

INTRODUCING OUR EARLY HELP TEAM

Mrs Sallyanne Dunstan	Headteacher and Designated Safeguarding Lead and designated teacher for looked after children (LAC) & Pupil Premium Lead
Miss Kim Power	Deputy Designated Safeguarding Lead & Mental Health and Wellbeing Lead
Mr Samuel Brown	Deputy Head Teacher and Deputy Designated Safeguarding Lead
Mrs Hollie Heffernan	Special Educational Needs and Disabilities Co-Ordinator
Miss Kally Chisholm	Emotional Literacy and Support Assistant (ELSA).
Mrs Tabatha Kenny	Family Support Worker

Our Supporting Families and Early Help Offer

At Crabbs Cross Academy, we recognise that there are times when life just gets too much – at these times, a bit of extra help can make a huge difference. Every child and parent needs a little extra support at some time and as a school we strongly believe that there is nothing to be ashamed of in asking for help. We are here to work in partnership with you, to ensure you get the right help that you need at exactly the right time.

As a team we are always ready to listen to your concerns and act quickly to identify the best help available. We endeavour to create a school ethos that promotes trust between staff, parents, carers and children alike, so that everyone knows who they are able to talk to if they have any concerns or worries. We understand just how complicated family life can be and that there may be situations where you need extra help and support. There are many ways in which we can help as outlined in this offer of early help.

Our Early Help Offer is a pathway to supporting you and your child as they grow up at any point in a child's life, from the early years through to teenage years. Providing early help for our pupils and families at Crabbs Cross means we can improve outcomes for our children, families, and community by providing support as soon as a problem arises.

If you need to share information or have a difficult situation you need to make us aware of, we will always find the time to listen. Often parents feel more comfortable to address their concerns with their child's class teacher initially, for them to pass on information to our Early Help Team, who have more specialised training. The most important thing is that you come and talk to us! You can contact the office via phone 01527 543624, email, or in person to make an appointment.

How Early Help Can Support our Children and Families

Early Help can support children and their families who may be struggling with:

- ✓ Routines and family rules
- ✓ Families who may be not 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 become involved in antisocial 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)
- ✓ Referrals to external partners

Here are just a few examples of what we can offer:



Our Crabbs Cross team are here to support and are based in school most days. Tabatha, our family support worker, **works on Tuesdays, Wednesdays and Thursdays** across some of the schools in the Trust, so can be contacted via her email address: fsw@endeavourschools.org or an appointment can be made by contacting our school office.

MEET TABATHA KENNY OUR FAMILY SUPPORT WORKER:

My job is all about helping families when they need it most. Whether you're looking for advice on parenting, struggling with finances, or dealing with attendance issues, I'm here to support you. I'll do my best to provide practical solutions and if there's something I can't directly assist with, I can point you in the right direction.

My goal is to make sure that every family in our community feels heard and supported. So, don't hesitate to reach out – together, we can find solutions to make family life a bit easier.



When extra help may be needed:

At Crabbs Cross Academy, we believe that children learn best when they feel safe, supported, and happy both in school and at home. Sometimes, families may experience challenges that can make daily life more difficult.

Our Early Help Offer is here to provide support as soon as issues arise, before they become bigger problems. However, we appreciate that family life can sometimes be challenging and we are able to support you in seeking any additional or longer-term support help that you may need to ease these difficult times. In these cases, we can work together with an Early Help Plan to outline the things that are going well and identify the struggles or things that are not going so well. Together we will consider and put in place a range of strategies to support the family.

We will meet regularly, talk on the phone or have a cup of tea and a chat about how things are going, the impact of strategies put in place or if in fact, other ideas need to be considered.

There are times when life does not go according to plan and the above strategies are not quite enough to get the family back on track. Therefore, a targeted Early Help Family Support Plan may be a further option. Should this be the case, a referral will be made with the consent of the family and supported by school and the Early Help Family Support Team, who may be able to allocate a Family Support Worker.

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 Crabbs Cross Academy means we are more effective in promoting support as soon as we can.



Worcestershire County Council have developed a Virtual Family Hub. This provides links to a range of help groups and local services to help support children and families. Please click on this link:

[Virtual Family Hub | Worcestershire County Council](#)

Local Services Available

Family Hub	Virtual Family Hub Worcestershire County Council
Ready Steady Worcestershire - Holiday Activities and Food (HAF) Programme	Ready Steady Worcestershire - Holiday Activities and Food (HAF) Programme
Redditch Foodbanks	Redditch Foodbank Helping Local People in Crisis Please contact Mrs Dunstan or Mrs Kenny for a referral to access this.
	https://teamisaac.co.uk/ For food parcels enquiries or book a collection slot please text: 07496381323 07377961344 . Multiple locations: • Isaac's Place: 51 Throckmorton Road, Redditch, B98 7RP • Samuel's Place: 1 Batchley Road, Batchley, Redditch, B97 6HX • Russell's Retreat: Abbeydale Social Club, Woodfield Close, Redditch, B98 8JE • Frank's Shed: Antolin, Merse Road, Moons Moat North Industrial Estate, B98 9HL • Willow Tree Community Centre, Loxley Cl, Church Hill, Redditch B98 9JS
Redditch Early Help Family Support District Team	Redditch Team: 01905 846783 (ask for the team duty worker). More information and online self-referral form: https://www.worcestershire.gov.uk/early-help-family-support/early-help-family-support-district-teams
Sandycroft Centre	The centre offers a programme of courses and activities are designed as first step learning in a range of subjects with the aim of furthering service user's education and raise their aspirations. http://sandycroft.org/#sandycroft-centre
Library	Redditch Library 15 Market Place Redditch B98 8AR https://www.worcestershire.gov.uk/library/redditch-library

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 \(startingwellworcs.nhs.uk\)](https://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 till 3pm). A Health Visitor will assist you over the phone with any worries, concerns, or questions you have.

[School Health Nursing | Starting Well \(startingwellworcs.nhs.uk\)](https://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 aged 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. It is 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 provides 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 offers friendly and non-judgmental 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 has a dedicated Outreach nursing service. Referral forms can be found at www.knowyourstuff.nhs.uk. The Outreach team sees 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 \(sh24.org.uk\)](http://SH:24 Free Home STI STD Test | Sexual & Reproductive Health (sh24.org.uk))

Bullying (including Cyberbullying)

If you are concerned about 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:

[Anti-Bullying \(worcestershire.gov.uk\)](http://Anti-Bullying (worcestershire.gov.uk))

Helping Children Deal with Bullying & Cyberbullying | NSPCC

<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 \(barnardos.org.uk\)](http://Online safety | Barnardo's (barnardos.org.uk))

<http://educateagainsthate.com/>

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 | Worcestershire County Council

CRUSH is an awareness raising and support programme to help young people make safe and healthy relationships.

[Children and Young People Services | West Mercia Women's Aid \(westmerciawomensaid.org\)](http://Children and Young People Services | West Mercia Women's Aid (westmerciawomensaid.org))

Virtual Family Hub | Worcestershire County Council

SEND (Special Educational Needs and/or Disabilities)

[SEND Local Offer | Worcestershire County Council](#) or contact 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 | 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:

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: [Parenting, health and wellbeing, housing and relationship support | Worcestershire County Council](#)

Parenting Support

The Starting Well Partnership offers 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 \(home-startsw.org.uk\)](#)

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: [About Us](#) | [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 [What is get safe? | Worcestershire County Council](#) for help and information.

If you are experiencing any of these challenges or issues affecting family life, please contact a member of our team, who will be happy to provide you further advice and support.

