

Help and support for Families

We recognise that at times families may need some extra help, signposting or support, often this can be from friends, family or someone in the community but sometimes more may be required. Below are some of the places you might be able to find out more about the right support for your child and family.



St. Francis Xavier's RC Primary School

St Francis Xavier's RC Primary School Offer

Early Help

It is important to us that any family experiencing challenging circumstances receives help as soon as possible.

These challenges in life could be related to:

- family relationships
- challenging behaviours
- housing and financial issues
- emotional and mental health
- safety in the community
- attendance
- or any other issues affecting your child and family

We build strong and trusting relationships with our families so that they can share any concerns, large or small, in order to most effectively safeguard the children in our care.

The **Designated Safeguarding Lead** in school is Mrs E Christopherson

The **Deputy Designated Safeguarding Lead** is Mrs H Burgess

The **Mental Health Lead** is Mrs C Darcy

The **Family Support Worker** is Miss J Poole (**ELSA trained**)

Miss Poole can make a referral to WEST who offer wellbeing and emotional support for children as part of the CAHMS team.

At St Francis Xavier's RC Primary School, WEST also deliver parent workshops, children's assemblies and staff training on children's wellbeing.

Behaviour Support:

St Francis Xavier's RC Primary School promotes a whole-school culture where calm, dignity and structure encompass every space and activity. The behaviour policy follows the teaching of Christ:

Love one another as I have loved you *John 15:12*

We offer a system that encourages the children to be ready and respectful, to listen and to learn and to choose to lead and look after others. Inspired by the parable of The Prodigal Son, when a child is experiencing difficulty in managing his/her behaviour we aim to identify potential causes and provide 'a way back' with a supportive and targeted approach at home and in school. We may also involve outside agencies to provide advice and support for you and staff in school.

School Nurse:

We can access additional support through our school nurse. Referrals can be made from the school or by you to seek help for anxiety, mental health, weight gain, or any other concerns you have about your child.

CAMHs:

We work alongside this professional team who support Child and Adolescent Mental Health services. Your child's GP can also make a referral for their support.

Attendance:

This is everyone's responsibility. Every child whose attendance falls below 90% is carefully monitored and support is offered. Children who arrive after the registers close at 9.15 will be marked with an unauthorised absence, unless there are authorised reasons for the absence. Children with ten sessions or more (5 days) of unauthorised absence within a ten-week period may be fined by the Local Authority.

PSHE and RSE:

Our school delivers a well-structured Personal, Social, Health and Economics curriculum alongside Relationship and Sex Education. 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 how to keep their minds and bodies healthy.

Further help and support available in Herefordshire

Children's Help and Advice Team (CHAT).

CHAT



Often families can solve their own problems, at times they may need support. If you need any advice or support for your child or your family, we recommend you share your worry with a professional you feel comfortable talking to or call CHAT (Children's Help and Advice Team within Early Help) if that works better for you and speak to an advisor.

A CHAT advisor can give advice over the phone, send you out information and signposting, or if needed, arrange a package of support through an Early Help Assessment to access a family support worker if required. This could include support from Children's Centre Services (for families with children aged 5 or under) or Early Help Family Support (for families with children 0-18, or up to 25 years with SEND)

We have information on a wide range of needs

Parenting support

Bullying

Family relationships

Online safety

Attendance

Behaviour worries

Mental health

Finances

And more

If you would like to seek help, advice and guidance for your family please contact our CHAT team to speak with an experienced CHAT advisor

01432 260261

Lines are open 9:00am to 4:30pm **Monday to Friday**

Further links to direct support for children and families

Additional support for SEND – link to local offer and short breaks

- Herefordshire SEND local offer [Local offer special educational needs and disabilities – Herefordshire Council](#)
- Sendiass Hereford / Worcester [Welcome to SENDIASS Herefordshire and Worcestershire | Worcestershire County Council](#)
- Herefordshire Short Breaks Scheme [Short Breaks Scheme – Herefordshire Council](#)

Wellbeing and Mental Health – Children

- CAMHS Herefordshire & Worcestershire [Herefordshire Child and Adolescent Mental Health Services | Herefordshire and Worcestershire CAMHS \(hacw.nhs.uk\)](#)
- CLD Trust [WELCOME | The CLD Trust](#)
- Kooth [Home - Kooth](#)

Wellbeing and Mental Health – Adults

- Healthy Minds – Now We're talking [Welcome to NHS Talking Therapies | Talking Therapies \(hwhct.nhs.uk\)](#)
- Herefordshire Mind [Herefordshire Mind - Herefordshire's Local Mental Health Charity \(herefordshire-mind.org.uk\)](#)
- The Cartshed [Woodland wellbeing Herefordshire | The Cart Shed | England](#)

Other support

- Turning Point [Herefordshire Recovery Service | Turning Point \(turning-point.co.uk\)](#)
- Women's Aid [West Mercia Women's Aid | WMWA is a full member of the Women's Aid Federation of England. \(westmerciawomensaid.org\)](#)
- WRASAC [Home - WMRSASC](#)
- Herefordshire Directory of Early Help [Herefordshire Directory of Early Help Services](#)
- Virtual Family Hub – TC Directory – [Virtual Family Hub - Talk Community Directory](#)
- Parenting Courses [Parenting groups and courses – Herefordshire Council](#)