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# EARLY HELP SUPPORT FOR FAMILIES 2023/2024

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Hartlebury Church of England (Voluntary Controlled) Primary School



# Hartlebury Church of England (Voluntary Controlled) Primary School

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**Hartlebury Church of England (Voluntary Controlled) Primary School**

**Early Help Support for Families**

**Aims of this Policy**

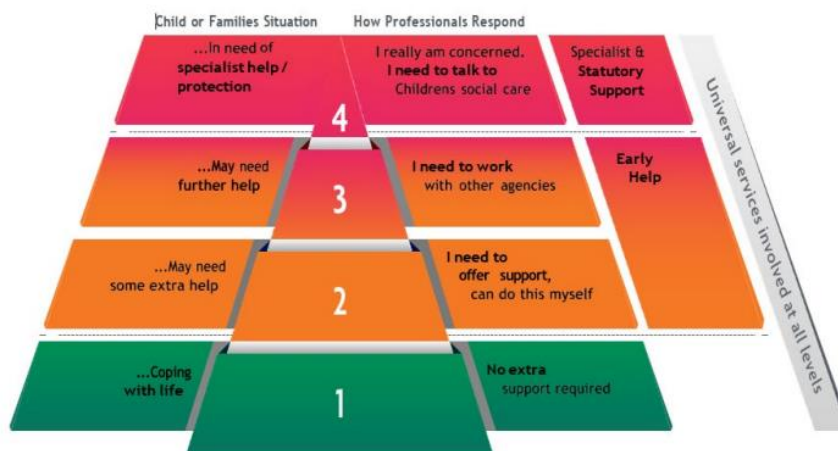
Hartlebury Church of England (Voluntary Controlled) Primary School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Early Help means providing support as soon as a problem emerges, at any point in a child’s life, beginning with the Early Years Foundation Stage. We endeavour to create a school ethos that promotes trust between all adults and children; so that all children know who they are able to talk to if they have any concerns or worries.

Providing Early Help to our children and families at Hartlebury Church of England (Voluntary Controlled) Primary School, means that we are more effective in promoting support as soon as we can. We believe that safeguarding is EVERYONE’S responsibility.

**Introduction**

At Hartlebury Church of England (Voluntary Controlled) Primary School we recognise the challenges that families face in bringing up children. There may be times when you need extra help and support. If this is the case please come and talk to us. There are many ways in which we can help as outlined in this offer of early help. We can also help to plan specific support for families in the forms of Early Help Assessment where we can work together to set and achieve outcomes.

The diagram below shows the range of needs at different levels. We use this graduated approach to make sure we provide the best support for different families’ individual situations.



Providing early help to our children and families here at Hartlebury Church of England (Voluntary Controlled) Primary School, means we are more effective in promoting support as soon as we can. Early help means providing support as soon as a problem emerges, at any point in a child’s life, from the early year’s foundation stage through to the teenage years.

## **Key Personnel**

**Safeguarding representatives for  
Hartlebury Church of England (Voluntary Controlled) Primary School are:**

### **Designated Safeguarding Leads (DSL)**

**Head of School:** Sophie Bartlett

Email: [sbartlett@har.saet.co.uk](mailto:sbartlett@har.saet.co.uk) Telephone: 01299 250312

### **Deputy Designated Safeguarding Lead (DDSL)**

**Executive Headteacher:** Caroline Unitt

Email: [cunitt@saet.co.uk](mailto:cunitt@saet.co.uk) Telephone: 01299 250312

### **Nominated Safeguarding Governor**

**Chair of Governors:** Carolyn Gumbley

Email: [chair@har.saet.co.uk](mailto:chair@har.saet.co.uk) Telephone: 01299 250312

### **The Special Educational Needs Coordinator (SENDCo)**

**Head of School:** Sophie Bartlett

Email: [sbartlett@har.saet.co.uk](mailto:sbartlett@har.saet.co.uk) Telephone: 01299 250312

### **The Designated Mental Health Lead (DMHL)**

**Head of School:** Sophie Bartlett

Email: [sbartlett@har.saet.co.uk](mailto:sbartlett@har.saet.co.uk) Telephone: 01299 250312

## **What is Early Help**

Early Help is a pathway to supporting you and your child as they grow up when you or they may need further support or guidance.

