in many cases, will prevent children from experiencing harm.

We offer a number of early preventative measures. In particular, we have a strong Inclusive ethos and are able to work with children or families who are struggling with a range of difficulties or sign-post them towards other appropriate agencies or organisations.



We have a pastoral TAs to support children's personal, social and emotional development. Sometimes expert and professional organisations are best placed to provide up-to-date guidance, support and intervention on specific safeguarding issues if and when they arise. Our Inclusion Lead will refer to appropriate agencies when help is required to support children, young people or families or to prevent harm.

All staff must be aware of the Offer of Family Help. At all times staff should consider if there is any offer of Family Help that we can make in order to help a child thrive. The Gloucestershire Safeguarding Children Board (GSCP) 'continuum of need' windscreen is an important diagram to keep in mind for all children. It can be found at: <https://www.gloucestershire.gov.uk/education-and-learning/graduated-pathway-practice-guidance/practitioners/graduated-pathway-flowcharts-and-levels-of-intervention/gscp-levels-of-intervention/>

Our aim at the Heartwood Federation is to help pupils and families as early as possible when issues arise in order to offer the right help at the right time, to stop any issues getting worse. Family Help is an approach, not necessarily an action. It includes prevention education as well as intervention where necessary or appropriate. In some cases, immediate urgent action might be necessary if a child or young person is at risk of immediate harm.

***Our Offer of Family Help is outlined in the table below:***

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| <b>Children's Helpdesk</b>                                                                                            | 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 inform the Designated Safeguarding Lead (DSL) or Deputy DSL immediately. The DSL or DDSL should then inform the Children's Helpdesk – Front Door on: 01452 42 65 65 or in an emergency always call 999. Alternatively, in an emergency situation, you may contact the Children's Helpdesk/ Emergency Department yourself however, you should then inform a DSL/DDSL thereafter.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>GSCP (Gloucestershire Safeguarding Children's Board) website.</b>                                                  | <a href="#">Gloucestershire Safeguarding Children Partnership (GSCP)</a> - Provides important information for parents and professionals across Gloucestershire in relation to keeping children safe and avenues of support including family help options. Everyone should know how to access this website which has all of the agreed Gloucestershire safeguarding and child protection processes on it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Universal source of help for all families in Gloucestershire: Gloucestershire Family Information Service (FIS)</b> | <p>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.</p> <p>Contact the FIS by emailing: <a href="mailto:familyinfo@gloucestershire.gov.uk">familyinfo@gloucestershire.gov.uk</a> or telephone: (01452) 427362.</p> <p><b><i>FIS also have a website which has a wealth of information to support many issues such as childcare and support for children with disabilities.</i></b><br/> <a href="https://www.gloucestershire.gov.uk/health-and-social-care/children-young-people-and-families/family-information-service-fis/">https://www.gloucestershire.gov.uk/health-and-social-care/children-young-people-and-families/family-information-service-fis/</a> For information for Children and Young People with Special Education Needs and Disabilities (SEND) go to the SEN and Disability Local Offer website: <a href="#">Glosfamilies Directory</a></p> |

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|                                                       | <a href="#"><u><i>/ Support for Families with SEND - Gloucestershire's Local Offer for Parent &amp; Carers</i></u></a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Universal support for all pupils and families.</b> | <p>Staff are available should parents have a concern about anything at all. Staff may not have the answer but will try to find out the answer or sign-post parents/other professionals in the right direction. Parents can either talk directly with the staff or telephone the Head Teacher or Inclusion Lead- All eligible pupils complete the on-line survey which is monitored and concerns are acted upon immediately. Identified/ vulnerable children also complete other forms of assessment to monitor their Social, Emotional and Mental Health. Appropriate provision is made for these pupils to support them effectively. Provision is evaluated for impact, and the progress made by the pupil, on an ongoing basis.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Family Hubs<br/>Virtual Family Hubs</b>            | <p><b>The Family Hub Offer</b></p> <p>Gloucestershire County Council is investing £35million as part of the first phase of its plans to introduce the family hub model to Gloucestershire.</p> <p>Its network of 17 Children and Family Centres in communities across Gloucestershire will play a key role in the development of the family hub model, offering a wide range of family support services, or signposting to other services as needed.</p> <p><b>Information and advice</b></p> <p>Help to find useful information and find local services , Adult education and employment support Adult learning courses, help and support with job applications and career development</p> <p><b>Family help and specialist family support</b></p> <p>Helping families deal with problems early before they become bigger issues , Specialist advice Help with housing, cost of living challenges, support with school applications, or grants to support children, young people and families</p> <p><b>Best start in life</b></p> <p>Give your child the best start in life, offering help and support to new parent/carers, opportunity to connect with community midwifery teams, and health visiting teams, some sites offer child development checks, breastfeeding support, support for young parents, fathers and more , Healthy lifestyles Cookery workshops, healthy eating and weight management</p> <p><b>Baby hubs</b></p> <p>Support from health visitors and midwives , Group activities Parenting advice and support groups</p> <p><b>Play and learning groups</b></p> <p>Activities to support children's everyday learning , Short breaks Information, advice and support for families with SEND</p> |

