



## Support for families and children

At Callow End CE Primary School we recognise the challenges that families face in bringing up children. Providing early help to our families and children means that we are more effective at promoting support and advice as soon as a problem emerges. This support can be offered at any point in a child's life at school from the foundation stage to their transition to high school.

If there are times when you need extra help and support please come and talk to us. By providing support and advice as soon as a problem occurs we can work more effectively with our families. At Callow End we have a caring and inclusive school ethos which promotes trust between everyone in our school community.

### Key personnel:

**The Headteacher and Designated Safeguarding Lead (DSL) is Mrs Sarah Wilkinson**

Contact details: [head@callowend.dowmat.education](mailto:head@callowend.dowmat.education)

Telephone: 01905 830337



**The deputy DSL is Miss Samantha Curtis**

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**The Chair of Governors is Peter Grieve**

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**Our Safeguarding Governor is Mr Chris Buffery**

Contact details: [cbuffery@callowend.dowmat.education](mailto:cbuffery@callowend.dowmat.education)

Telephone: 01905 830337

**Our SENDCO is Mrs Claire Stockford**

Contact details: [clare.stockford@dowmat.education](mailto:clare.stockford@dowmat.education)

Telephone: 01905 830337

**Our well being/learning support teaching assistant is Mrs Sue Prior**

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Telephone: 01905 830337

## Support and help for Parents - our Early Help offer

It is important to understand that our Early Help offer is a way of supporting you and your child whenever you need extra help. It can be accessed at anytime during your child's journey at Callow End, from Nursery to Year 6. It is called Early Help as it is designed to provide support as soon as a problem occurs.

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. We may sometimes support you to contact other support agencies when additional help is identified. This enables us to work with parents/carers to support children, young people and families or to prevent harm.

### Who we can help...

Early help and support are available for all our families, when and if they need it. It can support children and their families who may be struggling with:

- Routines and family rules
- Keeping to a healthy lifestyle
- Children who may not want to go to school for different reasons
- Children in the family have special educational needs (SEND)
- Children who are caring for a family member
- Disability within the family
- 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 live with an adult with mental health challenges.
- 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)

## How we help in school .....

Within school we meet the needs of our children in a variety of ways:

- Pupils are encouraged to speak about any concerns or worries that they have to a member of staff that they trust.
- Children are encouraged to identify trusted adults who they feel comfortable talking to.
- In the classroom pupils are encouraged to speak openly about their feelings and emotions.
- Pupils know that the staff take their worries and concerns seriously.
- Our staff are trained in promoting pupils' confidence and self-esteem
- All staff are trained in Safeguarding and Prevent and can recognize and support vulnerable children
- Mrs Prior is mental health first aid trained to support families and pupils.
- Our caring school environment and engaging curriculum provide our pupils with a range of enrichment opportunities.
- Our spiral curriculums in PSHE and RSE promote positive behaviour, good mental health and wellbeing, resilience and achievement. We teach children to stay safe online, develop healthy and safe relationships, making sense of media messages, challenging extreme views and having the skills and attributes to negotiate and assert themselves now and in the future.

## Outreach support...

- 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](#)
- EIFS – Early Intervention Family support and the parenting service offer drop in sessions for parents. EIFS workers also offer 1:1 work with children and their families.
- TFS – Targeted Family Support will work directly with families who request additional support for more complex needs.
- CAMHS can support children who have mental health needs. CAMHS CAST workers provide outreach support to schools and parents/carers
- The school nurse offers access to NHS professional such as Occupational Therapists and the Speech and Language Team as well as advice and support to parents/carers.
- There are positive links with the local community police who can offer support.

## The Family Hub

The 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](#)



Parenting support



Health and wellbeing



SEND Local Offer



Housing and finances

**Index of support:** (sections are colour coded so that specific topics can be found quickly)

- **Health** – including mental health, emotional wellbeing & sexual health
- **Bullying** – including cyberbullying
- **Online Safety**
- **Relationships**
- **SEND**
- **Young Carers**
- **Family Information service**
- **Finance, Housing & employment**
- **Parenting support**
- **Substance misuse**
- **Do you have a family member in prison?**
- **Get Safe**

## Health

The **Starting Well Partnership** offer a range of health services which support both children and families experiencing a range of health issues:

[Worcestershire Health Visiting Service | Starting Well \(startingwellworcs.nhs.uk\)](https://www.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 until 3pm). A Health Visitor will assist you over the phone with any worries, concerns, or questions you have.

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

School health nurses offer a range of services such as home visits, health needs assessments, time4udrop-in service, school aged hearing and national child measurement programme to support the needs of children and their families.

[Text service supporting young people | Latest news, updates and opportunities | Starting Well \(startingwellworcs.nhs.uk\)](https://www.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 \(onside-advocacy.org.uk\)](https://www.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.

### Mental Health Support:

[I am worried about my Child's mental health | Herefordshire and Worcestershire Health and Care NHS Trust \(hacw.nhs.uk\)](https://www.hacw.nhs.uk)

[Home | Healthy Minds \(whct.nhs.uk\)](https://www.whct.nhs.uk)

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

### Mental Health Support cont:

[Home - Kooth](https://www.kooth.com) Kooth is an online mental wellbeing community which offers free, safe, and anonymous support.

[Papyrus Uk Suicide Prevention](https://www.papyrus-uk.org)

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

[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 support:

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

[Are you being bullied? | Are you being bullied? | Worcestershire County Council Cyberbullying | Cyberbullying | 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 \(barnardos.org.uk\)](https://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)

Mrs Stockford works with children and families with additional needs and can signpost parents to many different agencies if additional support is identified.

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))

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

## 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](#)

## 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)

## Finance, Housing and Employment

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

**Malvern Job Centre Plus**, Library, Graham Road, Malvern, WR14 2HU  
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](http://citizensadviceworcester.org.uk))

Building Better Opportunities [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

**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 \(home-startsw.org.uk\)](#)

### Substance Misuse

[Cranstoun Worcestershire - 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](#)

**Help for adults struggling with alcohol or drug addiction:**

<https://www.rehab4addiction.co.uk/country-wide/drug-alcohol-rehab-worcestershire>

### 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](#)



All staff at Callow End CE Primary School have received training around identifying early cases of child exploitation and female genital mutilation. 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->



[keepingchildrenandyoungpeoplesafefromcrimalexploitation](https://westmerciayouthjustice.org.uk/)

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