

Support for Children and Families at Red Hill CE Primary School

At Red Hill C of E Primary School, we look to Jesus as our example in our aspirations for excellence and enjoyment in all that we do. We believe that everyone is unique and everything is celebrated.

Ephesians 2:10- *God created you to be amazing.*

At Red Hill, we believe that safeguarding is everyone's responsibility.

Key staff members

Key Personnel and job roles

Jolanda Simmonds; Headteacher, DSL, Mental Health Lead, Mental Health First Aider (MHFA).
 Sandra Saunders: DDSL, Mental Health First Aider (MHFA)
 Sarah Price; Deputy Headteacher, DDSL
 Carla Keen; Children and Families Support Worker

Meet our team:



Ms Simmonds

Mrs Saunders

Miss Keen

Our Early Help Offer

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 to our pupils and families at Red Hill CE 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.

Here are some of the ways Red Hill supports our families;

- Open door policy where you can see/speak with a member of the senior leadership team or designated safeguarding team
- Nurture facilities: Our nurture room within school provides a safe environment for children to share any concerns in private and within a safe, welcoming environment. The Nurture Team are available to support all children with social, emotional and mental health needs.
- We are a Trauma Informed school and use strategies to support children and families who have experienced ACEs. Ms Simmonds has undertaken the two-day TIS training. All staff have also received in-house TIS training.
- We hold regular SEND coffee mornings to support our families of SEND children
- We have Bailey Ms Simmonds' Sprocker Spaniel dog who comes into school every day. He supports children with SEND or emotional needs as well as much needed therapy for adults too.
- Every classroom has a 'calm corner' full of resources to help with self regulation.
- We have a whole school wellbeing offer which includes cool calm, brilliant breathing, marvellous music strategies
- A member of our safeguarding/SEND team is happy to support with referrals to Health and support eg. ADHD pathways, Umbrella pathway, referrals to Early Help, Early help assessments.
- Family Support Worker: Individual children or whole families can be referred for family support. The referral is made on line. Parents can do this themselves or, ask for help at school and a member of staff can do the referral with your consent. Once the referral has been accepted you will be allocated a family support worker who will make every effort to support you and your child both in school and at home.

<http://www.worcestershire.gov.uk/childrensocialcare> click on 'Request services from Early Help Family support'.

You can also request support from our district team by phone or email Worcester, Early Help Family Support. Team contact number: 01905 843339 Team email address:

FamilySupportWorcester@worschildrenfirst.org.uk

- School Nurse: We work closely with our school nurse, who is able to provide advice and guidance to parents on a variety of health and wellbeing issues. She visits school regularly to meet with the DSL and meets with parents, carers and children as and when required
- Links with our Community Social Workers and other support agencies including the Educational Health services: In addition to the above professionals, we also work closely with our Area Safeguarding Officer, Hayley Doyle.
- Attendance: Every child whose attendance is below 90% are carefully monitored and support offered wherever possible, utilising the skills of the Family Support Worker where appropriate. Formal attendance meetings are held and improvements recognised. Our school operates a first day response system. Where attendance does not improve, the support of the Education Welfare Service might be sought in order to further support our families.
- Prevent Trained Staff: All of the DSL team has received the PREVENT training, disseminating this information to ALL staff and ensuring they are all able to identify the early stages of radicalisation and what to do. This is part of the induction process for new staff.
- Child Criminal Exploitation: All staff have been trained through the whole school safeguard training delivered annually, and are able to identify early indicators of potential cases of child criminal exploitation. All DSLs undertake annual GET SAFE training
- Mental Health First Aid: Ms Simmonds and Mrs Saunders are our qualified mental health first aiders and Ms Simmonds is also our Designated Mental Health Lead. They are available to support children who may be experiencing mental health difficulties and their parents and carers with issues such as difficulty separating from parents or carers, reluctance to attend school, problems with toileting, eating or sleeping, attention difficulties, autism spectrum disorder, bereavement, anxiety or problems regulating mood. She can also offer advice on how to promote and support good mental health in children and young people as well as signposting parents and carers to other agencies or good quality on-line support where a problem persists or when more help is needed. All teaching and support staff receive regular training on mental health in children.