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|                                       | <p><b>Support for families with additional needs</b></p> <p>Help with personal, social and emotional development, alongside communication and language support , Birth Registration Service Available in some centres, to make it easier for families in rural areas</p> <p><b>Early years education and learning</b></p> <p>Drop-ins, stay and play, information about nurseries, and early education sessions for 2, 3 and 4 year olds , Community space Working in partnership with local community organisations to develop services with input from parents, carers and young people such as community cafes, holiday activities and more.</p> <p><b>Mental health and wellbeing</b></p> <p>Mental health services and community groups</p> <p>Website Link to the Family Hubs: <a href="#">Gloucestershire's Family Hubs   Gloucestershire County Council</a></p> <p><a href="#">Home</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p><b>PSHCE / SMSC curriculum</b></p> | <p>The curriculum across the Heartwood Federation provides PSHE (Personal Social Health Education), SRE (Sex and Relationships Education) and SMSC (Spiritual Moral Social and Cultural) Education. This is covered through our PSHE Curriculum and use of Inclusive approaches across the school. This comprehensive curriculum covers many aspects of keeping young people safe, healthy, resilient and aware of the world around them so that they can make informed decisions. Where pupils have specific issues that need discussing or addressing, we will make their wellbeing curriculum bespoke to them. Other specific topics helping pupils stay safe covered within the curriculum include (age appropriate content): Sex education: Children in Y5 and 6 have formal Sex education – discussing puberty, changes and personal hygiene. (Gloucestershire healthy living and learning team (GHLL) resource). The PINK curriculum is taught throughout school; Gender, identity and tolerance: preventing homophobic and transphobic bullying; preventing bullying of pupils from different types of families (e.g. same sex parents); avoiding anti-gay derogatory language; Gender identity - there isn't such thing as a typical girl or a typical boy. Understanding and acceptance of individuals' differences, including those with different religions. Consent, what consent means and the importance of understanding about consent. Drugs: Alcohol, smoking and illegal drugs. Keeping Safe: E-safety (social media and internet); personal safety (out and about); How to respond to an emergency. Emotional well-being: Where to go for help if you, your friend or family member is struggling with emotional wellbeing/mental health problems? What are the signs someone is struggling? What makes you feel good? How to look after you own emotional well-being; Personal strength and self-esteem; Being happy! Relationships: How to make and maintain friendships; family relationships; different types of families. Healthy Living: Taking responsibility for managing your own health; Importance of sleep; The main components of healthy living (diet, exercise and wellbeing); Focus on breakfast; Managing health and wellbeing when you are unwell (making sure you take your medicine when you should, have the right perspective, doing what you can do within the limitations of your health condition. The Online Pupil Survey is completed every 2 years for pupils in Years 4 and 6</p> |

