

Early Help and Family Support Information

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Applies to	OMG Education Independent School
School type	Independent special school
Location	Tower Hamlets
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Headteacher / DSL	Victoria Early <i>V Early</i>	Date: 16/06/2026
Approved on behalf of the Governing Body by the Chair of Governors:	Gary Macey <i>G Macey</i>	Date: 16/06/2026

Purpose

This document explains how OMG Education Independent School identifies and responds to early help needs and how pupils, families and staff can access family support at the earliest possible stage.

Early Help

Early help means providing support as soon as a problem emerges, at any point in a child's life. Early help aims to prevent needs from escalating and to improve outcomes for children, young people and families through timely, proportionate and coordinated support.

At OMG Education Independent School, early help should be considered whenever a pupil or family appears to need additional support, even where the child is not believed to be at risk of significant harm. Early help may be appropriate where there are emerging concerns about attendance, behaviour, emotional wellbeing, parenting capacity, housing instability, financial hardship, health needs, family relationships or other factors affecting the child's welfare, development or engagement in education.

School response

Staff must share any concern that may indicate a need for early help with the Designated Safeguarding Lead (DSL) or a deputy DSL without delay. The DSL will consider the concern, discuss it with the family where appropriate, and decide whether advice, signposting, in-school support, multi-agency working or a referral for additional support is needed.

The school recognises that early support is often most effective when concerns are addressed in partnership with families and other professionals, with a clear understanding of strengths, needs, actions and review points. Where concerns persist, escalate or indicate that a child may be suffering or likely to suffer significant

harm, the school will move immediately to child protection procedures and referral to Tower Hamlets MAST and, where necessary, the police.

Tower Hamlets support

In Tower Hamlets, the Early Help Hub provides a single point of access for children, young people, families and professionals seeking advice, guidance and coordinated support. Tower Hamlets Early Help and Children and Families Service provides support to children, young people and their families at the earliest point when challenges begin to emerge.

Families may also be signposted to Family Hubs, the Family Information Service, health services, youth services, voluntary organisations and other local community-based support where this is the most appropriate route. The Family Information Service offers free information and advice for children, young people and families, including families of children with SEND.

Access and referral

The school may seek support through Tower Hamlets services where a child or family would benefit from coordinated help. The safeguarding policy identifies Tower Hamlets MAST as the key referral route and states that a MAST request for support form must be completed to make a referral.

Key local access points include:

- Early Help Hub / Early Help advice and support through Tower Hamlets services.
- MAST request for support form for children and families who need support from Tower Hamlets Council and partners.
- Family Information Service: 020 7364 6495 / fis@towerhamlets.gov.uk.

Important safeguard

Early help does not replace child protection action where risk has reached statutory safeguarding thresholds. If at any stage there is reason to believe that a child is suffering, or is likely to suffer, significant harm, staff must follow the school's safeguarding and child protection procedures immediately.