



Perry Wood  
PRIMARY & NURSERY SCHOOL

# School Support for Families

Last Reviewed: September 2023  
Review Due: September 2025

Reviewed by: Governors

At Perry Wood Primary and Nursery School, we understand the challenges that families face in bringing up children. There may be times when you need that little bit of extra help and support. There is always someone here to give that listening ear and offer some suggestions or point you in the right direction.

We have lots of ways to support you and your family which are outlined in this offer.

## Staff that can support you



C Mahoney  
Designated  
Safeguarding Lead  
(DSL)



F Munslow  
Deputy Designated  
Safeguarding Lead  
(DDSL)



S Beston  
Deputy Designated  
Safeguarding Lead  
(DDSL)



O Hennessey  
Deputy Designated  
Safeguarding Lead  
(DDSL)  
Thrive Practitioner



C Gardner  
Deputy Designated  
Safeguarding Lead  
(DDSL)



S Homewood  
SENCO



L Perry  
Thrive Practitioner



Maisie  
Thrive Dog

Providing early help to our children and families at Perry Wood Primary and Nursery 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, from the foundation years through to teenage years. We understand just how complicated family life can be. From time to time there may be situations where you need extra help and support.

If things aren’t right at home, please come and talk to us. We have many ways in which we may be able to offer you support. We pride ourselves in knowing the children well: we are alert to the welfare of our children and are vigilant regarding any situation in which we can provide support.

We have a number of systems in place to identify unmet needs and we seek at all times to work in collaboration with families, with openness, integrity and understanding and with the needs of the child at the centre of all we do.

The school has a clear and detailed Safeguarding Child Protection Policy. We also have a Safeguarding Governor.

At Perry Wood Primary and Nursery School we meet the needs of our children through a variety of ways.

<p>Step 1: Support for all families We have an ‘open door’ policy to communicate, providing time to talk to all parents, children and families, to ensure all children are safe, happy and learning.</p>	Support offered	
	‘Open door policy’	<ul style="list-style-type: none"> <li>• We are available to talk via telephone and face to face and provide time for our parents to communicate and work with us (eg. Through structured conversations, Parents Evening meetings and good daily availability or just a chat and a coffee)</li> <li>• Butterfly care - email the safeguarding team to alert us if your child needs extra support and you don’t need to give us information.</li> </ul>
	Pupil Voice	<ul style="list-style-type: none"> <li>• Our children are actively encouraged to speak about any concerns they have to a member of staff.</li> <li>• They know that our staff take all their concerns very seriously and they know that they can speak to any responsible adult in school.</li> <li>• The Pupil Voice is also represented via the Pupil Leadership which regularly meets with the senior leaders.</li> </ul>
	Developing Key Skills	<ul style="list-style-type: none"> <li>• We have an effective PSHCE curriculum which supports children and develops key skills, not only for school but for life.</li> <li>• NSPCC workshops and assemblies are timetabled throughout the year</li> <li>• Children are supported with their emotional needs through Maisie – our school dog.</li> <li>• Regular trips, visitors and clubs support the children learning important life skills</li> </ul>

