# Hanley Castle High School

## Support for Families (Early Help)

### Who can help in school?

| Name | Role |
|---|---|
| **Sarah Anderson-Kirby** | **Deputy Head Teacher and Designated Safeguarding Lead (DSL)**<br>**Email**: AndersonKirbyS@hanleycastlehs.org.uk<br>**Tel:** 01684 593241 |
| **Sam Cook** | **Assistant Head Teacher - Sixth Form Studies & Deputy DSL**<br>**Email:** CookS@hanleycastlehs.org.uk<br>**Tel:** 01684 593241 |
| **Jan Mason** | **Assistant Head Teacher – Behaviour & Culture & Deputy DSL**<br>**Email:** MasonJ@hanleycastlehs.org.uk<br>**Tel:** 01684 593241 |
| **Paul Smith** | **Head of Year 10 & Deputy DSL**<br>**Email:** SmithP@hanleycastlehs.org.uk<br>**Tel:** 01684 593241 |
| **Ella Smith** | **Head of Year 7 & Deputy DSL**<br>**Email:** PowellDE@hanleycastlehs.org.uk<br>**Tel:** 01684 593241 |
| **Joanne Rawlings** | **Safeguarding, Attendance & Wellbeing Manager & Deputy DSL**<br>**Email:** RawlingsJ@hanleycastlehs.org.uk<br>**Tel:** 01684 593241 |
| **Adam Price-Morgan** | **Designated Teacher for Children in Care**<br>**Email: PriceMorganA@hanleycastlehs.org.uk**<br>**Tel:** 01684 593241 |
| **Kate Taylor & Beulah Pope** | **Nominated Safeguarding Academy Standards Committee Members**<br>**Email:** TaylorK@hanleycastlehs.org.uk<br>Beulahpope@gmail.com |
| **Mark Stow** | **Headteacher**<br>**Email: Office@hanleycastlehs.org.uk**<br>**Tel:** 01684 593241 |
| **Gideon White** | **Chair of Academy Standards Committee**<br>**Email:** WhiteG@hanleycastlehs.org.uk |

| First Point of Contact | Head of Year | Pastoral Leader |
|---|---|---|
| **Year 7** | Ella Smith | Saoirse Butler |
| **Year 8** | Alan Scott-Walker | Graham Jones |
| **Year 9** | Nick Razzell | Anthony Rooney |
| **Year 10** | Paul Smith | Anthony Rooney |
| **Year 11** | Matt Scanlan | Graham Jones |

## Other contacts:

| Role / Organisation | Name / Contact |
|---|---|
| **Safeguarding in Education Advisor, Worcestershire County Council** | Denise Hannibal |
| **Local Authority Designated Officer (LADO)** | **Tel:** 01905 846221 |
| **Family Front Door, Worcestershire County Council** | **Tel:** 01905 822666 (core working hours)<br>01905 768020 (out of hours / weekends) |

At Hanley Castle High School and Sixth Form Centre we recognise the challenges that families face in bringing up children. We recognise the challenges that young people face and that sometimes help is needed to get through difficult times. As long as you tell us when things are getting tougher, there are many ways in which we can help.

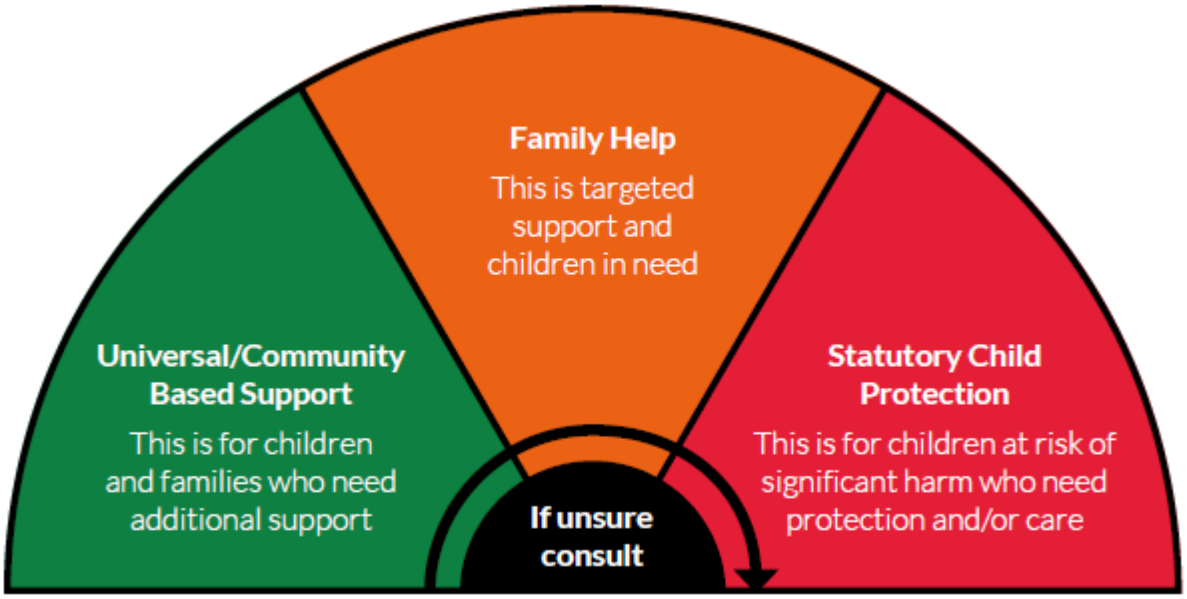
Our **Supporting Families First** offer involves providing support and intervention as soon as a problem or difficulty arises at any point in a child's life. The aim is to stop the problem getting any worse by providing in school support for the child and their family as well as by signposting support to outside agencies who can offer help and guidance.