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| <b>Home-school support</b>                                                                                                                                                                 | All of our Family Help is offered in partnership with parents / carers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>E-safety (Online Safety)</b>                                                                                                                                                            | <p>Online Activity (online devices e.g. phones, tablets, computers) can pose serious risk to children: The use of technology has become a significant component of many safeguarding issues. Child sexual exploitation; 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 all be vigilant: - All parents are given a copy of our E Safety and Acceptable Use Policy -All parents are periodically invited to an E Safety, parental information evening - E-safety is a key part of the ongoing (PSHE) curriculum. - All staff undertake annual e-safety training as part of their statutory Safeguarding Training. The DSL also provides ‘in-house’ training annually, including an eSafety update.</p> <p><b>Useful Websites; PACE (parents against child exploitation) UK is a useful website to engage parents with e-safety issues.</b></p> <p><a href="http://www.paceuk.info/">www.paceuk.info/</a></p> <p><a href="https://www.thinkuknow.co.uk/parents/">https://www.thinkuknow.co.uk/parents/</a> - This is the Child Exploitation and Online Protection (CEOP) Centre. It's a one stop shop for most information about online safety.</p> <p><a href="https://www.thinkuknow.co.uk/teachers">https://www.thinkuknow.co.uk/teachers</a> (excellent resources for teaching)</p> <p><a href="http://educateagainsthate.com/">http://educateagainsthate.com/</a> - This is the government website to help parents and professionals understand the risks of children and young people being radicalised by extremists online and how to keep children safe from this.</p> <p><a href="http://www.internetmatters.org">www.internetmatters.org</a> – A great site for helping parents keep their children safe online.</p> <p><a href="https://ico.org.uk">https://ico.org.uk</a> – Information commissioners’ website. Find out about protecting your personal information online and report concerns.</p> |
| <b>Mental health concerns</b><br><br><i>* Please note that in Gloucestershire CYPs (Children and Young People’s Services) replaced CAMHS (child and adolescent mental health services)</i> | <p><a href="http://www.onyourmindglos.nhs.uk">www.onyourmindglos.nhs.uk</a> – a newly launched website by Gloucestershire as part of the Future in Mind Programme. This website is good for young people, parents and professionals with guidance on where to go for help with mental health issues.</p> <ul style="list-style-type: none"> <li>- Referral to school nurses may be appropriate.</li> <li>-Referral to CYPs Gloucestershire’s mental health services via your own GP.</li> <li>- For children/young people/adults with existing mental health difficulties, concerns should be discussed with the existing medical professionals (consultant psychiatrists).</li> </ul> <p><b>In an emergency call 999 or 111. CYPs Practitioner advice line (for professionals to call) - tel: 01452 894272.</b></p> <p>Let’s Talk Well for children aged 9 years plus <a href="#">Let's Talk Well in Gloucestershire   Free counselling and support for 9-25 year olds</a></p> <p>Let’s Talk Well reaches hundreds of children and young people every year as well as offering support and advice to parents/carers and training for professionals.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

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|                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>What they can offer:</p> <ul style="list-style-type: none"> <li>• Counselling – online, remote (video and phone) and face-to-face for children and young people</li> <li>• School counselling throughout Gloucestershire</li> <li>• chat anonymous helpline for children and young people</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p><b>Bullying (including cyber-bullying)/child death/suicide prevention)</b></p>                                                                                                                                                                                                                                                                                                                                                                    | <p>All Gloucestershire schools, including the Heartwood Federation, are committed to tackling bullying. We want to know immediately if there are any issues with bullying at school so that it can be addressed. School can also offer bespoke lessons on anti-bullying for anyone who has suffered bullying to encourage behaviours that might prevent it happening again in the future (e.g. assertiveness) or to boost self-esteem. We have a series of teaching resources produced by the Gloucestershire Healthy Living and Learning Team (<a href="http://www.ghll.org.uk">www.ghll.org.uk</a>) to support this. In serious cases of bullying, parents should contact the police, particularly if there are threats involved. In an emergency call 999.</p> <p>Other sources of help and advice are: <a href="http://www.bullying.co.uk">Gloucestershire Safeguarding Children Partnership (GSCP)</a> (Gloucestershire Safeguarding Children's Board) <a href="http://www.bullying.co.uk">http://www.bullying.co.uk</a>. Gloucestershire Healthy Living and Learning team provide alerts and resources in relation to supporting young people being bullied. <a href="http://www.ghll.org.uk">www.ghll.org.uk</a>. <a href="http://www.oneyourmindglos.nhs.uk">www.oneyourmindglos.nhs.uk</a> - A Gloucestershire website which also covers bullying as a topic and where to go for help.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p><b>Children or young people with multiple needs (vulnerable) or multiple needs (complex) requiring multi-agency input or assessment.</b></p> <p><i>"Family Help means providing help and support to meet the needs of children and families as soon as problems emerge, preventing concerns from escalating and ensuring that the right support is provided at the earliest opportunity." (Keeping Children Safe in Education, Sept 2026)</i></p> | <p>Within Gloucestershire, the Family Help Partnership (coordinated by Families First Plus) provide multi-agency support for children and families. A phone call to discuss a possible referral is helpful before making written referral. Parents must consent to a referral. School actively refer to Family Help when appropriate. Referrals go to the Family Help Partnership (representation from Education, health, social care etc.) and referring agencies are encouraged to attend. All agencies should view themselves as part of this Family Help Partnership. The referral meeting is a multi-agency discussion to decide the best way forward: Family Help Partnership/Families First Plus:</p> <p>Families can contact Family Help via Gloucestershire Children's Helpdesk</p> <p>Telephone 01452 426565</p> <p>E-mail <a href="mailto:Childrenshelpdesk@gloucestershire.gov.uk">Childrenshelpdesk@gloucestershire.gov.uk</a></p> <p>These teams are made up of the following professionals; Family Help co-ordinators; Community Social Worker and Family Support Workers. They all work together from one base so they can recognise and respond to local needs and act as a central contact point for co-ordinating support for vulnerable children, young people and their families. Support provided includes: Support for school and community based lead professionals working with children and families; Collaboration with social care referrals that do not meet their thresholds, to co-ordinate support within the community; Work in partnership to support children with special educational needs in school; Advice and guidance from a social work perspective on a 'discussion in principle' basis; Signpost children with disabilities and their families to access activities and meet specific needs; Advice and guidance to lead professionals and the provision of high quality parenting and family support services to families.</p> <p>Youth Support Team (YST): The Youth Support Team provide a range of services for vulnerable young people aged between 11 - 19 (and up to 25 for young</p> |

