



Support For Children And Families (2026/2027) Heathfield Knoll School

At Heathfield Knoll School, we recognise the challenges that families face in bringing up children. There may be times when you need extra help and support. If this is the case, please come and talk to us.

Providing early help to our pupils and families at HK School means we can change a child's developmental path and improve outcomes for children, families, and communities — providing support as soon as a problem emerges, at any point in a child's life, from the foundation years through to the teenage years.

Key Personnel

- **Designated Safeguarding Lead (DSL):** Mrs T. Stooksbury
✉ tstooksbury@hkschool.org.uk | ☎ 01562 850204
 - **Deputy DSLs:** Mr L. Collins, Mrs C. Swain, Mrs C. Jaunzems, Mrs E. White
☎ 01562 850204
 - **Local Governor for Safeguarding:** Mr I. Sterling
✉ isterling@hkschool.org.uk
 - **Headteacher:** Mr L. Collins
✉ head@hkschool.org.uk | ☎ 01562 850204
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Pastoral Support

Providing early help is more effective in promoting the welfare of children than reacting later.

HK School pastoral staff meet every week and discuss concerns relating to:

- How the pupil presents
- Behaviour, attendance and punctuality
- Attitudes to learning
- Friendships
- Family issues
- Additional needs
- Any additional support they receive
- General progress
- Other agencies involved with the pupil/family

How We Support Our Pupils

We meet the needs of our children through a variety of ways:

- Small class sizes
 - Wellbeing and counselling are available for pupils, parents, and staff
 - Consistent use of the code of conduct to create a calm and purposeful atmosphere
 - Pupils encouraged to speak to staff or the Head of Wellbeing about concerns
 - Pupils taught in lessons to express their emotions openly, knowing staff take concerns seriously
 - Biannual questionnaires for pupils/staff to assess happiness and safety
 - E-safety assemblies for all pupils
 - NSPCC Pants campaign delivered to Lower School
 - E-safety advice for parents/carers
 - Anti-bullying assemblies and activities
 - Pupil voice is given a significant role in school life
 - Robust PSHE / RSE programme
 - Ongoing staff CPD around mental health
 - Staff recognition of pupils through house points and other rewards
 - House teams participating in motivating events and activities
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Attendance

- Mrs Stooksbury monitors attendance daily.
 - Pupils whose attendance falls below **90%** are offered help and support to address problems.
 - If we are unable to contact parents/carers after **two days**, and there is no information about the pupil's whereabouts, no response at the home address, and neighbours are unaware of their location, Mrs Stooksbury will request that the **police complete a safe and well check on the third day of absence (at the latest)**.
 - On the **third day of absence**, the school will also inform **Social Services (Worcestershire Family Front Door)** to confirm that a police safe and well check has been requested.
 - The school informs the **local authority** of any pupil who has missed **10 or more days without permission**.
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Behaviour

- The school encourages and rewards pupils for hard work and good behaviour.
 - Pupils are rewarded throughout the year and in end-of-term assemblies.
 - The **Behaviour Policy and Pupil Code of Conduct** are followed consistently and monitored rigorously by SLT.
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SENCO

- **Mrs Bond** and her team work with pupils and families with additional needs.
 - The SEND team can also signpost to different agencies depending on individual needs.
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Safeguarding

- All teachers and staff receive safeguarding induction training and regular updates.
- Child protection files are kept securely by the DSL.
- Attendance is monitored in line with *Children Missing Education* guidelines.
- All new staff complete safeguarding inductions.
- **Designated Teacher for Looked After Children:** Mrs E. White.
- **DSL:** Mrs T. Stooksbury, who ensures rigorous systems are in place for pupil safety.

- In line with *Keeping Children Safe in Education 2026*, all staff are aware of their local early help process and understand their role in it.

Early Help

Early Help can support children and families who may be struggling with:

- Routines and family rules
- Healthy eating and lifestyle
- Children caring for a family member
- Reluctance to attend school
- Disability within the family, including young carers
- Special Educational Needs and Disabilities (SEND)
- Risk of antisocial or criminal behaviour
- Children missing from home
- Drug or alcohol misuse by children or parents/carers
- Risk of being tricked, forced, or made to work in the criminal world
- Living with drug/alcohol abuse or adult mental health problems
- Domestic arguments or violence between parents (together or separated)
- Risk of being groomed to join extremist groups
- Being a privately fostered child (living with another family)

Our Ethos

Everyone needs help at some time in their lives, and therefore, an ethos of **early help** is important for any school.

We believe that early interventions for pupils and families will, in many cases, prevent harm. We will refer pupils, young people, or families to the appropriate agencies when help is required to support them.

- All staff are aware of our early help offer.
- At all times, staff consider whether there is any early help support we can provide to help a pupil thrive and support their family.
- We liaise with agencies and local community partners and signpost to national organisations that can support pupils, young people, and families.