The diagram below shows the range of needs and support a family may require dependent upon their individual circumstances.

**Green: Universal / Community Based Support (previously Level 2)** – this is for children and families who need additional support.

**Amber: Family Help (previously Level 3)** – this is targeted support and children in need.

**Red: Statutory Child Protection (previously Level 4)** – this is for children at risk of significant harm, who need protection and/or care.




Providing support to our pupils and families at Hanley Castle High School and Sixth Form Centre means we are more effective in promoting support as soon as we can. Our family support offer means providing support as soon as a problem emerges, at any point in a child's life, from the foundation years through to teenage years.

## Pastoral Team

The Pastoral team meet regularly to discuss any concerns regarding relationships, attendance, behaviour, family or home issues, outside agency support, attitudes to learning and general progress. The Head of Year teams will follow up concerns daily and seek support from both in-school and outside agencies. This allows us to identify any pupils and families who would benefit from support.

All staff are trained to recognise safeguarding concerns and are well practiced at listening to students concerns and signposting help and support. The students tutor, who sees them twice daily is often the person a student chooses to talk to when they have a worry, although we encourage students to approach whichever adult they feel most comfortable with.

Our school is well regarded for the support we can offer and our close links with agencies that can support and guide families.

Below are some useful links to websites to support families with immediate issues as they arise.

| Issue | Description | Resources |
|---|---|---|
| **E-Safety** | Online activity can be a serious risk to children; the use of technology has become a significant component of many safeguarding issues. With the right support and education technology can also bring many benefits but we must all remain vigilant to its potential for harm. | www.internetmatters.org<br><br>https://paceuk.info/<br><br>www.thinkuknow.co.uk |
| **Mental Health** | Mental health is an area that all parents are concerned about. Useful websites/ self-help guides are as follows: | www.anxietyuk.org.uk<br><br>www.mind.org.uk<br><br>https://stayingsafe.net/ |
| **Bullying** | If your child is experiencing behaviour from others that is causing them upset or harm it is imperative that they come to the Pastoral office to report this issue. If they feel worried about doing this, we encourage you to ring in with your concerns. The information you provide can be dealt with sensitively and carefully with the aim of bringing about improved wellbeing for all concerned. | https://www.childline.org.uk/info-advice/bullying-abuse-safety/types-bullying/online-bullying/<br><br>https://www.bullying.co.uk/cyberbullying/ |

| | | |
|---|---|---|
| **Domestic Abuse** | This is a helpful website for information and support for families dealing with domestic abuse. | https://www.worcestershire.gov.uk/council-services/adult-social-care/safeguarding-and-concerns-about-adult/domestic-abuse-support/worcestershire-domestic-abuse-support-service-dass |
| ***Child Sexual Exploitation*** | All staff at Hanley Castle High School and Sixth Form Centre have been trained to identify early cases of child sexual exploitation. At school we use the CSE Screening tool if we have concerns. | |
| ***Female Genital Mutilation*** | All staff have received training on FGM. Teachers know how to identify if a child may be at risk. They know the signs to look for and most importantly how to refer, following the schools' safeguarding procedures. | |

At Hanley Castle High School and Sixth Form Centre we meet the needs of our children through a variety of ways:

**Hanley Castle High School**

*Supporting Families First*

## In School Support

- Pastoral / Head of Year Support
- Attendance Support
- Time out Space
- Homework Club
- **Mental Health First Aid**
- Group Interventions
- Aspire
- Break & Lunch Club
- School Counsellor
- School Nurse
- PSD Curriculum
- Tutors
- Attendance & Safeguarding & Officer
- Wellbeing Group
- Assemblies
- Surviving the exams workshops

## Out of School Support

- CAMHS
- CAMHS WEST
- Targeted Family Support
- Outside Agencies
- Mental Health First Aid
- Website Signposting
- Police Community Support Officers
- Sexual Health Services
- Newbridge
- YMCA
- Family Help with HUET

## Where else can I go for information?

A great starting point is the **Worcestershire County Council Virtual Family Hub**. This website contains a whole range of information including:

- Local family hubs
- Youth clubs
- Back to school
- Best start (for expectant parents)
- Bullying, harassment, stalking and hate crime
- Childcare
- Child safety
- Domestic abuse: Children and young people
- Get Safe- child exploitation
- Harmony at home- reducing parental conflict
- Health
- Holiday activities and food (HAF) programme
- Housing, finances and debt
- Identity and sexuality
- Inclusion in Educational settings
- Keeping your child safe online
- Learning services Worcestershire
- Mental health and emotional wellbeing
- Neurodivergence zone
- Parent carer support and assessments
- Relationship support
- SEND local offer
- Support, course and workshops for parents, carers and grandparents
- Young Carers

In addition, for more detailed information about **domestic abuse** and services available to you please see: https://www.worcestershire.gov.uk/council-services/adult-social-care/safeguarding-and-concerns-about-adult/domestic-abuse-support

Supporting Families First Offer last updated October 2026.