

## Family Support

Here at Grangefield School, we understand just how complicated family life can be. From time to time there may be situations where you need extra help and support.

If things aren't right at home, please come and talk to us. We have what we call an offer of early help. There are many ways in which we can support. Listed below is our school offer;

- Taking the time to listen to children's concerns. We have a Children and Family Support Worker, Mrs Lack, who is available to chat to pupils when they feel they have a problem they would like to share. Mrs Lack will feedback to parents if appropriate (sometimes it will be very minor, or about something that has been dealt with in school) after a session just to make sure they are kept fully in the loop.
- Taking the time to listen to families. Sometimes, you might need to share information or have a difficult situation you need to make us aware of. We will listen. You can arrange to speak to Mrs Lack, Mrs Lewis, Mrs Kydd, Mrs Phoenix or your child's class teacher.
- All our staff have appropriate Safeguarding training, in addition the Senior Leadership Team have had specific training for specific issues. Please see our Safeguarding Policy for more details.
- We have an effective PSHCE curriculum which supports children and develops key skills not only for school but for life. This takes place in each class and also through our Owl groups.
- We have a school nurse linked to Grangefield. You can speak directly with the school nurse team (**0300 421 8225**) or we can refer you as a school.
- There are community social workers who we can contact to try to find the right kind of support for you.
- There are a number of support agencies out there who we can access support from or signpost you to if you are experiencing difficulties at home.

There are also agencies which you can contact independently should you wish to do so, who might be able to help and provide the support for your family.

Below you will find contact details for agencies within Gloucestershire.

### Family Information Service

The Family Information Service offers a wide range of information to support families, children and young people from 0 - 19 years of age (25 for young people with additional needs). This includes information on finding and choosing childcare, such as local day nurseries, playgroups, child-minders, children's centres, out of school clubs and holiday play schemes.

They can also provide information on family support, tax credits, benefits, funding and much, much more.

Go to their website at [www.gloucestershire.gov.uk/fis](http://www.gloucestershire.gov.uk/fis)

or email [familyinfo@gloucestershire.gov.uk](mailto:familyinfo@gloucestershire.gov.uk)

or telephone **0800 542 02 02 / 01452 427362**

## School Nurse Team

The School team can help you with a variety of issues and from time to time they run drop in sessions.

## CCP (Cheltenham County Projects)

CCP is based in Cheltenham and aims to support individuals and families in a variety of ways. The details below have been taken from their website. Their contact details are;

**01242 228 999** or visit **Cheltenham 1st Stop, 301-305 High Street, Cheltenham, GL50 3HW**

### ***Their Purpose:***

CCP exists to improve the lives of children, young people, families and vulnerable adults who have multiple and complex needs. Their priority is to those who have been excluded or have excluded themselves from mainstream services.

They work in partnership with the person and other agencies to create a sustainable and portable package of care and support networks, which enable them to realise their aspirations and reach their full potential in life.

### ***Their Mission:***

- Promote and support healthy living
- Help maintain a safe and stable home environment
- Encourage and support learning and achievement
- Promote respect and positive social behaviour
- Encourage personal economic sustainability
- Provide both crisis and preventative services

For **Cheltenham Advice & Inclusion Service**, call **01242 694530**

## Domestic Abuse

If you, or someone you know, is affected by domestic abuse there are a number of things you can do. You can:

**Call the police** (**999** in an emergency or **101** for a non-emergency situation).

**Contact GDASS** on **0845 602 9035** for practical local support.

- GDASS can help you and your children stay safe in your own home.
- GDASS can help you access specialist legal advice.
- GDASS can help you with other agencies (e.g. Benefits and Housing).
- If you cannot stay at home, GDASS can help you find a Place of Safety.
- GDASS can help you and your children move on.

**Contact a help line:**

**National Domestic Violence Helpline (0808 2000 247).**

**National Centre for Domestic Abuse (0844 8044 999).**

**Men's Advice Line (0808 801 0327).**

**CARP: 0845 602 9035** (providing advice for victims of domestic violence)

### **E – Safety**

Technology is constantly changing. How can we keep our children safe whilst still enjoying the benefits of the internet? Please take a look at our e-safety information on our website.

The links below also give parents helpful advice on this subject.

**<http://www.childnet.com/resources>**

**<http://www.thinkuknow.co.uk>**

### **Further Information**

Further sources of support can be found by looking at Appendices 2 of our Safeguarding Policy.