Providing early help at Hartlebury Church of England (Voluntary Controlled) Primary School, means we can improve outcomes for children, families, and communities, providing support as soon as a problem emerges, at any point in a child's life, from the early years through to teenage years.

### **Early Help can support children and their families who may be struggling with:**

- Routines and family rules
- Families who may be not be eating healthy food
- Keeping to a healthy lifestyle
- Children who are caring for a family member
- Children who may not want to go to school for different reasons
- Disability within the family including children being a young carer
- Children in the family have special educational needs (SEND)
- Children who may becoming involved in anti-social or criminal behaviour
- Children who go missing from home
- Children or parents / carers misusing drugs or alcohol
- Children at risk of being tricked, forced, or made to work in the criminal world
- Children who may need support because they may live in a home and see drug or alcohol abuse or adult mental health problems.
- Children who have parents who argue a lot (and sometimes might hurt each other) whether the parents live together or apart.
- Children at risk of being groomed to join groups which support illegal views
- A privately fostered child (a child from another family living within your family home)

Early help relies upon local groups and people in the community, sometimes we work together to help children, young people, and their families.

Everyone needs help at some time in their lives and therefore an ethos of early help is important for any school.

### **Hartlebury Church of England (Voluntary Controlled) Primary School provide effective support by:**

- Listening and responding to parents/carers concerns, worries, anxieties etc.
- Multi-Agency working to support and help our families.
- Finding out about specialist agencies who could help.
- Filling out an [Early Help Assessment](#) with the person we are helping.
- Contacting [Children's Social Care](#) if we think the problem is more serious.

Staff are aware of our schools offer of early help. Staff consider if there are any offers of early help that we can make in order to help a child thrive.



### **Worcestershire Virtual Family Hub**

It is important that families know where to go and get help. We know that where to start or what to ask for can sometimes be a challenge. Worcestershire Children First have developed a virtual family hub to give you a range of different types of resources that are available to you online, on the phone or face to face that you can access directly yourself.

Please visit [Worcestershire Virtual Family Hub](#) for further information and all of the support shown in the picture below.



Relationships



Early Help Family Support



GET SAFE



Early Help Booklet





**Early Help in Worcestershire** have created a **booklet** to help families find out about the help and support available in the county for children and young people aged 0-18 years old.

Please click on the following link for further information:

[Early Help Worcestershire Booklet](#)



The coordinated Hartlebury Church of England (Voluntary Controlled) Primary School offer of early help is outlined in the table below. We believe that early interventions for children or families, in many cases, will prevent children from experiencing harm.

 <p><b>Open Door Policy</b> at Hartlebury Church of England (Voluntary Controlled) Primary School</p>	<p>A member of the senior leadership team will be available on the playground every morning and afternoon at drop off and pick up times. Please do come and talk to them and book a further appointment if required.</p> <p>All of the staff here at Hartlebury Church of England (Voluntary Controlled) Primary School are always here to listen and offer support, signposting where necessary.</p>
 <p><b>SENDCo</b> Special Educational Needs Co-ordinator</p>	<p><b>Sophie Bartlett</b></p> <p>Sophie Bartlett is our Special Educational Needs Co-ordinator (SENDCo) and has oversight of the provision for all children on the SEN Register.</p> <p>01299 250312 <a href="mailto:sbartlett@har.saet.co.uk">sbartlett@har.saet.co.uk</a></p>
 <p><b>ELSA</b> Emotional Literacy Support Assistant</p>	<p><b>Claire Cartwright</b></p> <p>Claire Cartwright is our Emotional Literacy Support Assistant (ELSA)</p> <p>01299 250312 <a href="mailto:office@har.saet.co.uk">office@har.saet.co.uk</a></p>
 <p>MHFA England</p> <p><b>Youth Mental Health First Aiders</b></p> <p>(Staff trained in Youth Mental Health First Aid)</p>	<p><b>Sophie Bartlett</b> (Designated Mental Health Lead)</p> <p><b>Kelly Gledhill</b> (Lead First Aider)</p> <p>01299 250312 <a href="mailto:office@har.saet.co.uk">office@har.saet.co.uk</a></p>

