

Longlands Early Help Offer

Helping children and families early, before difficulties become harder to manage

LONGLANDS PRIMARY SCHOOL AND NURSERY

What early help is

Early help is support provided as soon as a difficulty emerges. It may be short-term advice from school, coordinated support from several services, or targeted family help. Asking for help is a positive step.

When early help may be useful

- Attendance or punctuality is becoming difficult
- A child is experiencing emotional, behavioural or relationship difficulties
- A family is affected by bereavement, separation, housing, financial or employment pressures
- There are concerns about health, SEND, caring responsibilities or access to services
- Online experiences or community factors are affecting a child
- Several needs are interacting and a coordinated plan would help

What Longlands can offer

- A listening conversation with a class teacher, safeguarding lead, SENDCo or Family, Inclusion and Safeguarding Lead
- Practical advice, signposting and help to access local services
- Pastoral support for children, including planned individual or small-group work where appropriate
- Support with attendance, routines, transitions, behaviour and emotional wellbeing
- SEND advice and coordination with relevant professionals
- A family meeting and coordinated plan when more than one service is involved
- Regular review with the child and family to check whether support is helping

How support works

1. Talk

A parent, carer, child or professional shares a concern or asks for help.

2. Understand

We listen to the child and family, recognise strengths, clarify needs and consider safety.

3. Agree

We agree proportionate support, who will do what and how progress will be reviewed.

4. Coordinate

Where needed, school works with Shropshire family help, health, SEND and community services.

5. Review

We review progress with the family, adapt support, step down when needs reduce or escalate when risk increases.

Consent, information sharing and safeguarding

We aim to work openly and respectfully with families and normally seek consent for early help. Information is shared lawfully, proportionately and only with those who need it. If a child may be at risk, school may share information and make a referral without consent. The child's safety and best interests come first.

How to ask for help

Contact Longlands

Speak to your child's class teacher, telephone 01630 652312, or email admin@lon.mmat.co.uk and ask for Marie Highfield, Family, Inclusion and Safeguarding Lead, or another safeguarding lead.

Useful Shropshire services

- [Family Help Services](#)
- [Family Hubs](#)
- [Shropshire Together Community and Family Directory](#)
- [Family Help Together framework](#)

Urgent safeguarding concern

Call Shropshire First Point of Contact on 0345 678 9021. Outside office hours call 0345 678 9040, option 1. If a child is in immediate danger call 999.