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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>people with special needs), including: - Youth offending - Looked after children - Care leaver's support services (for those aged 16+) - Early intervention and prevention service for 11 - 19 year olds - Support for young people with learning difficulties and/or disabilities - Positive activities for young people with disabilities - Support with housing and homelessness - Help and support to tackle substance misuse problems and other health issues - Support into education, training and employment - Support for teenage parents</p> <p>For General Enquiries: T: 01452 426900 E: <a href="mailto:info.glos@prospects.co.uk">info.glos@prospects.co.uk</a> To make a referral: T: 01452 427923 E: <a href="mailto:fasttrackteam@prospects.co.uk">fasttrackteam@prospects.co.uk</a></p> <p><a href="#">Get Help   Relate</a></p>                                                                                                                                                                                                                                                                          |
| <p><b>Family Help Partnerships</b></p> <p><i>Very often family help partnerships are set in place by the family help hubs/partnerships (Families First Plus).</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p>According to pupil and/or family needs we will seek support from a range of partnerships, agencies or community-based organisations or charities. We may do this directly or via the Family Help Partnership. Examples are:</p> <p>Let's Talk Well counselling service <a href="#">Let's Talk Well in Gloucestershire   Free counselling and support for 9-25 year olds</a></p> <p>Gloucestershire Bundles (charity who provide toiletries, clothing and equipment to pregnant women and families with children up to the age of eleven, who find themselves in crisis situations) <a href="http://www.gloucestershirebundles.org">www.gloucestershirebundles.org</a></p> <p>HALT project (Cheltenham Animal Shelter): <a href="http://gawa.org.uk/halt-project/">http://gawa.org.uk/halt-project/</a> : HALT (Humans and Animals Learning Together) is an animal assisted therapy programme delivered 3 times a year for children and young people who may benefit from this. Other partnerships include Social Care (children and families teams), school nurses, specialist nurses and other medical professionals.</p> |
| <p><b>Drug Concerns</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p><a href="http://www.infobuzz.co.uk">www.infobuzz.co.uk</a> : Info Buzz provides individual targeted support around drugs &amp; emotional health issues, development of personal &amp; social skills, and information &amp; support around substance misuse. Drugs education is covered in the school curriculum.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <p><b>Child Sexual exploitation (CSE)</b></p> <p><i>"CSE is a form of sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology." Child Sexual exploitation DfE February 2017</i></p> | <p>Advice (Feb 2017) from the DfE on CSE and the new definition can be found at <a href="#">Child sexual exploitation: definition and guide for practitioners - GOV.UK (www.gov.uk)</a> Further information about CSE can be found on the Gloucestershire Safeguarding Children's Board (GSCP) website <a href="#">Gloucestershire Safeguarding Children Partnership (GSCP)</a> : CSE screening tool This should be completed if CSE is suspected. CSE can apply to GIRLS and BOYS. CSE Protocol, CSE strategy and links to CSE e-learning and multi-agency CSE training. Clear information about warning signs, the screening tool and Gloucestershire's multi- agency protocol for safeguarding children at risk of CSE are at <a href="#">Gloucestershire Safeguarding Children Partnership (GSCP)</a> Referrals should be made to Gloucestershire Social Care and the Gloucestershire Police.</p> <p>Children's Helpdesk – Front Door on: 01452 42 65 65</p> <p>Further information: PACE UK (Parents Against Child Sexual Exploitation) <a href="http://www.paceuk.info">www.paceuk.info</a></p>                         |