 <p><b>Worcestershire Children First</b> Early Help Family Support Service</p>	<p>The Early Help Family Support Service is delivered by Worcestershire Children First directly to families permanently living in Worcestershire who have children aged 0-18 years old and need help and support specifically from a Family Support Worker.</p> <p>For more information, please visit: <a href="http://www.worcestershire.gov.uk/eifs">www.worcestershire.gov.uk/eifs</a></p>
 <p><b>KEMP Hospice</b> (Bereavement support)</p>	<p><b>Family Support at KEMP</b> 01562 7566060 <a href="http://www.kemphospice.org.uk">www.kemphospice.org.uk</a></p>
 <p><b>Mentor Link</b> (A registered charity providing social and emotional support)</p>	<p><b>Supporting Distressed Children and Young People</b> 01299 822336 <a href="mailto:enquiries@mentorlink.org.uk">enquiries@mentorlink.org.uk</a></p>
 <p><b>Psychology First</b> (Educational Psychology Service to improve outcomes for children)</p>	<p><b>Sheila Fannon</b> Educational Psychologist - Psychology First <a href="http://psychologyfirstltd.co.uk">psychologyfirstltd.co.uk</a></p>

### Local Services

We also liaise with other agencies and people within the local community.  
Further information can be found below.

<p><b>Family Front Door</b></p>	<p>If a member of staff, parent/carer or member of the public thinks a child or young person is at immediate risk of significant harm they should contact the</p> <p><b>Family Front Door (FFD) – 01905 822 666 or in an emergency always call 999.</b></p> <p>Do not wait to discuss this with the DSL/DDSL - report it.</p>
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<p><b>Worcestershire Safeguarding Children Partnership</b></p>	<p>Important information for <b>parents</b> and <b>professionals</b> across Worcestershire in relation to keeping children safe and avenues of support including early help options.</p> <p>Everyone should know how to access this website which has all of the agreed Worcestershire safeguarding and child protection processes included.</p> <p><a href="https://www.safeguardingworcestershire.org.uk/">https://www.safeguardingworcestershire.org.uk/</a></p>
<p><b>Worcestershire Children First</b></p>	<p>Worcestershire Children First is responsible for the delivery of services to children and young people across Worcestershire.</p> <p>Their vision is for Worcestershire to be a wonderful place for all children and young people to grow up.</p> <p><a href="https://www.worcschildrenfirst.org.uk/">https://www.worcschildrenfirst.org.uk/</a></p>
<p><b>YSS Families First</b></p>	<p>Practical and emotional support for families in Worcestershire with a parent in prison or about to be sentenced.</p> <p><a href="https://www.yss.org.uk/familiest-first">https://www.yss.org.uk/familiest-first</a></p> <p><a href="mailto:familiesfirst@yss.org.uk">familiesfirst@yss.org.uk</a></p> <p><b>01905 730780</b></p>
<p><b>What is on during School Holidays?</b></p>	<p><b>Ready Steady Worcestershire – school holiday food and activities</b></p> <p>The Holiday Activities and Food (HAF) Programme offers free holiday provision to children in receipt of Free School Meals (FSM) and vulnerable families during school holidays.</p> <p>The HAF Programme funding has been extended and Ready Steady Worcestershire has partnered with holiday clubs, schools and activity providers all over the county to offer fun, action packed school holiday periods with all activities offering healthy snacks, lunches and enriching activities.</p> <p>To find out more about the HAF Programme, please click on the following link:</p> <p><a href="https://www.worcestershire.gov.uk/readysteadyworcs">https://www.worcestershire.gov.uk/readysteadyworcs</a></p>

