



St Wulstan's Catholic Primary School Family Help Offer

What is Family Help?

Everyone needs help at some time in his or her lives and therefore an ethos of family help is important for any school. At St Wulstan's we recognise the challenges that families face in bringing up children. Family help means that we can provide support as soon as a problem occurs, and therefore stop a situation from getting worse. If this is the case for you as a family, please come and talk to us. The Family Help Offer is an approach, not a service. The "Offer" is for all children and their families. Support can be provided in a range of ways to prevent concerns from growing.



This diagram shows the range of needs at different levels. As a school, we use this graduated approach to make sure we provide the best support for each family and their unique situation.

How does Family Help work?

Our aim at St Wulstan's is to help children and families as early as possible, as soon as an issue arises. Our approach includes prevention as well as intervention, where necessary and appropriate. We create a graduated approach, as follows.

Stage 3: Where difficulties are more complex or can't be addressed with a straightforward in-school action, we will formulate a Family Plan, which may involve a range of different agencies and will be reviewed regularly.

Stage 2: In addressing your concerns we will talk about what is worrying you and your child; what is working well; what needs to happen. In most cases this can lead directly to in school action or a referral to another agency to address the concern. We will keep talking to you to check how things are going.

Stage 1: The most important element of our Family Help Offer is our open door policy. Staff are happy to talk to parents, almost always on the same day. Come and speak to us about any concern that you have. If you want to discuss something more privately, phone the school office. Mrs Bury (Executive Principal), Mrs Warnett (Head of School), Mr Pitt (SENCO) and class teachers are all more than happy to make appointments to discuss your concerns.

Key Points of Contact

The Designated Safeguard Lead (DSL) is: Louise Mrs Bury

The Deputy Designated Safeguarding Leads (DDSL) are: Mrs Liz Warnett, Mrs Briony Tasker, Mr David Pitt and Miss McGowan

Contact details for all the above is via the school office:

Email: enquiry_wul@emmausmac.com Telephone: 01299 877808

Training

All staff at St Wulstan's have regular and timely training on a range of issues that are relevant to local, national or international issues and concerns. We are trained to be vigilant but also to be sensitive and discreet.

We know that if we are concerned about a child or family we take our concerns to the DSL (Designated Safeguarding Lead) or one of the DDSLs (Deputy Designated Safeguarding Leads) who are trained and experienced in dealing with such concerns.

All staff take part in annual school training, which contributes to the coordinated approach to safeguarding in our school.

We have staff who are trained and have specific areas of expertise.

- Our safeguarding leads can give advice and support to staff and families and are able to signpost to other agencies for further support
- We have an Emotional Literacy Support Assistant (ELSA) who works with groups of children and individuals to develop, for example, social interactions, confidence and self-esteem, behaviour or to compliment the work of other professionals.
- Our Special Educational Needs Co-ordinator (SENCO) is also a Deputy Safeguarding Lead which helps to provide a co-ordinated approach to family help in school

The latest version of Keeping Children Safe in Education states that ALL staff should be prepared to identify children who may benefit from family help. Family help means providing support as soon as a problem emerges at any point in a child's life, from the foundation years through to the teenage years. They should also be aware of their local family help process and understand their role in it.

In addition, this statutory document makes it clear that any child may benefit from family help, but all school staff should be particularly alert to the potential need for family help for a child who:

- is disabled or has certain health conditions and has specific additional needs
- has special educational needs (whether or not they have a statutory Education, Health and Care plan)
- has a mental health need
- is a young carer
- is showing signs of being drawn in to anti-social or criminal behaviour, including gang involvement and association with organised crime groups or county lines
- is frequently missing/goes missing from care or from home
- is at risk of modern slavery, trafficking, sexual or criminal exploitation
- is at risk of being radicalised or exploited
- has a family member in prison, or is affected by parental offending
- is in a family circumstance presenting challenges for the child, such as drug and alcohol misuse, adult mental health issues and domestic abuse
- is misusing alcohol and other drugs themselves
- has returned home to their family from care
- is at risk of so-called 'honour'-based abuse such as Female Genital Mutilation or Forced Marriage
- is a privately fostered child, or
- is persistently absent from education, including persistent absences for part of the school day

