



Wednesfield Academy

PUPIL SERVICES



Who are we?

At Wednesfield Academy, the Pupil Services Team is dedicated to supporting our pupils and ensuring they feel safe and ready to learn. We aim to build pupils confidence and resilience through emotional, behavioural, pastoral and professional support.

Pupils are brought to pupil services via a referral process. Each pupil is triaged individually, then matched with the most appropriate support. Pupils complete entry and exit surveys to help measure progress and shape next steps.

Signs Your Child May Need Support

Recognising early signs can prevent bigger struggles later. You might notice:

- Disengagement from activities they usually enjoy.
- Withdrawal from family, friends or social activities.
- Increased reliance on devices or screens as a coping mechanism.
- Mood swings, low mood, anxiety or withdrawal.
- School avoidance or frequent illness.
- Anger, defiance, sleep or eating changes.
- Friendship issues, self-harm or risky behaviour.

How we support students

If issues persist after you've tried support strategies at home, the Pupil Services Team can:



- Offer 1:1 mentoring, counselling, and pastoral support.
- Teach practical coping techniques and emotional regulation strategies.
- Support with friendships, confidence and self esteem.
- Facilitate restorative conversations and reflective work.
- Liaise with and refer to external services (e.g. Reflexions, ESP (Early Support Plan)).



We monitor progress and staff feedback to decide next steps. We always keeping pupil wellbeing at the heart of what we do.

What can you do at home?

Supporting your child begins at home. Here are practical ways to build a nurturing and consistent environment before formal school intervention is needed:

1

Everyday Strategies:

- Talk and listen without judgment.
- Reassure and validate their feelings.
- Keep routines consistent (sleep, meals, downtime).
- Set healthy boundaries and praise effort.
- Limit screen time and promote outdoor/social time.

2

You Might Need Extra Support If:

- Your child is refusing school, isolating, or acting out.
- They are facing peer pressure, friendship issues, or bullying.
- You are struggling to manage behaviour, routines, or anxiety.
- You are navigating family changes or conflict.
- You feel stuck or unsure how to support them.



Meet our team

Mrs Bingham - Deputy Headteacher & Designated Safeguarding Lead (Behaviour & Pupil Services Lead)

Miss Beazley - Deputy Headteacher and DDSL

Ms Hanson - Assistant Headteacher (Attendance & Transition)

Mrs Worrall - Safeguarding manager and DDSL

Miss Chandler - SENDCO

Miss Malhi - School Counsellor:



Offers counselling, which includes complex needs, trauma and grief.

Miss Patel - Mental Health Support Worker:

Provides 1:1 support with social, emotional and mental health.



Mrs Koumi - L.I.F.E. Group Leader:



Leads group work developing life skills teamwork and aspirations.

Miss Hannon - Success Centre Manager:

Runs workshops on behaviour and emotional regulation.



ADDITIONAL SUPPORT SERVICES

Bereavement Support

- Winston's Wish - www.winstonswish.org
- Cruse Bereavement Support - www.cruse.org.uk | ? 0808 808 1677

Mental Health & Emotional Wellbeing

- CAMHS Wolverhampton - 01902 444021
- Kooth - www.kooth.com
- Shout - text crisis service - text SHOUT to 85258
- The Samaritans - 116 123
- Wolverhampton Healthy Minds - ☎ 0800 923 0222

Parenting & Youth Support

- Base 25 - 01902 572040 | www.base25.org
- Family Lives - helpline - 0808 800 2222
- Early Help - Family support 01902 550477

Family, Housing & Domestic Abuse

- The Haven Refuge Wolverhampton - 08000 194 400
- Housing Options Wolverhampton - 01902 556789
- Strengthening Families Hub - 01902 556455

Financial Support & Essentials

- The Well Food Bank - 01902 256523
- Elias Mattu Foundation - Community support and essentials - 01902 689020
- Citizens Advice Wolverhampton - 0808 278 7919

Additional Help

- SEND: Wolverhampton SENDIASS - 01902 556945
- Young Carers: - 01902 553409
- LGBTQ+: Mermaids UK - 0808 801 0400
- Stonewall www.stonewall.org.uk
- NHS 111 - Urgent mental health support
- Rethink - 0808 802 2288 or text 07860065168



Contact us

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