<p><b>Here to Help</b></p>	<p><b>What is Here2Help?</b></p> <p>Here2Help is a service that offers support for people of all ages and is available for both residents and organisations to access information, advice, tools, guidance and local support available to them or others in the local community based on their needs.</p> <p>For further information please click on the following link:</p> <p><a href="https://www.worcestershire.gov.uk/here2help">https://www.worcestershire.gov.uk/here2help</a></p>
<p><b>Home Start</b></p>	<p>Home start Wyre Forest offer support to families throughout the Wyre Forest. They have a team of volunteers who home visit and offer remote and face to face support to families.</p> <p>Families can contact Home Start directly, or school refer on their behalf, providing consent is given.</p> <p>Please click on the link below for further details.</p> <p><a href="#">Home Start</a></p>
<p><b>Kidderminster Foodbank</b></p>	<p>Providing food for individuals and families in crisis Unit 9, Swan Shopping Centre Blackwell Street Kidderminster DY10 2DP</p> <p><a href="https://kidderminster.foodbank.org.uk/">https://kidderminster.foodbank.org.uk/</a> <a href="mailto:info@kidderminster.foodbank.org.uk">info@kidderminster.foodbank.org.uk</a></p> <p>07469 216 904 (During foodbank opening times only)</p> <p>This foodbank is independently run, but affiliated to the Trussell Trust network of foodbanks. Registered charity number 1159223 Registered in England and Wales</p>
<p><b>Early Help Family Support District Team</b></p>	<p>Wyre Forest, Early Help Family Support</p> <p>Team contact number: <a href="tel:01905846210">01905 846210</a></p> <p>Team email address: <a href="mailto:FamilySupportWyreForest@worcschildrenfirst.org.uk">FamilySupportWyreForest@worcschildrenfirst.org.uk</a></p>

### **Health (including mental health, emotional wellbeing, and sexual health)**

The StartingWell Partnership offers a range of health services which support both children and families experiencing a range of health issues.

#### [Worcestershire Health Visiting Service | Starting Well \(startingwellworcs.nhs.uk\)](http://startingwellworcs.nhs.uk)

If your child is under 5 years old and you need advice on issues such as feeding, behaviour, or toileting you can contact the Telephone Advisory Service on 0300 123 9551. A Health Visitor will assist you over the phone with any worries, concerns, or questions you have.

#### [School Health Nursing | Starting Well \(startingwellworcs.nhs.uk\)](http://startingwellworcs.nhs.uk)

School health nurses offer a range of services such as home visits, health needs assessments, time4u drop-in service, school aged hearing and national child measurement programme to support the needs of children and their families.

#### [Text service supporting young people | Starting Well \(startingwellworcs.nhs.uk\)](http://startingwellworcs.nhs.uk)

Chat health is a free and confidential text service for young people in need of advice or support to confidentially contact your school nurse, text: 07507331750.

#### [Social Prescribing: Onside Advocacy, Worcestershire \(onside-advocacy.org.uk\)](http://onside-advocacy.org.uk)

Social Prescribers support you to take control of your health and look after yourself by making connections with the different types of community support available.

#### [CAMHS | Herefordshire and Worcestershire Health and Care NHS Trust \(hacw.nhs.uk\)](http://hacw.nhs.uk)

CAMHS provides mental health help to children, young people and their families across Herefordshire and Worcestershire.

#### [Home - Kooth](#)

Kooth is an online mental wellbeing community which offers free, safe, and anonymous support.

#### [Reach 4 Wellbeing | Herefordshire and Worcestershire Health and Care NHS Trust \(hacw.nhs.uk\)](http://hacw.nhs.uk)

The Reach4Wellbeing team promotes positive wellbeing to reduce the stigma of mental health by providing short-term group programmes for children and young people age 5-18 experiencing mild to moderate anxiety and low mood.

#### [Papyrus UK Suicide Prevention | Prevention of Young Suicide \(papyrus-uk.org\)](http://papyrus-uk.org)

Papyrus can offer suicide prevention support providing free and confidential helplines, advice, webchats, and resources.