Step 2: Support for all families We work more closely with families and children who need extra support.	We put in place intervention in school to support children who need it, be this for academic or mental well-being.	
	SEND and Thrive Leads	<ul style="list-style-type: none"> <li>At Perry Wood Primary and Nursery School, early assessments help identify the specific needs of our children and families, so that they can be assigned to the correct interventions for their educational, social, physical and emotional needs.</li> <li>Ms Homewood, our SEND Lead, manages the allocation of pupils to intervention and support groups.</li> <li>Ms Hennessey, our Thrive Lead, manages the allocation of pupils to one to one Thrive sessions.</li> </ul>
	School Nurse	<ul style="list-style-type: none"> <li>We can refer children to the School Nursing team. You can speak directly with the School Nurse Team or we can refer you as a school.</li> </ul>
	Health	<ul style="list-style-type: none"> <li>Registering with appropriate medical support</li> <li>Referral to appropriate medical specialist</li> <li>Implementation of the Children with Medical Needs policy.</li> </ul>
	Early Help Hub	<ul style="list-style-type: none"> <li>We have an Early Help Hub on site, where there are a variety of agencies who attend on a fortnightly basis to support you with with issues such as housing, health, employment etc.</li> </ul>
	Attendance	<ul style="list-style-type: none"> <li>We monitor attendance and can offer support</li> <li>Access to other relevant agencies will be signposted if appropriate to enable good attendance.</li> </ul>
	Parental Support	<ul style="list-style-type: none"> <li>We have a Family Thrive group that meets on a weekly basis and parents can request to join.</li> <li>Action for Children run a weekly parenting group for about 10 weeks at a time for parents to join.</li> </ul>
	Mental Health Team	<ul style="list-style-type: none"> <li>We have two practitioners who can work with key children to support their mental well-being.</li> </ul>
	We signpost families and seek support from different external support agencies. There are a number of support agencies out there who we can access or signpost you to if you are experiencing difficulties at home. There are also agencies which you can contact independently should you wish to do so, who might be able to help and provide the support for your family.	
	Other Support Agencies <ul style="list-style-type: none"> <li>MASH (Multi-Agency Safeguarding Hub)</li> <li>Early Help Hub</li> <li>Worcestershire Children’s First</li> <li>Local Community Police Officer</li> <li>Community Pediatricians</li> <li>CAMHS</li> <li>Early help for Sexual Exploitation</li> <li>Faith Abuse</li> <li>Mental Health</li> <li>Sendiass</li> <li>Food Bank</li> <li>Educational Psychologists</li> <li>PRU Outreach team</li> </ul>	

<p>Step 3: We seek further support from services to best support our</p>	<p>The Designated Safeguarding Team will work with parents and Children and Families Services to organise additional support. Support could involve:</p> <ul style="list-style-type: none"> <li>• Children and Families Team</li> <li>• Multi-agency Safeguarding Hub</li> <li>• Worcestershire Safeguarding Children Board</li> <li>• Community Social Worker</li> </ul>
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Below you will find contact details for some of the key agencies within Worcestershire.  
Family Information Service

The Family Information Service offers a wide range of information to support families, children and young people from 0 – 19 years of age (25 for young people with additional needs). This includes information on finding and choosing childcare, such as local day nurseries, playgroups, child-minders, children’s centres, out of school clubs and holiday play-schemes.

They can also provide information on family support, tax credits, benefits, funding and much, much more.

## Domestic Abuse

If you, or someone you know, is affected by domestic abuse there are a number of things you can do.

You can:

**Call the police** (999 in an emergency or 101 for a non-emergency situation)

**Contact Worcestershire Domestic Abuse Support Service (DAS)** on 0800 980 333 for practical local support or [www.westmerciawomensaid.org](http://www.westmerciawomensaid.org)

- DAS can help you and your children stay safe in your own home.
- DAS can help you access specialist legal advice.
- DAS can help you with other agencies (e.g Benefits and Housing).
- If you cannot stay at home, DAS can help you find a Place of Safety.
- DAS can help you and your children to move on.
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Contact a help line:

- National Domestic Violence (NCDV) Helpline – 0800 970 2070
- National Centre for Domestic Abuse – 0800 970 2070
- Men’s Advice Line – 0808 801 0327 or [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

## School Nurse Team

The School team can help you with a variety of health related issues.




## E- safety







Technology is constantly changing. How can we help keep our children safe whilst still enjoying the benefits of the internet? The links below give parents helpful advice on this subject.

