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
Ms Jolanda Simmonds; Headteacher, DSL, Mental Health Lead, Mental Health First Aider (MHFA). Mrs Sandra Saunders: DDSL, Mental Health First Aider (MHFA) Mrs Vikki Reading; Deputy Headteacher, DDSL Mrs Beki Gardner; HLTA, DDSL for 'Rest & Play' after school provision Miss Carla Keen; Children and Families Support Worker Mrs Gemma Tomkinson; Mental Health First Aider Meet our team:



Ms Simmonds Mrs Reading Mrs Saunders Miss Keen Mrs Tomkinson Mrs Gardner

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 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
- 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 brilliant breathing, terrific talking and marvellous music strategies.
- We have an in-house **Family Support Worker**. Families can self-refer for advice and guidance from Miss Keen in relation to a variety of difficulties, such as emotional well-being, parenting, family breakdowns or illness, domestic abuse or struggles with finances. Miss Keen can also carry out direct work with children to support emotional well-being.
- Individual children or whole families can be referred to **Worcestershire Children's Services** for family support through the new **Families First** service. The referral is made through the **Family Front Door**. Parents can do this themselves or school can support with this once parental consent is given. If the referral has been accepted you will be allocated a worker who will make every effort to support you and your child both in school and at home. For more information, please visit: Refer to Children's Social Care | Worcestershire County Council
- We work closely with our **school health nursing team**, who are able to provide advice and guidance to parents on a variety of health and wellbeing issues. Parents can self-refer to the school health nursing team or a member of staff can do this on parents' behalf. For more information, please visit Our services | School Health Nursing | Herefordshire and Worcestershire Health and Care NHS Trust
- We work closely with **locality social workers** and other support agencies including the **Educational Health** service. In addition to this, we also work closely with our **Area Safeguarding Officer**, Hayley Doyle.

- We work closely with representatives from the **Best Start Family Hubs** to provide support and education to parents through groups and workshops. Best Start Family Hubs | Worcestershire County Council
- **Attendance**: Every child whose attendance is below 90% is carefully monitored and support is 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, Mrs Saunders & Mrs Tomkinson 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 CofE 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.

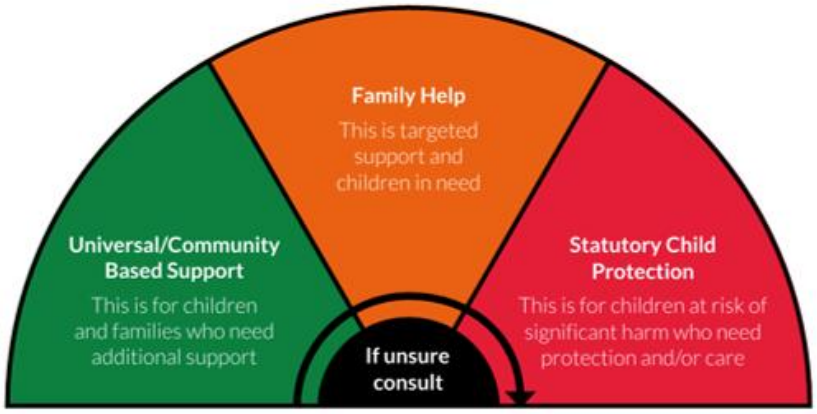


The continuum of need below shows that family's needs are not static; they are likely to change over time. Levels of need for children and their families can increase in complexity or improve through the provision of support. Therefore, at Red Hill CofE Primary we adjust our approach accordingly. We like to work with families to assess the level of need and respond in the best way to achieve positive outcomes. In line with

Green: **Universal / Community Based Support (previously Level 2) –** this is for children and families who need additional support

Amber: **Family Help (previously Level 3) –** this is targeted support and children in need

Red: **Statutory Child Protection (previously Level 4) –** this is for children at risk of significant harm, who need protection and/or care



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 Front Door – Worcestershire County Council

The Family Front Door is the referral point for all referrals where members of the community and professionals refer children and young people living in Worcestershire where they are worried about their safety and welfare.

