



Support for Children and Families at Fort Royal Primary School

Introduction to Early Help at your setting

“Fort Royal Primary School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment”.

At Fort Royal Primary School, we recognise the challenges that families face in bringing up children. There may be times when you need extra help and support. If this is the case, please come and talk to us. There are many ways in which we can help as outlined in this offer of early help.

Key Personnel and job roles

Lara Collingwood – Designated Safeguarding Lead and Designated Teacher
Vanessa Scott – Deputy Safeguarding Lead and Designated Senior Lead for Mental Health
Ed Francis – Deputy Safeguarding Lead
Caroline McPhail – School Nurse
Julie Elms – Family Support Worker
Rebecca Vetch – Play Therapist
Sam Szortowski - Emotional Literacy Support Assistant (ELSA)

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 Fort Royal 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.

Early Help 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)

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.

Our School Family Support Worker Julie Elms can offer help and support via phone calls, email, school and home visits around parenting, behaviour strategies, sleep difficulties, toileting difficulties, healthy eating, information on diagnosed conditions such as ADHD and Autism, support with completing forms including DLA and housing applications, applications for charity funding including from the Family Fund. Your Family Support Worker also works alongside Starting Well to offer specialist parenting courses and workshops and can signpost parents to other services such as Young Carers and Sibling Support Groups.

Our Play Therapist works with children who have been identified as needing specialist support by the triage team. She works on a one to one with identified children and meets with families regularly to feedback progress. She can also support families through an attachment course on a one-to-one basis.

Our Occupation Therapist specialises in supporting children with sensory difficulties. She comes into school regularly, and children are identified to her by class staff in consultation with parents. She can offer advice about children's sensory needs and suggest strategies to support them both at school and at home.

We have a sensory library – follow the link for more information [Sensory Library | Fort Royal Community Primary School](#) Our Family Support Worker, Julie Elms can also help you with your enquires about the Sensory Library.



Local Services

Virtual Family Hub – please follow this link to find the nearest Family Hub to where you live or visit [Virtual Family Hub | Worcestershire County Council](https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub)
<https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub>

Buttercup Family Hub - Worcester

Carnforth Drive, Worcester WR4 9HG.
Tel: 07971094644

Saffron Family Hub

Saffron, Stanley Road, Worcester WR5 1BD. Telephone: 01905 767107

Tudor Way Family Hub

Tudor Way, Worcester, WR2 5QH
Telephone: 01905 749149

Wands Family Hub

Farmers Way, Droitwich WR9 9EQ.
Tel: 01905 827391

Sunshine Family Hub

Bluebell Close, Malvern WR14 3SW.
Tel: 01684 577442

What's on during the school holidays?

SEN Local Offer – information and advice for children and young adults with disabilities and learning needs including links to activities can be accessed at www.worcestershire.gov.uk/sendlocaloffer

Ready Steady Worcestershire – school holiday food and activities https://www.worcestershire.gov.uk/info/20818/worcestershire_school_holiday_food_and_activities

Please get in touch at enquiries@hafworcestershire.co.uk for more information and booking.

Malvern Special Families – Saturday and holiday clubs held at Fort Royal School Worcester (5 – 11 years) and The Poolbrook Centre, Malvern (5 -11 years) . Tel 01684 892526 or email admin@malvernspecialfamilies.org.uk. Book on line on their website at www.malvernspecialfamilies.org.uk.

New Hope holiday Club – in Worcester - call 01905 355295, text 077841 90319 or book online on their website www.newhopeworcester.co.uk.

What makes you different makes you beautiful - based in Malvern - a charity that offers play opportunities and support services for children with special needs and their siblings – Phone 07484 541629, email info@wmydmyb.co.uk, look on their website at www.wmydmyb.co.uk to make an online enquiry.

Perdiswell Young People Leisure Club Special Needs Playscheme – Worcester – a playscheme running over the Summer holidays for children 11 plus (our leavers) – trips out on a Tuesday and Thursday and youth club on Wednesday and Sunday early evenings. Programme of events about to be published – call 01905 451372 to be put on mailing list.