<http://www.childnet.com/resources>

<http://www.thinkuknow.co.uk>

## Local Services

	<p>Ready Steady Worcestershire - school holiday food and activities  <a href="https://www.worcestershire.gov.uk/readysteadyworcs">https://www.worcestershire.gov.uk/readysteadyworcs</a></p>
	<p>Worcester Food Bank  <a href="https://worcester.foodbank.org.uk">https://worcester.foodbank.org.uk</a></p>
	<p>Starting Well Partnership  <a href="https://www.startingwellworcs.nhs.uk/familyhubs">https://www.startingwellworcs.nhs.uk/familyhubs</a></p>
	<p>Worcestershire Virtual Family Hub  <a href="https://www.worcestershire.gov.uk/familyhub">https://www.worcestershire.gov.uk/familyhub</a>                  Worcester, Early Help Family Support                  Team contact number: 01905 843339                  Team email address:  <a href="mailto:FamilySupportWorcester@worcschildrenfirst.org.uk">FamilySupportWorcester@worcschildrenfirst.org.uk</a></p> <p>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.</p>
<p>The Starting Well Partnership</p>	<p>Offers a range of health services which support both children and families experiencing a range of health issues.  <a href="http://startingwellworcs.nhs.uk">startingwellworcs.nhs.uk</a></p> <p>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).</p> <p>A Health Visitor will assist you over the phone with any worries, concerns, or questions you have.</p>
<p>School health nurses</p>	<p>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.</p> <p>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</p>

<p>Social Prescribing</p>	<p>Onside Advocacy, Worcestershire (<a href="https://onside-advocacy.org.uk">onside-advocacy.org.uk</a>) 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.</p>
	<p>Provide mental health help to children, young people and their families across Herefordshire and Worcestershire.</p>
	<p>Kooth is an online mental wellbeing community which offers free, safe, and anonymous support.</p>
	<p><a href="https://hacw.nhs.uk">hacw.nhs.uk</a> 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.</p>
	<p>Papyrus UK Suicide Prevention   Prevention of Young Suicide (<a href="https://papyrus-uk.org">papyrus-uk.org</a>)  Papyrus can offer suicide prevent support providing free and confidential helplines, advice, webchats, and resources.</p>
	<p>Healthy Minds (<a href="https://whct.nhs.uk">whct.nhs.uk</a>)</p>
	<p>Winston's Wish - giving hope to grieving children (<a href="https://winstonswish.org">winstonswish.org</a>) Winstons Wish provide support for children and young people following the death of a sibling, parent, or a person important to a child.</p>
<p>Worcestershire Integrated Sexual Health Service (WISH)</p>	<p>WISH offer friendly and non-judgemental specialist services to support with information and advice, contraception, pregnancy, STIs and screening.</p> <p>Under 21 Saturday Service - Clinic telephone lines are open between 10:00am – 12:30pm on Saturdays - Please call: 01905 681673 for further details.</p> <p>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.</p> <p>WISH have a dedicated Outreach nursing service. Referral forms can be found at <a href="https://www.knowyourstuff.nhs.uk">www.knowyourstuff.nhs.uk</a> The Outreach team see young and vulnerable people who couldn't otherwise access sexual health services.</p> <p>Free STI test kits and contraception: SH:24 Free Home STI STD Test   Sexual &amp; Reproductive Health (<a href="https://sh24.org.uk">sh24.org.uk</a>)</p>

## 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/sendias/sendiass-support/search-our-sendiass-support-z/bullying>
- <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](#)
- <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](#)
- CRUSH is an awareness raising and support programme to help young people make safe and healthy relationships. <http://www.westmerciawomensaid.org/crush/>

## 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, relationship and sex.](#)



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

Ms Homewood, our SENCO, 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@worschildrenfirst.org.uk](mailto: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 | Children's social care | Worcestershire County Council](#)
- 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. It can offer you support and information with the challenge's family life can bring. [Worcestershire 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.

## 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 | YSS](#)
- [Support for 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:

- 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 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](#)
- Perry Wood Primary school hold parent drop ins where advice and support can be sought by families. Please contact the school if you would like a representative from Platform to contact you, who can offer support concerning finance, housing and employment.

## 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](#).

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](#).

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)

## Substance Misuse

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.

## 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/GetSafekeepingchildrenandyoungpeoplesafefromcriminalexploitation>

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.