

Support for Children and Families

Introduction to Early Help at The River School

Key Personnel and job roles

JULIE CHESTER – Designated Safeguarding Lead; Special Educational Needs Co-ordinator; Designated Mental Health Lead; Mental Health First Aider; Designated Teacher for Looked After Children
TRINA FERNANDO – Deputy Designated Safeguarding Lead; Mental Health First Aider
MARTHA FREE – Early Years Foundation Stage Designated Safeguarding Lead;
CLAIRE SMITH Early Years Foundation Stage Special Educational Needs Co-ordinator
ADRIAN PARSONAGE – Head Teacher; Prevent Lead
ELISABETH CAVE – Nominated Trustee for Safeguarding
TIMOTHY LONERGAN – Chair of Trustees

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 [The River 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.

Support Within School

At The River School, we meet the needs of our children in a variety of ways:

For example:

- Monitoring attendance and quickly following up on any concerns.
- Flagging up safeguarding concerns with the DSL.
- Dealing with behavioural issues, including talking to parents about concerns.
- Providing high quality pastoral support through class teachers and form tutors.
- Involving the Special Educational Needs Co-ordinator (SENCo) when pupils have additional educational needs.
- Embedding safeguarding and pastoral needs within the curriculum, e.g. through PSHE.
- Supporting parents in accessing external professional support services, where this has been identified as being needed.
- Monitoring pupils' progress through parents' evenings and provision of reports.
- Providing individualised additional support for those who need it.

The River School's Early Help Offer:

Pastoral support from class teachers/form tutors	Parents/carers are encouraged to make contact with members of staff who have pastoral responsibility for their child(ren) whenever there are concerns. This can be done via the school office or via email.
Learning support, including help accessing external services	Please make an appointment to see Julie Chester (SENCo) by emailing jchester@riverschool.co.uk .
'Wrap Around Care', including breakfast club, after school club, homework club and activity clubs after school.	Please contact the school office for details by calling 01905 457047 or emailing info@riverschool.co.uk .
Animal Therapy	Usually offered as part of SEND support, including emotional needs. Please contact Julie Chester (SENCo) by email: jchester@riverschool.co.uk .
Mentoring	One-to-one mentoring can be arranged to happen within school hours. Please contact your child's class/form teacher in the first instance. If your child seems likely to benefit from mentoring, we may contact you to suggest this.
Friendship/Activity groups	Lunchtime and after school activity groups offer the chance to develop supportive relationships and to chat about concerns. We have a 'Quiet Room' that is available for any pupil who needs it during breaks/lunchtimes.
Mental Health	Julie Chester and Trina Fernando are both trained Mental Health First Aiders. Email Julie Chester if you would like to talk to one of us about your child's mental health needs: jchester@riverschool.co.uk .

Local Services

Please include information on the services available in your local area / district...

Family Hub – https://www.worcestershire.gov.uk/info/20643/the_family_hub	What's on during the school holidays? See 'Ready Steady Worcestershire': https://www.worcestershire.gov.uk/rsw
Youth and Community Centres – See 'Worcester Community Trust: https://www.worcestercommunitytrust.org.uk/wct-in-action/youth-clubs/	Foodbank https://worcester.foodbank.org.uk/ Growbaby (help with clothes, equipment, etc. for families with babies and young children) https://www.worcestersvineyard.org.uk/ or find the Facebook page
Early Help Family Support District Team – https://www.worcestershire.gov.uk/info/20878/worcestershire_children_first_early_help_family_support_service/2390/early_help_family_support_district_teams	Library http://www.thehive.worcester.org/

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](#)

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 \(\[startingwellworcs.nhs.uk\]\(http://startingwellworcs.nhs.uk\)\)](#)

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 (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 \(\[startingwellworcs.nhs.uk\]\(http://startingwellworcs.nhs.uk\)\)](#)

[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 prevent support providing free and confidential helplines, advice, webchats, and resources.

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

[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.

[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 \(\[hacw.nhs.uk\]\(http://hacw.nhs.uk\)\)](#)

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](#)
- [Online safety | Barnardo's \(barnardos.org.uk\)](#)
- [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](#)

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](#)

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)

Please include any information / support you offer in your setting.

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

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

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



Parenting support



Health and wellbeing



SEND Local Offer



Housing and finances

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](#)



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. 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.

[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:

[Local] Job Centre Plus,

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



Telephone: 0845 6043719

Citizen's Advice Bureau [Worcester Citizens Advice Bureau and WHABAC \(Worcester Housing and Benefits Advice Centre\) \(citizensadviceworcester.org.uk\)](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 \(startingwellworcs.nhs.uk\)](http://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

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.

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.