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| <b>Domestic violence</b>                                                                                                                                                                                                                                                                                                                           | <p>The GSCP (Gloucestershire Safeguarding Children's Board) have published a Domestic Abuse pathway for educational settings which is on the GSCP website. If a child or young person is suspected of living at home with a domestically abusive parent or if a young person has domestic abuse in their own relationship then the usual procedures should be followed and a referral made to the children's helpdesk – Front Door (tel: 01452 42 65 65). The response will vary according to the age of the young person so that the appropriate agencies are involved.</p> <p>Gloucestershire Domestic Abuse Support Service (GDASS) <a href="http://www.gdass.org.uk">www.gdass.org.uk</a><br/>MARAC Gloucestershire Constabulary: Multi Agency Risk Assessment Conferences (MARACs) prioritise the safety of victims who have been risk assessed at high or very high risk of harm. The MARAC is an integral part of the Specialist Domestic Violence Court Programme, and information will be shared between the MARAC and the Courts, in high and very high risk cases, as part of the process of risk management.</p> <p>Gloucestershire Unborn Baby Protocol: Research indicates that young babies are particularly vulnerable to abuse but that work carried out in the antenatal period can help minimise harm if there is an early assessment, intervention and support. Working Together (2015) specifically identifies the needs of the Unborn Child. Professionals should read and act upon the unborn baby protocol if there is suspected domestic violence and a pregnancy. The unborn baby protocol can be found at <a href="#">Gloucestershire Safeguarding Children Partnership (GSCP)</a></p> |
| <b>Teenage relationship abuse</b>                                                                                                                                                                                                                                                                                                                  | <p>Please see comment about the Domestic abuse pathway for educational settings above (in domestic violence section). All violence or suspected violence should be reported the police and/or social care as appropriate. GDASS (Gloucestershire Domestic Abuse Support Service) can be referred to for support. Young person's GDASS leaflet. Lead GHLL Teacher for advice and support with curriculum resources (tel: 01452 427208) Holly Gazzard Trust (local charity) <a href="#">Home - Hollie Gazzard Trust</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Fabricated and induced illness (FII) – Perplexing Presentations</b>                                                                                                                                                                                                                                                                             | <p><a href="#">Overview - Fabricated or induced illness - NHS (www.nhs.uk)</a> for information on behaviours and motivation behind FII. Any professionals suspecting FII must involve the Police, Social Services and follow the child protection procedures outlined in this Offer of Family Help.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Faith abuse</b>                                                                                                                                                                                                                                                                                                                                 | <p><a href="#">Child abuse linked to faith or belief: national action plan - GOV.UK (www.gov.uk)</a> for copy of DfE document 'national action plan to tackle child abuse linked to faith or belief. Diocese of Gloucester Head of Safeguarding/faith abuse contact: <a href="mailto:jknight@glosdioc.org.uk">jknight@glosdioc.org.uk</a>. For other faith groups contact (GCC LADO).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Honour based violence (HBV)</b><br><br><i>Honour based Violence is a collection of practices (including forced marriage and Female Genital Mutilation (FGM)) used to control behaviour within families to protect perceived cultural or religious beliefs and honour. It should be noted that Honour Based Violence does not and should not</i> | <p>Female Genital Mutilation (FGM) comprises all procedures involving partial or total removal or the external female genitalia. FGM is illegal in the UK and as of October 2015 mandatory reporting commenced. If education staff or other professionals discovers that an act FGM appears to have been carried out on a girl under 18 years old there is a statutory duty for them PERSONALLY to report it to the police. <a href="https://www.nhs.uk/conditions/female-genital-mutilation-fgm/">https://www.nhs.uk/conditions/female-genital-mutilation-fgm/</a> for NHS information and signs of FGM. Any suspicion of FGM should be referred to the Police and social care.</p> <p>All school staff have received training in FGM. All DSLs across the Federation are aware of issues and DSL shares FGM on annual Safeguarding Update for all</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