#### [Home | Healthy Minds \(whct.nhs.uk\)](http://whct.nhs.uk)

HealthyMinds' 24/7 mental health helpline provides support or advice if you, or someone you know, is experiencing a mental health crisis and needs urgent help. It's available 24 hours a day to anyone in Herefordshire and Worcestershire.

#### [Winston's Wish - giving hope to grieving children \(winstonswish.org\)](http://winstonswish.org)

Winston's Wish provide support for children and young people following the death of a sibling, parent, or a person important to a child.

## **Sexual Health Know Your Stuff | Sexual health | Worcestershire County Council**

[Worcestershire Integrated Sexual Health Service \(WISH\) | Herefordshire and Worcestershire Health and Care NHS Trust \(hacw.nhs.uk\)](#)

WISH offer friendly and non-judgemental specialist services to support with information and advice, contraception, pregnancy, STIs and screening.

**Under 21 Saturday Service** - Clinic telephone lines are open between 10:00am – 12:30pm on Saturdays - Please call: 01905 681673 for further details. Young People have a telephone consultation and are asked questions about their relationships. Callers will be advised what to do next and directed towards a clinic if necessary.

WISH have a dedicated Outreach nursing service. Referral forms can be found at [www.knowyourstuff.nhs.uk](http://www.knowyourstuff.nhs.uk). The Outreach team see young and vulnerable people who couldn't otherwise access sexual health services.

Free STI test kits and contraception:

[SH:24 Free Home STI STD Test | Sexual & Reproductive Health \(sh24.org.uk\)](#)

### **Bullying (including Cyberbullying)**

If you are concerned your child or a child, you know is being bullied there are several services and useful links which can help you support your child as a parent. In the first instance if bullying is happening at school, please speak to a member of staff who will be able to help.

The following links will provide you with more information if you or someone you know is being bullied:

[Is your child or someone you know being bullied? | Worcestershire County Council](#)

[Are you being bullied? | Worcestershire County Council](#)

[Cyberbullying | Worcestershire County Council](#)

[Kidscape | Resources and Publications](#)

### **Online Safety**

If you have concerns around the safety of your child or a child you know online, the following links will provide you with information, support, and advice to help understand the risks and keep your child safe online:

<https://www.thinkuknow.co.uk/parents/>

[Online safety | Barnardo's \(barnardos.org.uk\)](http://www.barnardos.org.uk)

<http://educateagainsthate.com/>

[www.internetmatters.org](http://www.internetmatters.org)

<https://www.bbc.com/ownit/the-basics/8-tips-for-staying-safe-online>

Sexting is the sending or receiving of sexually explicit images, videos or conversations online.

[Sexting and sending nudes | NSPCC](#)

<https://www.thinkuknow.co.uk/parents/articles/Nude-selfies-a-parents-guide/>

### **Relationships**

The following services and links offer information, advice, and intervention on healthy relationships for your family and children:

[Healthy relationships | NSPCC](#)

Challenges at home:

[Harmony at Home – information and support for parent carers | Harmony at Home – information and support for parent carers | Worcestershire County Council](#)

CRUSH is an awareness raising and support programme to help young people make safe and healthy relationships.

<http://www.westmerciawomensaid.org/crush/>

[Relationships | The Family Hub | Worcestershire County Council](#)

[Friendships and relationship in teenagers](#)

Making friends and starting new relationships are a big part of getting older. It's very common to fall out with friends or break up from relationships – which can be very difficult to deal with. You might also be in a relationship that doesn't feel right and need some advice about what to do.

The websites below contain lots of information about making friends, peer pressure, healthy and unhealthy relationships, sex and much more. There is also information available for parents around how to talk to your child about friendships, sex and relationships.