01905 822666

If you are a parent or carer for a child who is under 18 years old with a disability, you can request a parent carer assessment by self referring you and your child to the Family Front door. Staff are available Monday to Thursday from 9:00am to 5:00pm and Fridays from 9:00am to 4:30pm.

In emergencies out of normal office hours (weekdays and all day at weekends and bank holidays) phone: 01905 768020

Worcestershire Virtual Family Hub

A range of resources to help you and your family.

Virtual Family Hub | Worcestershire County Council

WORCESTERSHIRE VIRTUAL FAMILY HUB

Best Start Family Hubs Saffron Family Hub Worcester, Stanley Road, WR5 1BD Buttercup Family Hub, Carnforth WR4 9HG Tudor Way Family Hub, Tudor Way, WR2 5QH Family Hubs provide help and support, including parenting groups, midwifery appointments, stay & play groups, health visitor clinics, Speech & Language drop-ins and much more. Best Start Family Hubs | Worcestershire County Council	
Worcester Community Trust WCT run 6 community hubs in Worcester which offer activities for children, young people and adults. Home - Worcester Community Trust What's On - Worcester Community Trust	
Worcester Food Bank Unit 7, Lowesmoor Wharf, Worcester, WR1 2RS Contact a member of the school Senior Leadership Team if you need a Foodbank voucher	
Local libraries To explore what's on at local libraries in Worcester visit: **Library events and activities | Worcestershire County Council** **The Hive** The Hive is one of our nearest libraries and it is the base for a range of services including stay and play groups, adult learning and employment advice. To see what's on visit: Children & Family Events - The Hive	
Holidays, Activities & Food Programme (HAF) HAF is a Department for Education (DfE) funded programme aimed at enabling children and young people in receipt of benefits-related free school meals (FSM) to attend school holiday activities and experiences during Easter, summer and Christmas. Holiday Activities and Food (HAF) Programme | Worcestershire County Council	

Things to do **Family Fun & Support – Worcestershire** A directory of groups and activities filtered by day and location for all ages and throughout the school holidays. Family-Friendly Events in Worcestershire | Activities for Kids & Teens	
AJB Sports in Education Sports based holiday clubs in Worcester for children Year R to 7. AJB Sports in Education	
Best Start Worcestershire Best Start Worcestershire 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)

Health Visiting Service - Worcestershire

Our services | Health Visitors | Herefordshire and Worcestershire Health and Care NHS Trust

The local Health Visiting team are part of the 0-19 Public Health Nursing Service. They work with families to achieve the best health and wellbeing for children from birth to 5 years of age, by identifying health needs and promoting healthy lifestyles.
All families are offered 5 contacts with the Health Visiting Service, from pregnancy until a child starts full time school. These are an antenatal visit, new birth visit, 6-8 week review, 12 week review and an integrated 2.5 year review.
The Health Visiting teams run the following Well Child Clinics in Worcester:

- Every Monday, Buttercup Family Hub, 09:30-12:00
- Every other Tuesday, Saffron Family Hub, 09:30-12:00
- Every other Wednesday, Tudor Way Family Hub, 12:00-14.30

Please phone 01905 520032 for more information and to book a timeslot.

If your child is 0-19 years old and you need advice on issues such as feeding, development or toileting, behaviour etc, you can contact the Telephone Advisory Service (TAS). The service is managed by members of the Health Visiting Team who can assist you with a variety of different worries and questions you have about your child.

- Phone: 01905 520 032

- Service hours: Monday — Friday 9:00am — 1:00pm

Alternatively, you can use the Parentline (Texting service)

- Text: 07312 263547
- Service hours: Monday – Friday 9:00am – 5pm

School Nursing - Worcestershire

Our services | School Health Nursing Service Worcestershire | Herefordshire and Worcestershire Health and Care NHS Trust

They provide a wide range of services for children, young people and their families in Worcestershire They offer confidential health and wellbeing support to children and young people in mainstream schools and Pupil Referral Units. This can include help with stress, bullying and managing worries. In addition, we support young people with issues such as weight concerns, mental and emotional health, accident prevention, attendance at emergency departments, domestic violence concerns, and substance misuse.