Confi Kids Playscheme – run from premises of Northwick Manor School, Worcester, WR3 7EA – a playscheme for school holidays – see website at www.confikids.co.uk – call Claire on 07899 682356 to discuss your child specific needs

Worcester Community Trust – Kidz Play – Worcester - Kidz Play is our holiday play scheme programme for children aged from 5-10 years old.
See website at www.worcestercommunitytrust.org.uk/wct-in-action/kidzplay

Youth and Community Centres in South Worcestershire

Worcester Community Trust

Monday

Warndon After School Club – 3.30pm-5.00pm 5-10 years (50p)

[Warndon Youth Club](#) 5.00-6.30pm ages 10-19 years (50p)

[Dines Green Youth Club](#) 6.00-7.30pm ages 11-18 years (50p)

[Ronkswood Youth Club](#) 6.00-7.30pm 10-19 years (50p)

Tuesday

[KGV Football Club](#) 4.00-6.00pm ages 10-16 years (50p)

Horizon After School Club 3.30pm-5.00pm 5-10 years (50p)

Dines Green Youth – Targeted Groups 6.00pm-8.00pm 13+

Cooking Club in Dines Green 4pm-5.30pm (50p)

Wednesday

[Dines Green Mini Youth](#) 4.00pm-5.30pm ages 5-10 years (£1)

[Tolly After School Club](#) 3.30pm-5.00pm ages 5-10 years (50p)

[Dines Green Youth Club](#) 6.00pm-7.30pm ages 11-18 years (50p)

Thursday

[Ronkswood Youth Club](#) 6.00-7.30pm ages 10-19 years (50p)

Dines Green Youth Martial Arts Fitness – 6pm-7pm ages 7-18 years 50p

Warndon Young Carers Club 6.00-8.00pm ages 10-19 years (Free)

Register through Worcestershire Young Carers

Friday

[Ronkswood Drama Group](#) 4.15-5.45pm 5-12 years (£1.00)

KGV Football Coaching with Freedom Leisure – 6.30pm-8.00pm (50p)

Saturday

[Horizon Girls Group](#) 12.30 – 3.00pm ages 13-19 years (50p)

CONTACT DETAILS:

Horizon contact: adam@worcestercommunitytrust.org.uk



Dines Green contact: Alice@worcestercommunitytrust.org.uk

Ronkswood contact: Lisa@worcestercommunitytrust.org.uk

Warndon, KGV & Tolly contact: adam@worcestercommunitytrust.org.uk

Perdiswell Young People's Leisure Club

Address: Worcester WR3 7SN

Phone: [01905 451372](tel:01905451372)

Malvern Cub Community Centre

Address: Albert Rd N, Great Malvern, Malvern WR14 2YF

Hours:

Open · Closes 5PM

Phone: [01684 575363](tel:01684575363)

Foodbank

www.worcester.foodbank.org.uk/contact-us

Foodbank Vouchers can be obtained from CAB, Family's Hubs and Health Visitors as well as the school itself.

If you can't afford food, you can call 0808 2082138 for free (open Monday to Friday, 10am to 4pm). You'll confidentially talk to a trained Citizens Advice agent and, if needed, they'll issue you with a food bank voucher. Call the school on 01905 355525 and ask for Penny Trevett, Family Support Worker.

Early Help Family Support District Teams in South Worcestershire

Worcester, Early Help Family Support

Team contact number: [01905 843339](tel:01905843339)

Team email address: FamilySupportWorcester@worcschildrenfirst.org.uk

Malvern, Early Help Family Support

Team contact number: [01905 843961](tel:01905843961)

Team email address: FamilySupportMalvern@worcschildrenfirst.org.uk

Wychavon, Early Help Family Support

Team contact number: [01905 844229](tel:01905844229)

Team email address: FamilySupportWychavon@worcschildrenfirst.org.uk

Libraries in South Worcestershire

The Hive

Address: Sawmill Cl, The Butts, Worcester WR1 3PD

Hours:

Open · Closes 10PM

Phone: [01905 822866](tel:01905822866)

St. Johns Library

Address: Glebe Cl, St John's, Worcester WR2 5AX

Hours:



Open • Closes 5PM

Phone: [01905 822722](tel:01905822722)

Warndon Library

Address: Carnforth Dr, Worcester WR4 9HG

Hours:

Open • Closes 5PM

Phone: [01905 822722](tel:01905822722)

Malvern Library

Address: Graham Rd, Great Malvern, Worcestershire WR14 2HU

Hours:

Open • Closes 5PM

Phone: [01905 822722](tel:01905822722)

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 \(startingwellworcs.nhs.uk\)](#)

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
\(onside-advocacy.org.uk\)](https://onside-advocacy.org.uk)

to take control of your health and look after yourself by making connections with the different types of community support available.

[Advocacy, Worcestershire](#)

Social Prescribers support you

[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. 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@worcestershirechildrenfirst.org.uk

SEND Information, Advice, Support Service [SENDIASS Worcestershire and Herefordshire \(hwsendiass.co.uk\)](http://SENDIASS Worcestershire and Herefordshire (hwsendiass.co.uk))

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



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.

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



Relationships



Early Help Family Support



GET SAFE



Early Help Booklet

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:

[Local] Job Centre 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)

Building Better Opportunities is a service to help local people move closer to employment. [Building Better Opportunities](#) (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)

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: [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.