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| <p><i>stand alone. It is inexorably linked with domestic abuse and is part of the wider Government strategy to reduce</i></p> <p><i>The police have made it a high priority to help communities fight back to tackle both honour-based violence and hate crime. The 'Honour Network Help line': 0800 5 999 247 is the Gloucestershire Police contact for honour-based violence.</i></p> <p><i>Violence against Women and Girls (VAWG).</i></p> | <p>staff - GHLL resources available to raise awareness with pupils and young people as appropriate.</p> <p><b>FGM Helpline</b></p> <ul style="list-style-type: none"> <li>• email: <a href="mailto:fgmhelp@nspcc.org.uk">fgmhelp@nspcc.org.uk</a>.</li> <li>• telephone: 0800 028 3550</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <p><b>Forced marriage</b></p> <p><i>'A forced marriage is a marriage in which one or both spouses do not (or, in the case of some vulnerable adults, cannot) consent to the marriage and duress is involved. Duress can include physical, psychological, financial, sexual and emotional pressure.'</i></p>                                                                                                                                    | <p>SPOC (Single Point of Contact) for Forced Marriage in Gloucestershire is (Gloucestershire Constabulary, Public Protection Bureau). UK Forced Marriage Unit <a href="mailto:fmu@fco.gov.uk">fmu@fco.gov.uk</a> Telephone: 020 7008 0151 Call 999 (police) in an emergency.</p> <p><a href="http://www.gov.uk/stop-forced-marriage">www.gov.uk/stop-forced-marriage</a> for information on Forced Marriage.</p> <p>Visit Home Office website to undertake Forced Marriage e-learning package <a href="https://www.gov.uk/forced-marriage">https://www.gov.uk/forced-marriage</a></p> <p>Please see 'Multi-Agency Practice Guidelines- Handling cases of Forced Marriage' for more information and detail <a href="#">Multi-agency statutory guidance for dealing with forced marriage and Multi-agency practice guidelines: Handling cases of forced marriage (accessible version) - GOV.UK (www.gov.uk)</a></p> <p>All practitioners must be aware of this, that is they may only have one chance to speak to a potential victim and thus they may only have one chance to save a life. This means that all practitioners working within statutory agencies need to be aware of their responsibilities and obligations when they come across forced marriage cases. If the victim is allowed to walk out of the door without support being offered, that one chance might be wasted.</p> <p>Prevention Freedom Charity- Aneeta Prem 'But it's not fair' book. A book for teenagers looking at forced marriage from the point of view of school friends of the girl who went to India and didn't come back. This book promotes discussion.</p> <p><a href="http://www.freedomcharity.org.uk">www.freedomcharity.org.uk</a> The Freedom Charity (UK charity) have a helpline, text facility and app which can be downloaded to help to provide support and protection for victims of abuse, FGM or forced marriage. They can be contacted on tel: 0845 607 0133 or text 4freedom to 88802 or go to the website to download the app from the app page.</p> |
| <p><b>Gangs and youth violence</b></p>                                                                                                                                                                                                                                                                                                                                                                                                         | <p>Contact the Avenger Task Force (Gloucestershire Police tel: 101). A task force set up to identify potential gang members as vulnerable individuals and potential victims and aims to help them. Prevention: wellbeing curriculum – self-esteem &amp; identity, law &amp; order and considering impact of violence on communities.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p><b>Gender-based violence/violence against women and girls (WAWG)</b></p>                                                                                                                                                                                                                                                                                                                                                                    | <p><a href="#">A call to end violence against women and girls: action plan 2014 - GOV.UK (www.gov.uk)</a> – home office policy document, 'Ending violence against women and girls in the UK' (June 2014). FGM (Female Genital Mutilation) is violence against women and girls. Hope House SARC (Sexual Assault Referral Centre):</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