Early Help Family Support Service:

The Early Help Family Support Service is delivered by Worcestershire County Council directly to families permanently living in Worcestershire who have children aged 0- 18 years old and need help and support specifically from a Family Support Worker. For more information, please visit: [Worcestershire CC Early Help Family Support Service | Worcestershire County Council](#)

Health (including mental health, emotional wellbeing, and sexual health)

The **Starting Well Partnership** offers a range of health services which support both children and families experiencing a range of health issues.

[Worcestershire Health Visiting Service | Starting Well \(startingwellworcs.nhs.uk\)](#)

If your child is under 5 years old and you need advice on issues such as feeding, behaviour, or toileting, you can contact the **Telephone Advisory Service** on **0300 123 9551** (Monday – Friday 9 am till 3 pm).

A Health Visitor will assist you over the phone with any worries, concerns, or questions you have.



Supporting Families (Early Help 2026/27)

[School Health Nursing | Starting Well \(startingwellworcs.nhs.uk\)](#)

School health nurses offer a range of services such as home visits, health needs assessments, time4u drop-in service, school aged hearing and national child measurement programme to support the needs of children and their families.

[Text service supporting young people | Latest news, updates and opportunities | Starting Well \(startingwellworcs.nhs.uk\)](#)

Chat health is a free and confidential text service for young people in need of advice or support

TO CONFIDENTIALLY CONTACT YOUR SCHOOL NURSE, TEXT: 07507331750

[Social Prescribing :: Onside Advocacy, Worcestershire \(onside-advocacy.org.uk\)](#)

Social Prescribers support you to take control of your health and look after yourself by making connections with the different types of community support available.

[I am worried about my Child's mental health | Herefordshire and Worcestershire Health and Care NHS Trust \(hacw.nhs.uk\)](#)

[Home - Kooth](#)

Kooth is an online mental wellbeing community which offers free, safe, and anonymous support.

[Reach 4 Wellbeing | Herefordshire and Worcestershire Health and Care NHS Trust \(hacw.nhs.uk\)](#)

The Reach4Wellbeing team promotes positive wellbeing to reduce the stigma of mental health by providing short-term group programmes for children and young people aged 5-18 experiencing mild to moderate anxiety and low mood.

[Papyrus UK Suicide Prevention | Prevention of Young Suicide \(papyrus-uk.org\)](#)

Papyrus can offer suicide prevention support, providing free and confidential helplines, advice, webchats, and resources.

[Home | Healthy Minds \(whct.nhs.uk\)](#)

[Winston's Wish - giving hope to grieving children \(winstonswish.org\)](#)

Winston's Wish provide support for children and young people following the death of a sibling, parent, or a person important to a child.

Sexual Health [Sexual health | Sexual health | Worcestershire County Council](#)

[Worcestershire Integrated Sexual Health Service \(WISH\) | Herefordshire and Worcestershire Health and Care NHS Trust \(hacw.nhs.uk\)](#)

WISH offers friendly and non-judgemental specialist services to support with information and advice, contraception, pregnancy, STIs and screening.

Under 21 Saturday Service - Clinic telephone lines are open between 10:00 am – 12:30 pm on Saturdays - Please call: 01905 681673 for further details.

Young People have a telephone consultation and are asked questions about their relationships. Callers will be advised what to do next and directed towards a clinic if necessary.



Supporting Families (Early Help 2026/27)

WISH have a dedicated Outreach nursing service. Referral forms can be found at www.knowyourstuff.nhs.uk. The Outreach team sees young and vulnerable people who couldn't otherwise access sexual health services.

Free STI test kits and contraception: [SH:24 Free Home STI STD Test | Sexual & Reproductive Health \(sh24.org.uk\)](http://SH:24 Free Home STI STD Test | Sexual & Reproductive Health (sh24.org.uk))

Bullying (including Cyberbullying)

If you are concerned that your child or a child you know is being bullied, there are several services and useful links which can help you support your child as a parent. In the first instance if bullying is happening at school, please speak to a member of staff who will be able to help.

The following links will provide you with more information if you or someone you know is being bullied:

[Anti-Bullying \(worcestershire.gov.uk\)](http://Anti-Bullying (worcestershire.gov.uk))
Helping Children Deal with Bullying & Cyberbullying | NSPCC
<https://www.kidscape.org.uk/resources-and-publications/>

Online Safety

If you have concerns around the safety of your child or a child you know online, the following links will provide you with information, support, and advice to help understand the risks and keep your child safe online:

- <https://www.thinkuknow.co.uk/parents/>
- [Online safety | Barnardo's \(barnardos.org.uk\)](http://Online safety | Barnardo's (barnardos.org.uk))
- <http://educateagainsthate.com/>
- www.internetmatters.org
- <https://www.bbc.com/ownit/the-basics/8-tips-for-staying-safe-online>

Sexting is the sending or receiving of sexually explicit images, videos or conversations online.