[Childline - Friends, relationships and sex \(opens in a new window\)](#)

[Disrespect Nobody - Signs to spot \(opens in a new window\)](#)

[NHS Choices - How to talk to your child about sex \(opens in a new window\)](#)

[NHS Choices - Sex and young people \(opens in a new window\)](#)

## **SEND (Special Educational Needs and/or Disabilities)**

If you are looking for information or advice the following links will help you:

[SEND Local Offer | Worcestershire County Council](#)

or contact

[localoffer@worcschildrenfirst.org.uk](mailto:localoffer@worcschildrenfirst.org.uk)

SEND Information, Advice, Support Service

[SENDIASS Worcestershire and Herefordshire \(hwsendiass.co.uk\)](http://hwsendiass.co.uk)

[https://www.worcestershire.gov.uk/info/20502/disabilities/1653/social\\_care\\_support\\_for\\_children\\_with\\_disabilities](https://www.worcestershire.gov.uk/info/20502/disabilities/1653/social_care_support_for_children_with_disabilities)



## **The Online Family Hub**

The Online Family Hub has been developed to provide you with a range of different types of resources that are available to you online, on the phone or face to face that you can access directly.

The Family Hub can offer you support and information with the challenge's family life can bring.

[The Family Hub | Worcestershire County Council](#)



**Early Help in Worcestershire** have created a **booklet** to help families find out about the help and support available in the county for children and young people aged 0-18 years old. The new booklet will help you and families find the most appropriate support.

**To download this booklet, please visit:** [The Family Hub | Worcestershire County Council](#)



### **Worcestershire Young Carers**

Worcestershire Young Carers aim to identify, and support children and young people aged 7 to 24 years who have a caring role within the home and help look after a parent, sibling, or grandparent due to illness, disability, physical or mental health difficulties or substance misuse.

<https://www.yss.org.uk/worcestershire-young-carers>

### **Finance, Housing and Employment**

If you are facing challenges around employment and income, please contact the local job centre who can with offer support with jobseekers' allowance, incapacity benefit, employment and support allowance and income support:

**Kidderminster Job Centre**, Library, Market St, Kidderminster, DY10 1AB

Telephone: [0800 169 0190](tel:08001690190)

### **Citizen's Advice Bureau**

[Worcester Citizens Advice – Worcester Citizens Advice Bureau and WHABAC \(Worcester Housing and Benefits Advice Centre\) \(citizensadviceworcester.org.uk\)](http://citizensadviceworcester.org.uk)

**Building Better Opportunities is a service to help local people move closer to employment.**

[Building Better Opportunities \(fusionworcs.co.uk\)](http://fusionworcs.co.uk)

For information on what financial and housing support is available in Worcestershire, please visit:

[Housing and finances | The Family Hub | Worcestershire County Council](#)

### **Parenting Support**

[The Starting Well Partnership offer a range of parenting support, information, groups, and courses. For information on the groups available please visit: Parenting groups | Starting Well \(startingwellworcs.nhs.uk\)](#)

[Parenting Talk is an online hub offering information, advice, and a free confidential online chat with a parenting advisor.](#)

[Parent Talk - Support for Parents from Action For Children](#)

### **Family Information Service**

Do you need advice and support around finding childcare? The following link will provide you with the contact details of the Family Information Service's District Teams:

[http://www.worcestershire.gov.uk/info/20507/childcare/1579/family\\_information\\_service](http://www.worcestershire.gov.uk/info/20507/childcare/1579/family_information_service)

### **Substance Misuse**

Here 4 Youth is support service for children and young people up to the age of 18 who may be struggling with their use of drug and / or alcohol.

[Swanswell - Cranstoun](#)

[Here4YOUth Worcestershire - Cranstoun](#)

### **Do you have a family member in prison?**

Do you have a family member in prison which is having an impact on your child? Support is available to work with both the person in prison and your family.

[NICCO](#)

Families First provides support and guidance in a safe space, to enable the whole family to cope with the demands of having a partner, and parent, in prison: [Families First | YSS](#)

### **Get Safe**

If you are worried your child is at risk of being tricked, forced, or made to work in the criminal world please speak to a member of staff and visit [Get Safe](#) for help and information:

<https://www.worcestershire.gov.uk/GetSafe-keepingchildrenandyoungpeoplesafefromcriminallyexploitation>

***If you are experiencing any of these challenges or issues affecting family life, please contact a member of staff who will be happy to provide you with further advice and support.***