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|                                                                                                                              | <p><a href="http://www.hopehouse.nhs.uk">www.hopehouse.nhs.uk</a> tel: 0300 421 6500 Gloucestershire Rape and Sexual Abuse Centre: 01452 305421</p> <p>There's a 24-hour answerphone service and they'll respond within 24 hours. Or you can use the confidential and anonymous email support service at <a href="mailto:info@glosrasac.org.uk">info@glosrasac.org.uk</a>. The support workers are all women, who are specially trained to work with survivors of sexual violence. They will work with you at your own pace, explaining your options and your rights – and most importantly of all, they will always listen to you and believe you. GRASAC also have really helpful booklets: a self-help guide, a guide for families or loved ones and a guide if you have learning needs.</p> <p>You can access them on the <a href="http://www.onyourmindglos.nhs.uk">www.onyourmindglos.nhs.uk</a> website or contact GRASAC for a free copy.</p> <p><a href="http://www.onyourmindglos.nhs.uk">www.onyourmindglos.nhs.uk</a> for 'I've been raped or sexually assaulted' information.</p> |
| <b>Mental health (anxiety, depression, bullying, suicidal thoughts, bereavement, gender identity issues, self-harm etc.)</b> | <p>- School nurses or CYPS (Gloucestershire's mental health services) - TICs (Teens in Crisis, Gloucestershire) counselling service. - CYPS (Gloucestershire children's mental health services). Wellbeing curriculum – emotional wellbeing/stress management.</p> <p><a href="http://www.onyourmindglos.nhs.uk">www.onyourmindglos.nhs.uk</a> is the Gloucestershire Website covering all mental health issues and where to go for help and how to support yourself.</p> <p><b>Mental Health APP</b></p> <p>Get instant access to a fun digital therapy app to help your child self manage their worries</p> <p><a href="#">Lumi Nova - Free for families in Gloucestershire — Lumi Nova: Tales of Courage</a></p>                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Gender Identity Issues</b>                                                                                                | <p>The Gender Trust is a listening ear, a caring support and an information centre for anyone with any question or problem concerning their gender identity, or whose loved one is struggling with gender identity issues. People who might be Transgender, Transsexual or people who do not identify with the gender they were assigned at birth or those who are simply unsure- Address: 76 The Ridgeway, Astwood Bank, Worcestershire, B966LX 0845 231 0505</p> <p><a href="http://www.gendertrust.org.uk">www.gendertrust.org.uk</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Private fostering</b>                                                                                                     | <p><a href="#">Private fostering   Fostering (gloucestershire.gov.uk)</a></p> <p>Gloucestershire County council website information on private fostering. Refer to Gloucestershire Children &amp; Families Helpdesk on (01452) 427362. or Gloucestershire Private Fostering Social Worker 01452 425320 A private fostering arrangement is essentially one that is made without the involvement of a local authority. Private fostering is defined in the Children Act 1989 and occurs when a child or young person under the age of 16 (under 18 if disabled) is cared for and provided with accommodation, for 28 days or more, by someone who is not their parent, guardian or a close relative. (Close relatives are defined as; step-parents, siblings, brothers or sisters of parents or grandparents).</p>                                                                                                                                                                                                                                                                               |

