



# Madresfield C.E. Primary School

## Family Support Offer

Policy LAB Approval: September 2025

Date of last review: September 2024

Date of next review: September 2026

Policy Owner: Headteacher

# Our Vision

## Ignite Illuminate Inspire

At Madresfield we are a caring inclusive school, where everyone is welcome as Jesus welcomed all. We work closely with all stakeholders to support our children in achieving their God given potential. Inspired by *Psalm 119:105 "God's word is a lamp to guide our feet and a light for our path"*.

As a school we aim to:

**Ignite:** to cultivate a love for learning and awe and respect for God's world.

**Illuminate:** to trust in God to guide us and develop our wisdom and compassion as we journey through school.

**Inspire:** to help our children to shine as we celebrate their successes and help them to develop into beacons of hope for others within our school and wider communities.

In order for children to achieve their potential we have in place and follow the following school rules:

**Be kind-** being kind to others.

**Be ready-** being ready to learn.

**Be respectful-** being respectful to all.

**Be safe-** being safe around school.

### Equality and Diversity Statement

At Madresfield CE Primary School we promote equality of opportunity. We promote positive attitudes and encourage active participation of all stakeholders regardless of race, gender, disability, age, religion, belief and sexuality.

In so doing we strive to eliminate any unlawful discrimination or harassment of any group and where any such harassment is found appropriate action will be taken immediately.

*This policy has been reviewed; to the best of our knowledge we do not feel it impacts negatively on any specific group or individual within our school community.*

## Madresfield C E Primary School

### Supporting For Children and Families (Early Help Offer)

Document Full Name	Support for Children and Families (Early Help Offer)
Edition Date	September 2025
Approval Responsibility	Headteacher
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Review Cycle	Annually
Next Review Date	August 2026
Last Reviewed	September 2024

At Madresfield CE Primary School we recognise the challenges that families face in bringing up children. **There are times when we all need extra help and support. If this is the case, please come and talk to us at school.** There are many ways in which we can help as outlined in this offer of early help. We can also help to plan specific support for families where we can work together to set and achieve outcomes.

The diagram below shows the range of needs at different levels. We use this graduated approach to make sure we provide the best support for different families' individual situations.



Providing early help to our pupils and families at Madresfield CE Primary School means we are more effective in promoting support as soon as we can. Early help means providing support as soon as a problem emerges, at any point in a child's life.

**If you cannot find the support you need signposted below, or are unsure where to look, please do talk to us at school – we will do our best to help in any way we can.**

## **Key Personnel:**

**Headteacher:** Mrs Rebecca Hibell

**Designated Safeguarding Lead (DSL):** Mrs Rebecca Hibell

Tel: 01684 573620

**Deputy DSL(s):**

Mrs Lorna Bradshaw and Mrs Harriet Thomas

Tel: 01684 573620

**Early Help Support Assistant:** Mrs Harriet Thomas

**Attendance Champion:** Mrs Rebecca Hibell

**Mental Health First Aider:** Mrs Harriet Thomas

**Nominated Safeguarding Governor:** Dr David Radley

## **Our Family Support 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 Madresfield 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.

### **Family Support 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)

Family Support 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.

### Our School Family Help Offer

#### School Provision

Our school Christian vision and ethos promotes love and caring between all members of our school community.

Our staff are deployed to support the needs of our pupils. Staff build good relationships with their class and families.

Our staff team meet regularly and opportunities to discuss concerns are embedded in weekly staff meetings. All staff are trained to use CPOMS to log any concerns in a timely manner.

All staff and governors have yearly safeguarding training. Staff also complete Prevent, Child sexual exploitation and Female Genital Mutilation Training. The Safeguarding governor also receives this additional training.

Our curriculum includes a program of personal development and enrichment to ensure all of our pupils have their needs met.

Additional interventions are in place to support pupils social and emotional wellbeing as well as learning needs.

A speech and language therapist works in school and has provided training to help our staff support children with speech and language needs.

#### Outreach Provision

The school nurse will provide advice and support to families and access to additional health teams e.g. Occupational health

Educational Psychologist support for schools to ensure children are assessed and well supported.

Outreach team from Perryfields Pupil Referral Unit will work in school to help support for specific needs.

Chadsgrove offer support for complex communication needs team and learning support team.

CAHMS offers specialist mental health support for families and CAHMS CAST offer support for school professionals in managing children's mental health needs

Worcestershire virtual family hub supports families in knowing where to go to get further help.

School staff work closely with other local schools to support transitions including Local Nurseries and Secondary Schools

School has positive links with local police and local community.

