



Clarendon Federation Early Help Offer

Clarendon Infant School and Clarendon Junior School

Always A Little Further

September 2026

What early help means

Early help is support for children and families as soon as a difficulty begins to emerge. It is an approach rather than a single service. It brings families, school and relevant partners together so that concerns can be understood early and practical support can be agreed before difficulties grow.

The offer is available to all Clarendon families. Support may be universal, such as advice available to everyone, or more focused where a child or family needs additional help. Work is undertaken with parents and carers wherever possible, while the child's safety and welfare remain paramount.

Our commitment

- We listen early and take concerns seriously.
- Children and families are involved in decisions about support.
- We aim to provide one clear route into help and reduce the need for families to repeat their story.
- We offer a safe, neutral place where children can talk to a trusted adult.
- We review support with families and involve other services when their expertise is needed.
- Safeguarding concerns are acted on in line with the Federation safeguarding and child protection policy.

How to ask for help

Parents and carers can speak to their child's class teacher, the school office, the pastoral team, SENCo or a safeguarding lead. Children may speak to any trusted adult in school. A member of staff will listen, agree the next step and explain what information may need to be shared.

School	Telephone	Email
Clarendon Infant School	01980 843 381	admin@clarendon-inf.wilts.sch.uk
Clarendon Junior School	01980 607 007	admin@clarendon-jun.wilts.sch.uk

Who can help in school

Team	Clarendon Infant School	Clarendon Junior School
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Team	Clarendon Infant School	Clarendon Junior School
Pastoral team	Mrs Kay, Pastoral Support and DDSL Mrs W Riordan, DDSL and SENCo	Mrs V Allen, Pastoral Lead and DDSL Miss L Newman, Pastoral Support and drawing and talking practitioner
Safeguarding	Mrs E Brown, DSL Mrs W Riordan, DSL Miss C Hayday, DDSL Mrs Lorraine Cannon DSL Mrs Lauren Day DDSL Mrs Katrina Kay DDSL	Mrs E Brown, DSL Mrs R Westall, DSL Miss C Hayday, DDSL Mrs Lorraine Cannon DSL Mrs Vicky Allen DDSL

Staff roles can change. Please check the Federation safeguarding page or contact the relevant school office for the current safeguarding team.

Clarendon Federation's offer

Area of support	Clarendon Federation's offer
Listening to children	Staff provide opportunities for children to express their views through everyday conversations, pastoral work, school councils and wider pupil voice. Concerns are recorded and followed up where appropriate. Worry Boxes and Can We Talk? Teddies are situated in every class, and children are taught how to use them.
Pastoral support	The Federation provides individual and small-group support for emotional wellbeing, relationships and barriers to learning. Provision includes pastoral support, ELSA-informed work, Drawing and Talking Club sessions, designated physical activity, gardening, and cooking. These are matched to the child and reviewed.
Support for parents and carers	The pastoral team can offer a listening ear, practical strategies, help with school-home relationships and signposting to community or specialist services. Infant families may use the published Parent Support Form or contact wellbeing@clarendon-inf.wilts.sch.uk .
Service children and mobility	The Federation has a Service Pupil Champion who supports children with experiences associated with military family life, including mobility, separation and transition. Staff across the Federation recognise the needs of both service and non-service families.
SEND and inclusion	Class teachers and SENCos work with families to identify needs, plan support and seek specialist advice when appropriate. The Federation also has Resource Base provision. Families can contact the relevant SENCo through the school office. Safeguarding Core Boards are used to support non-verbal children and children with speech and language difficulties.
Attendance and transitions	Staff work with families where attendance, punctuality or transitions may be affecting a child. Support may include planning, regular check-ins and liaison with relevant services.
Curriculum and prevention	PSHE, relationships and health education, online safety and wider curriculum teaching help pupils build emotional literacy, healthy relationships, resilience, personal safety and the confidence to seek help.
Area of support	Clarendon Federation's offer
Safeguarding	Designated Safeguarding Leads and deputies respond to concerns, seek advice and make referrals in line with current statutory and Wiltshire procedures. All adults working in school receive safeguarding guidance and training appropriate to their role.

Area of support	Clarendon Federation's offer
Domestic abuse	Through Operation Encompass, the Federation may receive information from Wiltshire Police following a domestic abuse incident so that discreet, timely support can be offered in school.
Exploitation and harmful practices	Staff remain alert to child exploitation, sexual abuse, female genital mutilation, forced marriage and other forms of harm. Concerns are reported immediately through safeguarding procedures.
Prevent duty	The Federation has due regard to preventing children from being drawn into terrorism. Staff follow safeguarding procedures where there are concerns about radicalisation or extremism.
Online safety	Online safety is taught through the curriculum and reinforced through school systems, policies and advice to families. Concerns about harmful content, contact or behaviour are handled as safeguarding matters where necessary.
Mental health and wellbeing	Pastoral staff provide early emotional support and reflective space. Where needs are complex, persistent or beyond school expertise, staff work with parents and carers to seek advice or referral to health and specialist services.
Bullying and relationships	The Federation addresses bullying and cyberbullying through its behaviour, safeguarding and curriculum work. Pastoral intervention may support friendship, self-esteem, social skills and conflict resolution.
Private fostering	If a child under 16, or under 18 if disabled, lives for 28 days or more with someone who is not a parent, guardian or close relative, this may be a private fostering arrangement. The school will help families contact Wiltshire Council so the arrangement can be assessed and supported.

Working with other services

With family agreement, school may coordinate support with education, health, family support or voluntary services. When a child's safety may be at risk, information can be shared without consent where this is necessary and lawful. In an emergency, call 999.

Useful Wiltshire and national contacts

Service	What it offers	Contact
Wiltshire Family Hubs	Support for families and young people from birth to 19, or up to 25 for young people with SEND.	wiltshire.gov.uk Search Family Hubs
Wiltshire children services MASH	Advice or reporting where there is concern about a child: 0300 456 0108. Out of hours: 0300 456 0100.	wiltshire.gov.uk Search Contact children services
Wiltshire children and young people mental health service	Families and young people can seek mental health support on 0300 247 0090, option 4.	wiltshire.gov.uk Search children mental health
Childline	Free, confidential support for children and young people: 0800 1111.	www.childline.org.uk
NSPCC Helpline	Advice for adults worried about a child: 0808 800 5000.	nspcc.org.uk/helpline
CEOP Safety Centre	Report online sexual abuse or concerns about online grooming.	ceop.police.uk/Safety-Centre
Family Lives	Parenting and family support information and helpline.	www.familylives.org.uk

Safeguarding information

The Federation safeguarding page and current safeguarding policy contain the full safeguarding team and procedures: clarendonfederation.co.uk/safeguarding

Review

This offer should be read alongside the Federation safeguarding and child protection, SEND, attendance, behaviour and online safety information. Names, services and contact details should be checked at each annual review and whenever staffing or local arrangements change.

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