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| <p><b>Preventing Radicalisation and Extremism/HATE (PREVENT duty)</b></p> <p><i>HM Government PREVENT duty: As of 1 July 2015 duty in the Counterterrorism and security act 2015 for specified authorities (including all schools) to have due regard to the need to prevent people being drawn in to terrorism. If you see extremist or terrorist content online please report it via: Report online material promoting terrorism or extremism - GOV.UK (www.gov.uk)</i></p> | <p>Gloucestershire Safeguarding Children's Board <a href="#">Gloucestershire Safeguarding Children Partnership (GSCP)</a> There is a new GSCP PREVENT referral pathway - <a href="http://www.educateagainsthate.com">www.educateagainsthate.com</a> is the government website providing information and practical advice for parents, teachers and schools leaders on protecting children from radicalisation and extremism. - Gloucestershire Safeguarding Children's Board have published a PREVENT pathway for professionals to refer to. - Staff are trained in how to spot the signs of radicalisation and extremism and when to refer to the Channel panels. (Online training). - Key contacts, Gloucestershire Constabulary PREVENT officer: tel 101</p> <p>Prevention: Heartwood Federation promotes traditional British values. E-safety is an important aspect of the curriculum to keep pupils safe from radicalisation. Pupils need to understand that radicalisation can be a form of grooming online and understand the notion of propaganda. They need to be taught to be discerning about what they read on the internet as the dangers of speaking to strangers online. Across the Federation we also seeks to equip parents with the knowledge of how to safeguard their children from radicalisation.</p> <p>Let's talk about it is an excellent website for parents <a href="http://www.itai.info/">www.itai.info/</a> as is <a href="http://www.preventtragedies.co.uk">www.preventtragedies.co.uk</a> While it remains very rare for school age children to become involved in extremist activity to the point of committing criminal acts, young people can be exposed to extremist influences or prejudiced views, including via the internet, from an early age. As with other forms of criminality or risk of harm, early intervention is always preferable. Schools, working with other local partners, families and communities, can help support pupils who may be vulnerable as part of wider safeguarding responsibilities.</p> |
| <p><b>Sexting</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>Information about Sexting can be found at <a href="#">Gloucestershire Safeguarding Children Partnership (GSCP)</a></p> <p>Gloucestershire Police have a small sexual exploitation team.</p> <p>Prevention: 'So you got naked online' (sexting information leaflet produced for pupils by south west grid for learning). Pupils informed that sexting is illegal but the police have stated that young people should be treated as victims in the first place and not usually face prosecution. The police's priority is those who profit from sexual images of young people, not the victims.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Trafficking</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Serious crime which must be reported to (Gloucestershire LADO) and the Gloucestershire Police. Trafficking can include a young person being moved across the same street to a different address for the purpose of exploitation. It doesn't have to include people, children or young people being moved great distances.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p><b>Children who run away (missing persons/missing children) Child Missing from Home or Care.</b></p>                                                                                                                                                                                                                                                                                                                                                                       | <p>(Missing persons Coordinator Gloucestershire Police). Tel: 101 (Gloucestershire Police).</p> <p>GSCP Missing Children Protocol <a href="#">Gloucestershire Safeguarding Children Partnership   Gloucestershire Safeguarding Children's Partnership:</a> Gloucestershire's protocol on partnership working when children and young people run away and go missing from home or care.</p> <p>Childline <a href="#">Running away   Childline</a> Help and advice for people who are thinking of or who have run away</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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| <p><b>CME (Children missing education)</b></p> <p><i>A child missing from education is a potential indicator of abuse or neglect. Keeping Children Safe in Education (July 2016) has further information on CME</i></p> | <p>Anyone concerned that a child is missing education (CME) can make a referral to the Education Entitlement and Inclusion team (EEI) at Gloucestershire County Council. Tel: Attendance helpline on 01452 427274</p> <p>Children Missing Education (CME) 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 includes those children who are missing (family whereabouts unknown), and are usually children who are registered on a school roll / alternative provision. This might be a child who is not at their last known address and either: has not taken up an allocated school place as expected, or has 10 or more days of continuous absence from school without explanation, or left school suddenly and the destination is unknown. It is the responsibility of the Education Entitlement and Inclusion team, on behalf of the Local Authority (LA), to: Collate information on all reported cases of CME of statutory school aged children in Gloucestershire maintained schools, academies, free schools, alternative provision academies and Alternative Provision Schools (APS). The EEI Team will also liaise with partner agencies and other LAs and schools across Britain to track pupils who may be missing education and ensure each child missing education is offered full time education within 2 weeks of the date the LA was informed. -CME processes are well established within our setting in line with current LA guidance (Sept 16). Staff are aware of processes and relevant timescales for reporting unexplained absences.</p> |
| <p><b>Missing Children and Adults Strategy (vulnerable children and adults who go missing)</b></p>                                                                                                                      | <p>Every year an estimated 200,000 people go missing in the UK. In some cases, missing adults may have made a choice to leave and 'start their lives over again', but the vast majority of missing people, children and adults, are vulnerable and need protection and support. The strategy has three key objectives which provide the right foundations for any effective local strategy to tackle this issue: Prevention - reducing the number of people who go missing, including through prevention strategies, education work and early intervention in cases where children and adults repeatedly go missing Protection - reducing the harm to those who go missing, including through a tailored, risk-based response and ensuring agencies work together to find and close cases as quickly as possible at a local and national level Provision - providing support and advice to missing persons and families by referring them to agencies promptly and ensuring they understand how and where to access help. The police should be informed if any child or adult goes missing. The Missing Children and Adults strategy can then be referred to for further information and help. It is a home office publication (2011).</p> <p><a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/442207/Missing_Children_and_Adults_strategy.pdf">Missing Children and Adults strategy - GOV.UK (www.gov.uk)</a></p>                                                                                                                                                                                                                                                                                                                |

### ***Other sources of help and information in Gloucestershire :***

Gloucestershire MAPPA (Multi-Agency Public Protection Arrangements) are a set of arrangements to manage the risk posed by the most serious sexual and violent offenders (MAPPA-eligible offenders) under the provisions of sections 325 to 327B of the Criminal Justice Act 2003. They should be contacted without delay if there is any concern is reported about a serious sexual or violent offender. (Chair of MAPPA – detective chief superintendent – Gloucestershire Constabulary – Tel: 101)

**We believe that although, within Gloucestershire, the Family Help Partnership is co-ordinated by Families First Plus, that all organisations working with children and young people should view themselves as part of the Family Help Partnership.**