## Local Services

Services local to Madresfield CE Primary School include:

<p>Virtual Family Hub  <a href="https://www.worcestershire.gov.uk/council-services/childrens-social-care/virtual-family-hub">https://www.worcestershire.gov.uk/council-services/childrens-social-care/virtual-family-hub</a></p>	<p>What's on during the school holidays?            Ready Steady Worcestershire Holiday Scheme  <a href="https://www.worcestershire.gov.uk/children-social-care/ready-steady-worcestershires-holiday-activities-and-food/ready-steady-worcestershires-holiday-activities-and-food">https://www.worcestershire.gov.uk/children-social-care/ready-steady-worcestershires-holiday-activities-and-food/ready-steady-worcestershires-holiday-activities-and-food</a>            Holiday Activities and Food Programme  <a href="https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub/holiday-activities-and-food-haf-programme">https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub/holiday-activities-and-food-haf-programme</a></p>
<p>Youth Centre St Johns –  <a href="https://worcester.cylex-uk.co.uk/company/st-johns-youth-centre-13984288.html">https://worcester.cylex-uk.co.uk/company/st-johns-youth-centre-13984288.html</a>            Youth and Community Centre Malvern  <a href="https://www.malverncube.com/">https://www.malverncube.com/</a>            Onside advocacy Your Space Wellbeing Drop Ins  <a href="https://www.onside-advocacy.org.uk/yourspace">https://www.onside-advocacy.org.uk/yourspace</a></p>	<p>Malvern Foodbank  <a href="https://malvernhills.foodbank.org.uk/">https://malvernhills.foodbank.org.uk/</a></p>
<p>Early Help Family Support District Team –            Worcester, Early Help Family Support  <a href="#">Worcestershire Children First Early Help Family Support Service   Worcestershire County Council</a>            Team contact number: <a href="tel:01905843339">01905 843339</a>            Team email address: <a href="mailto:FamilySupportWorcester@worcschildrenfirst.org.uk">FamilySupportWorcester@worcschildrenfirst.org.uk</a>            Malvern, Early Help Family Support            Team contact number: <a href="tel:01905843961">01905 843961</a>            Team email address: <a href="mailto:FamilySupportMalvern@worcschildrenfirst.org.uk">FamilySupportMalvern@worcschildrenfirst.org.uk</a></p>	<p>Malvern Library  <a href="https://www.worcestershire.gov.uk/directory_record/25/malvern_library">https://www.worcestershire.gov.uk/directory_record/25/malvern_library</a></p>

### **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](#)

## Support for Children and Families

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.

[Starting Well Partnership | Worcestershire | Starting Well](#)

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 9 - 3pm). A Health Visitor will assist you over the phone with any worries, concerns, or questions you have.

**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.

[Our services | School Health Nursing Service Worcestershire | Herefordshire and Worcestershire Health and Care NHS Trust](#)

**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

[ChatHealth | Starting Well](#)

**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.

[Social Prescribing: Onside Advocacy, Worcestershire \(onside-advocacy.org.uk\)](#)

**CAMHS** provides mental health help to children, young people and their families across Herefordshire and Worcestershire.

[CAMHS | Herefordshire and Worcestershire Health and Care NHS Trust \(hacw.nhs.uk\)](#)

**Kooth** is an online mental wellbeing community which offers free, safe, and anonymous support.

[Home - Kooth](#)

The **CAMHS** 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.

[Helpful information for parents and carers | Herefordshire and Worcestershire CAMHS](#)

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

[Papyrus UK Suicide Prevention | Prevention of Young Suicide \(papyrus-uk.org\)](#)

**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.

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

**Winston's Wish** provide support for children and young people following the death of a sibling, parent, or a person important to a child.

[Winston's Wish - giving hope to grieving children \(winstonswish.org\)](http://winstonswish.org)

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

[Worcestershire Integrated Sexual Health Service \(WISH\) | Herefordshire and Worcestershire Health and Care NHS Trust \(hacw.nhs.uk\)](http://www.hacw.nhs.uk)

**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.

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:

[https://www.worcestershire.gov.uk/sites/default/files/2022-12/v6\\_anti\\_bullying\\_01\\_2020.pdf](https://www.worcestershire.gov.uk/sites/default/files/2022-12/v6_anti_bullying_01_2020.pdf)

## 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 \(barnardos.org.uk\)](http://barnardos.org.uk)
- [Educate Against Hate](#)
- [www.internetmatters.org](http://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: <https://www.worcestershire.gov.uk/council-services/childrens-social-care/virtual-family-hub/harmony-home>
- CRUSH is an awareness raising and support programme to help young people make safe and healthy relationships. <http://www.westmerciawomensaid.org/crush/>
- <https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub/relationship-support>

## 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 \(opens in a new window\)](#)

## SEND (Special Educational Needs and/or Disabilities)

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

<https://www.worcestershire.gov.uk/council-services/childrens-services/childrens-social-care/social-care-support-children-disabilities>



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.

<https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub>



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: <https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub>

## 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](#)

<https://www.worcestershire.gov.uk/council-services/adult-social-care/looking-after-someone-carer-support/young-carers-and-young-adult-carers>

## 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:

**Malvern Job Centre Plus**, Malvern Library, Graham Road, Malvern

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

Citizen's Advice Bureau [Worcester Citizens Advice Bureau and WHABAC \(Worcester Housing and Benefits Advice Centre\) \(citizensadviceworcester.org.uk\)](#)

For information on what financial and housing support is available in Worcestershire, please visit:  
<https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub/housing-finances-and-debt>

### 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 \(home-startsw.org.uk\)](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: <https://www.yss.org.uk/families-first/>

#### 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 <https://www.worcestershire.gov.uk/council-services/childrens-social-care/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.***