Sexting and sending nudes | NSPCC
<https://www.thinkuknow.co.uk/parents/articles/Nude-selfies-a-parents-guide/>

Relationships

Supporting Families (Early Help 2026/27)
The following services and links offer information, advice, and intervention on healthy relationships for your family and children:

[Healthy relationships | NSPCC](#)

Challenges at home: [Harmony at Home | Worcestershire County Council](#)
CRUSH is an awareness-raising and support programme to help young people make safe and healthy relationships. [Children and Young People Services | West Mercia Women's Aid \(westmerciawomensaid.org\)](#) [Virtual Family Hub | Worcestershire County Council](#)

Friendships and relationships in teenagers

Making friends and starting new relationships are a big part of getting older. It's very common to fall out with friends or break up relationships, which can be very difficult to deal with. You may also be in a relationship that doesn't feel right and need some guidance on what to do. The websites below contain lots of information about making friends, peer pressure, healthy and unhealthy relationships, sex and much more. There is also information available for parents around how to talk to your child about friendships, sex and relationships.

[Childline - Friends, relationships and sex \(opens in a new window\)](#)

[DCSFtalktoyourchild.pdf \(www.nhs.uk\)](#)

SEND (Special Educational Needs and/or Disabilities)

If you are looking for information or advice, the following links will help you:

[SEND Local Offer | Worcestershire County Council](#) or contact localoffer@worcschildrenfirst.org.uk

SEND Information, Advice, Support Service [SENDIASS Worcestershire and Herefordshire \(hwsendiass.co.uk\)](#)

[Social care support for children with disabilities | Worcestershire County Council](#)



Parenting support



Health and wellbeing



SEND Local Offer



Housing and finances

The Online Family Hub has been developed to provide you with a range of different types of resources that are available to you online, by phone, or face-to-face, and you can access them directly.

The Family Hub can offer you support and information to help navigate the challenges that family life can bring.

[Virtual Family Hub | Worcestershire County Council](#)



Relationships



Early Help Family Support



GET SAFE



Early Help Booklet

Early Help in Worcestershire have created a **booklet** to help families find out about the help and support available in the county for children and young people aged 0-18 years old. The new booklet will help you and your families find the most appropriate support.

To download this booklet, please visit: [Early Help in Worcestershire - Support for Families](#)

Worcestershire Young Carers

Worcestershire Young Carers aim to identify and support children and young people aged 7 to 24 years who have a caring role within the home and help look after a parent, sibling, or grandparent due to illness, disability, physical or mental health difficulties or substance misuse.

[Worcestershire Young Carers/Shropshire Young Carers | YSS](#)

[Young Carers and Young Adult Carers | Worcestershire County Council](#)

Finance, Housing and Employment

If you are facing challenges around employment and income, please contact the local job centre, which can offer support with jobseekers' allowance, incapacity benefit, employment and support allowance and income support:

Local Job Centre Plus - , Worcester Job Centre Plus, Haswell House, Sansome Street, Worcester, WR1 1UZ
Telephone: 0845 6043719

Citizens Advice Bureau [Worcester Citizens Advice – Worcester Citizens Advice Bureau and WHABAC \(Worcester Housing and Benefits Advice Centre\)](#)
citizensadviceworcester.org.uk

For information on what financial and housing support is available in Worcestershire, please visit:

Parenting Support

The Starting Well Partnership offer a range of parenting support, information, groups, and courses. For information on the groups available, please visit: [Parenting groups | Starting Well \(startingwellworcs.nhs.uk\)](#)

Parenting Talk is an online hub offering information, advice, and a free confidential online chat with a parenting advisor.

[Parent Talk - Support for Parents from Action For Children](#)

Homestart can work with you to provide one-to-one support in the family home each week. This service provides support tailored to your needs and can help you, as parents, learn to cope and build confidence to provide the best you can for your children.

[Home-Start | South Worcestershire \(home-startsw.org.uk\)](#)

Family Information Service

Do you need advice and support around finding childcare? The following link will provide you with guidance: [Childcare | Worcestershire County Council](#)

Substance Misuse

[Swanswell - Cranstoun](#)

Here 4 Youth is a support service for children and young people up to the age of 18 who may be struggling with their use of drugs and/or alcohol. [Here4YOUTH](#)

[Worcestershire - Cranstoun](#)

Do you have a family member in prison?

Do you have a family member in prison, which is having an impact on your child? Support is available to work with both the person in prison and your family.

[NICCO](#)



Supporting Families (Early Help 2026/27)

Families First provides support and guidance in a safe space, to enable the whole family to cope with the demands of having a partner and parent in prison:

[About Us](#) | [YSS](#)

Get Safe

If you are worried your child is at risk of being tricked, forced, or made to work in the criminal world, please speak to a member of staff and visit [Get Safe](#) for help and information:

[What is Get Safe? | Worcestershire County Council](#)

If you are experiencing any of these challenges or issues affecting family life, please contact a member of staff who will be happy to provide you with further advice and support.