

St Matthias CE Primary School



Support for Parents and Families Statement (Early Help)

Bible quote:

Proverbs 2:11 Discretion will protect you, and understanding will guard you

Psalm 20:1 May the LORD answer you when you are in distress; may the name of the God of Jacob protect you

Updated: 2023-2024

Version A1.0

Support for Parents and Families

At St Matthias CE Primary School

Introduction

At St Matthias CE 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 support. We can also help to plan specific support for families where we, other agencies and you as a parent can work together to achieve the best for you child and family.

Key Personnel and Job Roles:



Designated Safeguarding Lead (DSL): Mrs Beale

Deputy Designated Safeguarding Leads (DDSL): Mr Thompson & Mr Salmon

Early Years Designated Safeguarding Leads: Mrs Beale and Mr Salmon

Designated Teacher for Children Looked After or Previously Looked After: Mrs Beale

Headteacher: Mrs Beale

Deputy Headteacher: Mr Thompson

St Matthias SENCO: Mrs Joyce

Trust SENCO: Mr McEvilly

Trauma Informed Schools Lead: Mrs O'Connor

Mental Health Lead: Mr Thompson

Mental Health First Aid trained: Mrs Beale

All members of staff listed above can be contacted via our school email address admin@stmatthias.worcs.sch.uk or by telephone 01684 574984

Mrs Beale can be contacted by email head@stmatthias.worcs.sch.uk or by telephone 01684 574984

Our Supporting Children and Families 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 children and families at St Matthias 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 supporting children and families including early help is important for any school.

In School Support for everyone

ClassDojo: A communication tool for you to access your class teacher or senior members of staff to private message. There are also class pages where teachers post photographs and communication messages to parents' informing you about your child's curriculum and events. There is also a whole school page with information and communication messages. Should you have a concern or question you have access to several members of staff to help and support your need.



Whizz Kids Wrap Around Care: St Matthias a before and after school provision called 'Whizz Kids' open from 7.45am until 6pm Monday to Thursday and 7.45am until 5.20 pm on a Friday. You can book sessions by emailing finance@stmatthias.worcs.sch.uk or collecting a booking form from our school office. For more information see our website [click here](#).



Attendance support: Mrs Kazerooni is the lead on attendance, supported by Mrs Beale. We are here to support children and families attend school on a daily basis and on time. If you need support getting your child to school then please come and speak to one of us as we have many support strategies to help your child and you.

Mental Health, Trauma Informed Approach and Our School Dog 'Barney': Mrs O'Connor is our TIS lead and brings Barney into school to work with children who may be struggling to regulate their emotions or have experienced any trauma in any form. Please speak to Mrs Beale or Mrs O'Connor if your child needs some emotional support.

SENCO

Mrs Joyce works with children and families with additional needs and can signpost parents to many different agencies to support your child.

Local Universal and Support Services

NHS/School Health Team: The School Health Team offer support online, via telephone and face to face.



They operate through the 'Starting Well Partnership' <https://www.startingwellworcs.nhs.uk/> They support families, parents, children and young people across Worcestershire to lead happy and fulfilled lives.

St Matthias can make a referral to the School Health Team for individual support for any health needs, mental health needs or parenting advice. Please speak to Mrs Beale if you would like to access this support.

Virtual Family Hub <https://www.worcestershire.gov.uk/virtual-family-hub> For parenting support. There are a number of services for families in Malvern.



Ready Steady Worcestershire- Holiday Activities and Food (HAF) Programme



The programme creates free places for eligible children to attend, with a focus on enriching activities with a healthy meal and snacks included. To find out if you are eligible to take part in the HAF programme and sign up for an activity click on this link and complete the sign-up registration form within the '[How to take part in the Holiday Activities and Food \(HAF\) Programme](#)'

Malvern Food Bank



St Matthias has links with the local Food Bank. If parents and families are in need of help and support to access enough food for their households please speak to Mrs Beale or send an email or ClassDojo message to request a Food Bank referral. The local Food Bank can deliver to homes on request. If families can collect the food parcels, the Food Bank have fridges and extra food for families to choose from.

Malvern Food Bank Spring Lane opening times

- Monday 10.15am-12.45pm
- Tuesday 1pm-3.30pm
- Thursday 10.15am-12.45pm

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](#)

Malvern Library Service: Graham Road, Malvern, Worcs, WR14 2HU

<https://www.worcestershire.gov.uk/library/malvern-library>

Malvern Youth Centre 'Malvern Cube' Provides activities for young people aged 10-18. They offer free sessions which are fun and provide something extra to boost confidence, meet new people or just relax. For more information and access to their programme of activities and offers go to their website <https://www.malverncube.com/youth/>

Malvern Citizen's Advice Bureau

You can visit, call or email the Malvern CAB

- 0808 278 7891 (Advice line) – available Monday-Friday from 10.00 am to 4.00 pm. Calls to this number are free of charge
- 01684 563611 (Option 1 for advice, option 2 for admin. Please note availability of the option 1 local advice service is limited and callers may wish to use Advice line in the first instance). Calls to this number are charged at the local rate.
- Malvern Office : enquiries.malvern@citizensadvice.org.uk

Further Support Services Available

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.

[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.

[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 \(sh24.org.uk\)](#)

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:

<https://camhs.hacw.nhs.uk/bullying/>

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

<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/>

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. <https://www.westmerciawomensaid.org/services/children-and-young-people-services/>
- [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)

SENCO: Mrs Joyce

Trust SENCO: Mr McEvilly

Our SENCO is available from Monday-Wednesday to offer advice, signpost for support and provide information for families on how we are supporting children with SEND at St Matthias. We offer termly SEND parent meetings to review plans, assessments and progress.

If you are looking for further 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://hwsendiass.co.uk)

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

The Virtual Family Hub

WORCESTERSHIRE VIRTUAL FAMILY HUB






Parenting, health, housing and relationships support
Support and guidance resources.



If you need professional support for your family
Find information about how Early Help Services can support your family.

The Virtual 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.



Parenting, health, housing and relationships support
Support and guidance resources.



If you need professional support for your family
Find information about how Early Help Services can support your family.



Resources and information about family support
Links to services that could help support you and your family within the Worcestershire area.



Get Safe
Information and resources to help you look out for signs of child exploitation.



Groups and activities for young people
Here you can find information on some groups and activities for young people living in Worcestershire.



Ready Steady Worcestershire
Offers free holiday provision to children in receipt of free school meals and vulnerable families during school holidays.



Harmony at Home
Reducing Parental Conflict in partnership with organisations from our multi-agency reference group.



Early Help booklet
Download the 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: [Early Help Booklet](#)

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, Malvern JobCentre Plus, Malvern Library, Graham Road, Malvern, Worcs WR142HU Telephone: 0800 1690190

Worcester Job Centre Plus, Haswell House, Sansome Street, Worcester, WR1 1UZ
Telephone: 0845 6043719

Citizen's Advice Bureau [Worcester Citizens Advice – 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 \(home-startsw.org.uk\)](#)

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

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:

<https://www.worcestershire.gov.uk/childrens-social-care/get-safe>

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.