Domestic Abuse: We are an Operation Encompass School working to break the cycle of Domestic Abuse and support children and families who are experiencing, or have experienced this.



You can speak to any member of staff; the safeguarding team, a senior leader, your child’s class teacher or key person about any concerns you have. All staff at Red Hill CE Primary School are committed to the welfare and wellbeing of every child as well as promoting positive relationships and a supportive and inclusive environment for all.

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



Local Services

Please see below for a list of local services which may be able to provide help and support.

You can access the Community Services Directory on the following link:

[Community Services Directory | Worcestershire County Council](#)

Family Hub – Wildwood Dr, Worcester WR5 2LG 01905 822666	
Youth and Community Centre –	Foodbank Worcester Foodbank Unit 7, Lowesmoor

<p>https://www.worcestercommunitytrust.org.uk/wct-in-action/youth-clubs/</p>	<p>Wharf, Worcester, WR1 2RS T: 01905 780400 E: info@worcester.foodbank.org.uk https://www.facebook.com/WorcesterFoodbank/ Twitter @Worcs_Foodbank www.worcester.foodbank.org.uk Registered Charity No: 1128121 Contact a member of the school safeguarding or senior leadership team (listed above) if you need Foodbank Vouchers</p> 
<p>Early Help Family Support District Team – https://www.worcestershire.gov.uk/earlyhelpfamilysupport</p> <p>Team contact number: <u>01905 846210</u></p>	<p>Library We have some amazing libraries in Worcester including The Hive in Worcester city and Warndon Library at The Fairfield Centre The Hive - (thehiveworcester.org) The Fairfield Centre Carnforth Drive Worcester WR4 9HG Telephone 01905 822722 Email WarndonLib@worcestershire.gov.uk Facebook https://www.facebook.com/WarndonLibrary-306623952772656/</p>
<p>What's on during the school holidays? (e.g. Ready, Steady, Worcestershire, youth groups, clubs and activities)</p> <ul style="list-style-type: none"> • Active Youth Outreach Summer, Ages 7-16, Multi Activities (opens in a new window) • YMCA Summer of Fun, Ages 12-15, Multi Activities (opens in a new window) • The World Outside, Ages 5-12, Outdoor Activities (opens in a new window) • https://guide2.co.uk/worcestershire/things-to-do-half-term/ • https://www.worcestershire.gov.uk/info/20529/types_of_childcare/1581/childcare_holiday_schemes 	

The Holiday Activities and Food (HAF) Programme offers free holiday provision to children in receipt of Free School Meals (FSM) and vulnerable families during Easter, summer and Christmas school holidays.

The HAF Programme & 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. For more information, please click on the following link [Ready Steady Worcestershire - school holiday food and activities | Worcestershire County Council](#)



Early Help Family Support Service:

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. For more information, please visit: [Worcestershire Children First Early Help Family Support Service | Worcestershire County Council](#)

Best Start Worcestershire

The Best Start Worcestershire pages bring together the wide-ranging support, information and resources that Worcestershire has to offer for expectant parents and families with babies and young children.

[Best Start Worcestershire | Worcestershire County Council](#)

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

The **Starting Well 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 \(startingwellworcs.nhs.uk\)](#)

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 (Monday – Friday 9am til 3pm). A Health Visitor will assist you over the phone with any worries, concerns, or questions you have.

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

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 \(startingwellworcs.nhs.uk\)](#)

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 \(onside-advocacy.org.uk\)](#)

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 \(hacw.nhs.uk\)](#)

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.

[Lumi Nova: Tales of Courage](#)

Lumi Nova is a therapeutic game app which supports parents to work alongside children aged 7-12 to manage worries and anxiety as well as build resilience. Please use the link below for further details.

[ONside - Independent Advocacy in Worcestershire](#)

Onside are now providing support to young people across Herefordshire and Worcestershire aged 0 - 25 years.

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

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 \(papyrus-uk.org\)](#)

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

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

Healthy Minds' 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. Its available 24 hours a day to anyone in Herefordshire and Worcestershire.