If your child or a child you care for would benefit from support from the team, you can make a referral online. They accept electronic referrals from schools, parents, GPs, and professionals.

Request support from the school nursing service | Children, Young People and Families

If you're 11-19 years old you can text **07507331750** to speak to a School Health Nurse. They will offer confidential advice and support around a variety of issues, including bullying, emotional health, relationship problems, alcohol and drugs. The service is available between 9:00am — 5:00pm, Monday – Friday

Herefordshire and Worcestershire Children, Young People and Families Mental Health and Wellbeing Hub

CAMHS provides mental health support to children, young people and their families. They have a virtual hub which helps you decide which is the most appropriate route for your child.

Mental health help to children, young people and their families | Herefordshire and Worcestershire CAMHS

MELO (Delivered through Onside Advocacy)

MELO provides a range of early intervention and preventative support options to improve the emotional wellbeing and mental health for children and young people from birth to 25. MELO is available to children, young people and their families who need support with addressing early mental health issues, promoting wellbeing and building emotional resilience.

Referrals can be made by telephone – 01905 673549 or via the referral form online.

Melo :: Onside, Worcestershire & Herefordshire

Young Minds

Advice and guidance for both young people and parents in relation to mental health

YoungMinds | Mental Health Charity For Children And Young People | Young Minds

Kooth

Kooth is an online mental wellbeing community which offers free, safe, and anonymous support for 11 – 25 year olds. Kooth is available free of charge in Worcestershire.

Home - Kooth

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.

Lumi Nova: Tales of Courage

Talking Therapies (Adults)

NHS Herefordshire and Worcestershire Talking Therapies is delivered by Herefordshire and Worcestershire Health and Care NHS Trust, the main provider of mental health and learning disability services across the two counties.

Talking Therapies provides a range of free, confidential support to people aged 16 and over across Herefordshire and Worcestershire. This includes:

- 1:1 therapy
- Online therapy
- Groups and courses

Welcome to NHS Talking Therapies | Talking Therapies

Hub of Hope

The Hub of Hope is the UK's largest and most comprehensive directory of community mental health services, so you can find help when you need it, wherever you are.

Mental Health Support Network provided by Chasing the Stigma | Hub of hope

Social Prescribing Service / Health and Well-being Coaching

Social Prescribing can help with:

- Housing
- Food Bank and Energy Voucher
- Applying for benefits
- Budgeting and debt management
- Employment, education and volunteering
- Finding social activities and groups
- Other practical issues that might be affecting your life

Health and wellbeing coaching can help with things like:

- Mild to moderate anxiety
- Stress
- Low mood
- Low self-esteem and building confidence
- Grief and coming to terms with changes in your life
- General wellbeing

Wellbeing Service | Enhance Wellbeing – Get Support Now — Worcester City Primary Care Network

Bereavement UK

Child Bereavement UK support grieving children and young people, and parents bereaved of a baby or child, to find hope and rebuild their lives. Support is available if you're 25 or under, or if your baby or child has died or is expected to die before their 26th birthday.

Child Bereavement UK

Worcestershire Integrated Sexual Health Service (WISH)

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

Worcestershire Integrated Sexual Health Service (WISH) | Herefordshire and Worcestershire Health and Care NHS Trust

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:
Anti-Bullying (worcestershire.gov.uk)
Helping Children Deal with Bullying & Cyberbullying | NSPCC
https://www.kidscape.org.uk/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://educateagainsthate.com/
- 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/

PARENT ZONE - Working towards a safer digital world
Parent Zone | At the heart of digital family life

Relationships

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

- Healthy relationships | NSPCC

- Harmony at Home | Worcestershire County Council
  Resources for reducing parental conflict

Friendships and relationship in children and 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)

Building social skills: How to support your child's… | Parentkind

Domestic Abuse

- West Mercia Women's Aid | WMWA is a full member of the Women's Aid Federation of England.
  0800 980 3331
  Support for women who have been affected by domestic abuse

- Children and Young People Services | West Mercia Women's Aid

West Mercia Women's Aid provide support to children and young people who have been affected by domestic abuse. Visit their website to find out more about children's workshops such as CRUSH, Helping Hands and The Recovery Toolkit.