Most of the time, Family Help is just what we do every day. Our whole school ethos, the day-to-day conversations between staff and parents, our whole curriculum and the strong relationships that we build with our children form the basis of the support that we offer to the whole school community. To ensure that we can offer the most appropriate support to all of our children and families, staff receive regular training in:

- Safeguarding children (in line with Keeping Children Safe in Education and School Policies)
- Teaching and Learning (in line with school priorities and national agendas)
- SEN provision and supporting disadvantaged learners (in line with the school's SEN policy and information report and national agendas)
- Emotional Wellbeing and Mental Health (in line with school curriculum and Worcestershire's Emotional Wellbeing Pathway)

The coordinated offer of Family Help at St Wulstan's Primary School is outlined in the table below. We believe that early interventions for children or families, in many cases, will prevent children from experiencing harm. We also liaise with other agencies and people within the local community as well as some National organisations that can support children, young people and their families.

Further information on the Family Help services provided by Worcestershire County Council can be found on the Virtual Family Hub at: <https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub>

Needs	School based support	External Agencies
Accessing learning including Special Educational Needs (SEN)	All staff are available to discuss pastoral issues. In the first instance, parents should approach their child's class teacher. Support is offered by class teachers and teaching assistants, and senior leaders where appropriate, to ensure that every child can achieve and succeed. Where children have an identified SEN, parents will have regular reviews with class teachers, of targets and provision. The school's SENCo and is available to meet with parents to discuss children's needs. Our curriculum and day to day provision is designed to meet the needs of children as individuals and to enable them to thrive in the community. Children receive PHSE lessons throughout Reception to Year 6. These teach our children to handle their emotions and how to stay safe in the physical and online world. Our policies also promote positive outcomes for pupils. These include Behaviour, Safeguarding, Anti Bullying and Teaching & Learning policies.	School engages the support of a range of agencies, to provide additional advice around SEN, including Educational Psychologist, Complex Communication Needs team, Learning Support Team and School Nurse. We also refer to other health professionals, such as Speech and Language Team, Occupational Therapy. SENDIASS offers advice for parents of children with SEN.
	For full information on SEN provision at St. Wulstan's please see SEN Policy and SEN information report on the school website. Worcestershire's Local Offer: http://www.worcestershire.gov.uk/sendlocaloffer SENDIASS: https://www.worcestershire.gov.uk/sendiass Support while waiting for an appointment: https://www.hwics.org.uk/priorities/special-educational-needs-and-disabilities-send/information-support-you-while-you-are-waiting-worcestershire	
Needs	School based support	External Agencies
Emotional Wellbeing and Mental Health	Our school ethos is inclusive and supportive, based on Catholic Values. We have a robust RSE/PSHE curriculum which addresses all aspects of emotional wellbeing across the school at an age appropriate level. In addition, we offer 1:1 emotional support with our Emotional Literacy Support Assistant, Socially speaking interventions, Safe Speak Box, opportunities to participate in sports and a range of other enrichment activities focused on wellbeing and relaxation.	Where children's difficulties are more specific and complex, we can refer to outside agencies, who will offer support to professionals and parents. Examples are Melo who offer direct support through individual/group work, or CAMHS for more specialised individual therapies.
	Childline 0800 1111 https://www.childline.org.uk/	

