Pate's Grammar School

Family Help

"Family Help is about working with you and the people who matter to your family to understand what is going well, what is difficult and put support in place to help things improve, so that your children are safe and well.

When a family's situation significantly impacts their children's health, wellbeing or safety, Family Help services step in to work with you to get things back on track.."

GCC Family Help, November 2026.

We recognise that at times young people face challenges which may affect their wellbeing. There may be times when a family, school or other practitioners supporting them need extra help and support to ensure that children can thrive, both personally and academically. This is particularly true where children are more vulnerable, for example children who:

- Have a disability or long-term illness
- Have a Special Educational Need or have an Education and Healthcare Plan
- Are young carers for family members
- Are in care or have previously been in care
- Have a mental health concern, such as self-harm or suicidal ideation
- Have witnessed or are victims of domestic abuse
- Are showing signs of abuse or neglect

Signposting

These services are available for families to access any time to gain additional support:

- **Gloucester County Council Family Help**
- **Swindon Borough Council Children's Services**
- **Bristol City Council Help for Families**
- Gloucestershire Domestic Abuse Support Services
- **Talk Well**
- **Samaritans**

Family Help at Pate's

Level 1 Universal Support

The child and/or family's needs can be met through a single agency such as GPs, Health Visitors, School pastoral support systems. A single agency, like a school, will be able to meet the needs of a child through their own internal systems. At Pate's, this could be:

- School mentoring/support
- Talk Well Counselling
- School Nurse
- SEND Co-ordinator
- Risk Assessments and safety plans in school as necessary

Level 2 Earliest Help

Sometimes a child, young person or family needs some extra help. The Earliest Support Pathway is Gloucestershire's way of helping families and professionals work together when needs begin to emerge.

The aim is to offer the right support at the right time, before difficulties become harder to manage. Support should build on your family's strengths, relationships, routines and community connections.

It is not a single service. The pathway is a way of bringing help together. Support might involve a school or early years setting, health services, a family hub, a community organisation or another service already known to your family.

Level 3 & 4 Family Help

Family Help is Gloucestershire's approach to helping children, young people and families receive the right support at the right time. The health, welfare, social or educational development is being impaired unless there is additional provision from external services.

Help can be offered families who want support with things like:

- Parenting and family relationships
- Children's behaviour, particularly those at risk of educational exclusion
- Emotional wellbeing and mental health needs
- Special educational needs and disabilities (SEND)
- Housing and financial worries
- Domestic abuse
- Substance misuse

Consent

We encourage children to share their concerns with any member of staff. All staff at Pate's know that safeguarding is everyone's responsibility and staff are trained in taking disclosures, effective reporting and KCSiE 2026.

The Pastoral Team will work with a child to understand the challenges that they face. Usually this involves open and honest conversations with the whole family to ensure that we are working together to ensure the wellbeing and safety of the child. Wherever possible, we will seek consent from families to access external support. However, there may be instances where consent is not required, for example:

- If gaining consent puts the child at increased risk of significant harm
- If there are allegations of sexual abuse
- If there are significant concerns that the parents or carers are causing significant harm.