- Home - WMRSASC
  West Mercia Rape and Sexual Abuse Support Centre offers specialist support to anyone across Herefordshire & Worcestershire who is experiencing, or who has experienced, any form of sexual violence or abuse at any times of their lives.

- https://www.worcestercommunitytrust.org.uk/wct-in-action/dawn/
  DAWN project – Domestic Abuse Working Network

- Refuge, the UK's largest specialist domestic abuse organisation

- Domestic Abuse Helpline for Men | Men's Advice Line UK
  0808 8010327
  For men affected by domestic abuse

Further Reading / Legislation:
Controlling or coercive behaviour: statutory guidance framework - GOV.UK

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

Welcome to SENDIASS Herefordshire and Worcestershire | Worcestershire County Council
A free and impartial service offering legally based and easily accessible information and advice about special educational needs and disabilities

Neurodivergence Zone | Worcestershire County Council
Support for families where there is neurodiversity

Speech and language | Worcestershire County Council
Advice if you are worried about your child's speech and language

Support available in Worcestershire while waiting for your appointment :: Herefordshire and Worcestershire Integrated Care System
Available support whilst you are waiting for your child's health appointment

Worcestershire Parent and Carers' Community (WPCC) |
Support for families who have children with disabilities and additional needs

Autism West Midlands - Embracing Difference, Empowering People

Services for Families - ADHD Foundation : ADHD Foundation

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

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:

Worcester JobCentre Plus
Vine House
Farrier Street
Worcester
Worcestershire
WR1 3EL
0845 604 3719

The Citizen's Advice Bureau can support with a range of issues relating to finances and housing:
Worcester Citizens Advice – Worcester Citizens Advice

Further advice about how to manage the cost of living:
Support with the cost of living crisis - Worcester City Council

For information on what financial and housing support is available in Worcestershire, please visit:
Housing, finances and debt | Worcestershire County Council

Parenting Support

Best Start Family Hubs
They offer a range of parenting groups and courses. To see what is currently on offer, please visit:
Book workshops, groups and courses run by family hubs | Worcestershire County Council
Or
Support, courses, and workshops for parents, carers and grandparents | Worcestershire County Council

Togetherness UK
Worcestershire has partnered with Togetherness to offer free online courses for parents, carers, grandparents and teens living in the county. Fully funded courses are for ALL Worcestershire parents-to-be, parents, grandparents and carers of any child from pregnancy up to teenage years.
To find out more and sign up, please visit:
Worcestershire | Togetherness - Togetherness
To access the courses, use the password PARENTSROCK

Courses include: Understanding Your Child (from toddler to teenager), Understanding your Child with additional needs, Understanding Your Child's Mental Health and Wellbeing

Action for Children – Parent Talk
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

Place 2 Be
Practical tips to support children's wellbeing and behaviour
Place2Be: Parenting Smart - Articles

BBC
Tiny Happy People
CBeebies Parenting

Worcestershire Virtual Family Hub
Virtual Family Hub | Worcestershire County Council

Substance Misuse

Cranstoun

Support for those struggling with alcohol and drug use

Worcestershire | Cranstoun

Worcestershire Here4YOUth is a children and young person's alcohol and drug service for anyone up to the age of 21 living in Worcestershire.

Worcestershire Here4YOUth | 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:
Every Step Together - 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.
Get Safe | Worcestershire County Council

General information about safeguarding in Worcestershire:
https://www.safeguardingworcestershire.org.uk/home/wscp/

Children's social care | Worcestershire County Council

Levels of Need Threshold Guidance for Worcestershire
Levels of Need (Thresholds) - Worcestershire Safeguarding Boards

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.