



# Pendock CE Primary School

## Be the best that you can be

We aim to enable and encourage all those connected with Pendock school to be the best that we can be. By living out our Pride in Pendock values, we strive to inspire children, parents, staff and our wider community to fulfil their potential and enjoy life in all its fullness.

## Support for Children and Families

### Introduction to Early Help at Pendock

#### Key Personnel and job roles

Ms H Moon – Head teacher, Mental Health and Wellbeing Lead, TISUK training, DSL  
Mrs J Evans – SENDCo, Designated Teacher, TISUK training, DDSL  
Mr J Greenbank – DDSL

## 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 Pendock Primary 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.

The coordinated Pendock offer of Early Help is outlined in the table below. We believe that early interventions for children and families, in many cases, will prevent needs from escalating into statutory services.

We also liaise with other agencies and people within the local community.

Listed below is our school offer:

Taking the time to listen to children's concerns.	All staff are available to any child to chat to pupils when they feel they may have a problem that they would like to share. Staff will feedback to parents if appropriate (sometimes the concern will be minor, or about something that has been dealt with in school).
Taking the time to listen to families.	Sometimes, you might need to share information or have a difficult situation you need to make us aware of. We will listen. You can arrange to speak to: Your child's class teacher Your child's class teaching assistant Mrs Evans (SENCO) Ms Moon (Head Teacher and DSL)
Our PSHE and RSHE curriculum	Our school delivers comprehensive Personal, Social, Health and Economics, (PSHE) and Relationship and Sex Education (RSE) programmes. These further support the children's understanding of how to keep themselves safe. It also broadens their understanding of strategies to develop their resilience, as well as their awareness of their mental health and approaches to keep this aspect of their lives healthy.
Trauma Informed Practitioners and Ethos	Both Mrs Evans and Ms Moon are Trauma Informed trained and as a school we are adopting this ethos and cascading the training to other members of staff. We are all emotionally available adults to parents and children where we look to apply this training to all situations.
CAHMS CAST	We work closely with this professional body, which is a service that sits within Worcestershire CAMHS (Child and Adolescent

	Mental Health Services). They work directly with young people experiencing or at risk of experiencing mental health difficulties. The service offers consultation, advice, support and training, which can be specifically tailored to suit the professional seeking the service.
Links with our community Social Workers and other support agencies including the Educational Health services	In addition to the above professionals, we also work closely with our Targeted Family Support Worker, looking at programmes that can be run in school to support pupils to safeguard themselves, including programmes such as the Protective Behaviours Course.
Attendance	Every child whose attendance is below 90% are carefully monitored and support offered wherever possible, utilising the skills of the Family Support Worker where appropriate. Our school operates a first day response system.
Prevent Staff Trained	All of the DSL team has received the PREVENT training, disseminating this information to ALL staff and ensuring they are all able to identify the early stages of radicalisation and what to do.
Child Sexual Exploitation	All staff have been trained through the whole school safeguard training delivered annually, and are able to identify early indicators of potential cases of child sexual exploitation.
Female Genital Mutilation	All staff received training on FGM (Sept.2019). Teachers know how to identify if a child may be at risk. There are aware of the countries and places within this country where children may be taken to for this to happen. They know the signs to look for and most importantly how to refer, following the schools safeguarding procedures.
Support Agencies	There are a number of support agencies that we can access support from to help our families. These are often accessed through a referral basis and depend very much on your home address (as to whether the support is Worcestershire based or Gloucestershire based).
Early Help Pathway Assessment Tool	County have devised an Early Help Assessment tool which parents are able to access. This can be done as a joint assessment with school or on an individual basis. <a href="https://www.worcestershire.gov.uk/eha">https://www.worcestershire.gov.uk/eha</a>
Here to help	Follow this link to access support in your own community. <a href="http://www.worcestershire.gov.uk/here2help">http://www.worcestershire.gov.uk/here2help</a> , or call 01905 768053.
Starting well	The Starting Well service has a parenting and community team that can offer on line and telephone support for parents, as well as parenting courses.  The parenting team can offer 1-1 parenting advice over the phone as well as virtual parenting groups around issues such as support with children's behaviour, anxiety, eating and

	<p>sleeping routines etc, and can also signpost to agencies that can support parents in their own community. In addition to this the parenting team can also supports parenting to complete Solihull on line, as well as Birth and Beyond for expectant parents.</p> <p>The school nursing service can remain in contact with primary, middle and high schools via phone and email. They are providing a Chat health texting service for young people and can also provide consultations via WebEx. The School Nurse team can also off a call or WebEx monthly session for all vulnerable families.</p> <p><a href="https://www.startingwellworcs.nhs.uk/">https://www.startingwellworcs.nhs.uk/</a></p>
Supporting happy parental relationships	<p>We recognise that during Covid 19 parental relationships maybe under pressure for several reasons, whether parents are living together in the family home or not. This website contains a range of self-help information and links to support.</p> <p><a href="http://www.worcestershire.gov.uk/info/20793/here2help_supporting_happy_parental_relationships">http://www.worcestershire.gov.uk/info/20793/here2help_supporting_happy_parental_relationships</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](#)

## 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 \(startingwellworcs.nhs.uk\)](https://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://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 \(hacw.nhs.uk\)](https://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 \(hacw.nhs.uk\)](https://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 \(papyrus-uk.org\)](https://papyrus-uk.org)

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

[Home | Healthy Minds \(whct.nhs.uk\)](https://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 \(winstonswish.org\)](https://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 \(hacw.nhs.uk\)](https://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](https://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 \(sh24.org.uk\)](https://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)

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 \(hwsendiass.co.uk\)](#)

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



**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](#)



**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:

<https://www.gov.uk/contact-jobcentre-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.***