

Longlands Family Support Offer

A clear guide to support available through school and local services

LONGLANDS PRIMARY SCHOOL AND NURSERY

Our approach

Longlands works in partnership with families. We will listen without judgement, focus on strengths, explain choices clearly and help families connect with the right support. We cannot promise confidentiality where a child may be at risk.

Support available through school

Area	What school may offer	First contact
Learning and SEND	Discussion with the class teacher; SENDCo advice; reasonable adjustments; review of provision; liaison with relevant specialists.	Class teacher or Natasha Lloyd
Attendance and punctuality	Early conversation; identification of barriers; an agreed support plan; regular review; liaison with other services where needed.	Class teacher, office or Marie Highfield
Emotional wellbeing and relationships	Pastoral check-ins; planned support; safe adults; signposting to appropriate services.	Class teacher or safeguarding team
Family pressures	Listening support; practical advice; signposting; family meeting; coordinated early help where appropriate.	Marie Highfield
Behaviour and routines	Joint home-school planning; consistent strategies; review of possible unmet need; targeted support.	Class teacher, Steven Cross or safeguarding team
Online safety	Advice on reporting concerns, controls and age-appropriate use; safeguarding response to harmful online incidents.	Safeguarding team
Transitions and significant change	Planned communication and support for starting school, moving year group, changing setting, bereavement or family change.	Class teacher or relevant leader

How we work with families

- We involve children and families in understanding strengths, needs and desired changes.

- We agree clear actions, responsibilities and review points.
- We coordinate with relevant services when needs cross more than one area.
- We share information lawfully and proportionately.
- We act without delay where a child may be at risk.
- We review support and adapt, step down or escalate according to need and risk.

Accessing wider support

Shropshire family hubs provide open-access spaces where families can talk with early help staff and connect with health, education, voluntary and community services. The Shropshire Together directory lists local family, SEND, health and wellbeing services.

- [Find Shropshire family help services](#)
- [Find a family hub](#)
- [Search the community and family directory](#)

Contact us

Longlands Primary School and Nursery

Telephone 01630 652312 or email admin@lon.mmat.co.uk. Ask for your child's class teacher, Marie Highfield, Natasha Lloyd or another safeguarding lead.

Safeguarding

Urgent concern about a child: 0345 678 9021. Out of hours: 0345 678 9040, option 1. Immediate danger: 999.