<https://www.henry.org.uk/> (Worcester/Kidderminster)

provide help and support for a healthy start for babies and children.

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

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. 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 \(sh24.org.uk\)](http://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:

- [Think U Know | Information for parents](#)
- <https://saferinternet.org.uk/>
- [Online safety | Barnardo's \(barnardos.org.uk\)](http://barnardos.org.uk)
- [Educate Against Hate](#)
- www.internetmatters.org
- [BBC | 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](#)

[Think U Know | Parents Sexting Guide](#)

PARENT ZONE - Working towards a safer digital world - <https://parentzone.org.uk/>

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 | 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](#)
- DAWN project – Domestic Abuse Working Network
<https://www.worcestercommunitytrust.org.uk/wct-in-action/dawn/>
- [Harmony at Home | Worcestershire County Council](#)
Harmony at Home understands all relationships have challenges, difficulties and breakdown, especially with the pressures of being a parent. The Harmony at Home website has been designed specifically to give advice, tips and information to families, parents and carers who may be together, separating, divorced or co-parenting.

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 \(opens in a new window\)](#)

Sexual Abuse

The following links support anyone experiencing sexual abuse or exploitation

Parents Protect 0808 1000 900 <https://www.parentsprotect.co.uk/>

Domestic violence

Here is a very helpful website for what do to in many different difficult situations:

http://www.worcestershire.gov.uk/info/20379/domestic_violence_and_sexual_abuse

West Mercia Women's Aid: 0800 980 3331 0800 783 1359 helpline@westmerciawomensaid.org

Worcester DAWN project <https://www.worcestercommunitytrust.org.uk/dawn/>

ENOUGH Campaign <https://enough.campaign.gov.uk/>

Refuge <https://refuge.org.uk/>

RESPECT <https://www.respect.org.uk/>

Further reading

- Controlling or Coercive Behaviour in an Intimate or Family Relationship Statutory Guidance Framework (GOV.UK website, opens in a new window)
- Domestic Abuse - A toolkit for employers (Wellbeing. BIT website)
- Groups for parents - information and guidance
- Multi-agency Statutory Guidance for the Conduct of Domestic Homicide Reviews
- Worcestershire Domestic Abuse Strategy 2017 - 2020
- Worcestershire Multi-agency domestic abuse training – Learning Outcomes

SEND (Special Educational Needs and/or Disabilities)

Please see our website for our local offer link information.

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

[SEND Local Offer | Worcestershire County Council](#) or contact localoffer@worschildrenfirst.org.uk

SEND Information, Advice, Support Service [SENDIASS Worcestershire and Herefordshire \(hwsendiass.co.uk\)](http://SENDIASS Worcestershire and Herefordshire (hwsendiass.co.uk))

[Social care support for children with disabilities | Worcestershire County Council](#)



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](#)

Best Start Worcestershire pages bring together the wide-ranging support, information and resources that Worcestershire has to offer for expectant parents and families with babies and young children. [Best Start Worcestershire | 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.

[Worcestershire Young Carers/Shropshire Young Carers | YSS](#)

[Carers | Worcestershire County Council](#)

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:

Job Centre Plus,

Vine House, Farrier St, Worcester WR1 3EL

Worcester Job Centre Plus, Haswell House, Sansome Street, Worcester, WR1 1UZ

Telephone: 0845 6043719

Citizen's Advice Bureau [Worcester Citizens Advice Bureau and WHABAC \(Worcester Housing and Benefits Advice Centre\) \(citizensadviceworcester.org.uk\)](#)

Building Better Opportunities is a service to help local people move closer to employment. [Building Better Opportunities \(fusionworcs.co.uk\)](#)

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](#)

Homestart can work with you to provide one to one support in the family home each week. This service provides support tailored to your needs and can help you as parents they learn to cope and build confidence to provide as best you can for your children.

[Home-Start | South Worcestershire \(home-startsw.org.uk\)](http://home-startsw.org.uk)

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: [Family Information Service | Worcestershire County Council](#)

Substance Misuse

[Swanswell - Cranstoun](#)

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. [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 and Safeguarding Children

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.safeguardingworcestershire.org.uk/home/wscp/>

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 further advice and support.