	Useful NHS 'Self Help Guides': https://www.hacw.nhs.uk/self-help-guides/ Melo: https://www.onside-advocacy.org.uk/melo CAMHS: https://www.hacw.nhs.uk/specialist-camhs/
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Needs	School based support	External Agencies
Online safety	As a school we recognise the serious risks that online activity can present to our children. We ensure that our children have a good understanding of both the benefits and dangers of the online world, through our teaching of computing and in PSHE/RSE sessions. In school, technology is subject to safeguards to ensure that children are as safe as they can be whilst using it. If parents, children or staff have concerns about the use of technologies inside or outside of school, these will be addressed in line with our safeguarding policy. Parents should speak to class teachers or senior leaders if they become aware of any online safety issues for their child.	Where misuse of technology presents a safeguarding concern, we will deal with this in line with our safeguarding policy, involving police and children's services as appropriate.
	CEOP (Child Exploitation and Online Protection) Centre: a one stop shop for information about online safety: https://www.thinkuknow.co.uk/parents/ Ivision Trust: a useful website to engage parents with safety issues: https://ivisontrust.org.uk/ Educate Against Hate: government website to help parents and professionals understand the risks of children and young people being radicalised by extremists online and how to keep children safe from this. http://educateagainsthate.com/ General Information: https://www.internetmatters.org/	
Needs	School based support	External Agencies
Bullying (including cyber bullying)	Cyberbullying is using the internet, email, online games or any digital technology to threaten, tease, upset or humiliate someone else. All forms of alleged bullying are taken extremely seriously and thoroughly investigated. Support is given to all involved. As a school there is an annual focus on bullying, where the children are educated to "speak out" and recognise all forms of bullying.	If the police consider a message or post to be potentially criminal, they will take appropriate action.
	Childline 0800 1111 https://www.childline.org.uk/ KidScape: resources provide information on issues surrounding bullying, online and personal safety. They can be used directly by young people and parents, as well as in the classroom within schools and youth organisations: https://coramkidscape.org.uk/	
Needs	School based support	External Agencies
Disabilities	St Wulstan's is a fully inclusive school and we welcome children who have disabilities. The school's SENCo, and is available to meet with parents to discuss individual needs and the adaptations required. We strive for every child to reach their potential and will tailor the curriculum to achieve individual aims.	The CwD Social Work Team is one of a range of services that can provide support to children and young people with disabilities and their families. Other services available are those provided by health, education, play and youth services as well as community resources provided by voluntary agencies.
	CwD Social Work Team: https://www.worcestershire.gov.uk/council-services/childrens-social-care/social-care-support-children-disabilities Child Autism UK: Links to events, services and information of use to families of people with Autism https://www.childdautism.org.uk/?gad_source=1&gad_campaignid=1874338718&gclid=Cj0KCQjwh4TVBhCWARIsAG0czmrdNzmzcp3LE48o88hLLYvFOjgWy0QrsSj5cPCJslzZ2jI43Rybw9AaAnONEALw_wcB Disability Information Advice Line (DIAL) Worcestershire Website of the disability advice line South Worcestershire; local info on: Mobility; Benefits and Finance; Carers Support and Respite;	

	Community and Voluntary Support; Disabled Children's Services; Education and Employment; Health; Housing; Independent Living; Learning Disabilities; Legal Support; Leisure and Holidays; <u>Learning Disabilities</u> Team that works with people with learning disabilities, their families and the people who support them.
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Needs	School based support	External Agencies
Medical conditions	St Wulstan's aims to ensure that all children with medical conditions, in terms of both physical and mental health, are properly supported in school so that they can play a full and active role in school life, remain healthy and achieve their academic potential. It is crucial that we receive and fully consider advice from healthcare professionals and listen to and value the views of parents and pupils. Individual health care plans will be used to document advice and procedures.	In making decisions about the support we provide, relationships are established with relevant local health services.
Needs	School based support	External Agencies
Wider parenting and family issues	All staff in school are available to support parents with the difficulties they may encounter in family life. Class teachers and our trained ELSA will support children with issues such as parental separation, bereavement, engaging children to complete homework and minor behaviour issues in the home. We are happy to offer individual support and signpost you to other agencies that may be able to help you.	Sometimes our families need sustained support. A Targeted Family Support worker can be requested from the Family Front Door at Children's Services. This support is very popular and effective and there is usually a waiting list. Families can self-refer if they want to but can also request school to do this. Sometimes we may suggest that, this is a route families might want to take.
	Worcestershire Family Information Service (FIS) advisors give impartial information on childcare, finances, parenting and education. FIS are a useful source of information for parents and professionals. They support families, children and young people aged 0-19 years of age (25 for young people with additional needs) and professionals working with these families. They can help link parents up with other organisations that might be able to help or provide the information themselves. http://www.worcestershire.gov.uk/info/20507/childcare/1579/family_information_service	
Further Information	Worcestershire Family Help Offer: https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub Well Child Clinics: https://www.hacw.nhs.uk/wellchild/ General information: https://www.nspcc.org.uk	