

St Oswald's CE Primary School and Nursery

Family Support Offer



Our Vision

Looking at Jesus as our example, he demonstrates how to live out our Christian values; **inspiring** hope and ambition; **embracing** challenge and difference; **succeeding** by achieving excellence in one's self.

Inspire, Embrace, Succeed

'I have come that they may have life - and life in all its fullness.'
John 10:10

Reviewed: December 2025	Review date: December 2026

Support for Children and Families

At St Oswald's CE 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:

Designated Safeguarding Lead (DSL): Mr A Hackley

Deputy Designated Safeguarding Lead (DDSL): Mrs J Hipkins

SENDCo/Senior Mental Health Lead: Mrs J Hipkins

Nursery Manager and Deputy Designated Safeguarding Lead: Mrs J Harris

All can be contacted via email: office@st-oswalds.dowmat.education

Telephone: 01562 751056

Our Family Support Offer (Early Help)

Family Support 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 St Oswald's CE 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 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)

Effective early help relies upon local groups and people in the community and there are times that we work together to help children, young people, and their families. St Oswald's offer of early help is outlined below, as well as some other organisations (local and national) that can support.

Universal Level		Target Level
<ul style="list-style-type: none"> ➤ Our school Christian vision and ethos promote love and caring between all members of our school community. ➤ Nurturing school ethos ➤ Promotion of positive well-being. ➤ Universal SEND provision ➤ PSHE provision. 		<ul style="list-style-type: none"> ➤ Breakfast and After School Clubs. ➤ Wellbeing Check-ins with staff. ➤ Pre-loved uniform. ➤ Lunch time support. ➤ Trauma Informed Practitioner. ➤ Senior Mental Health Lead. ➤ Attendance Champion Support. ➤ Outreach team from Unity Academy ➤ Education Welfare Officer (EWO).

Specialist Level	Outside Agency	Community Support
<ul style="list-style-type: none"> ➤ Early Mental Health Practitioner (EMHP). ➤ Complex Communication Needs Team (CCN). ➤ Educational Psychologist (EP). ➤ Child Adolescent Mental Health Service (CAMHS) ➤ CAMHS Cast. (Consultation, Advice, Supervision & Training). ➤ Virtual School. 	<ul style="list-style-type: none"> ➤ School Nursing Team. ➤ Speech and Language (SALT). ➤ Learning Support (LST). ➤ Occupational Health. ➤ Reach4Wellbeing. ➤ Worcestershire Young Carers. ➤ Starting Well. ➤ Home Start. ➤ Bereavement Support. 	<ul style="list-style-type: none"> ➤ Food Bank. ➤ Local churches. ➤ PCSOs. ➤ Parent Talk (Action for Children). ➤ Citizens Advice. ➤ Wyre Forest District Council ➤ Housing and Finance (The Family Hub). ➤ Healthy Minds (NHS 24/7).

Local Services

Knowing where to start or what to ask for can sometimes be a challenge. The **Virtual Family Hub** offers a range of different types of resources that are available to online, on the phone or face to face. The webpage has links to a wide range of services and support.

WORCESTERSHIRE
VIRTUAL FAMILY HUB



<https://www.worcestershire.gov.uk/virtual-family-hub>

Holiday Activities and Food Programme

Holiday Activities and Food (HAF) Programme

Information about the holiday activities and food programme, for parents and providers.

<https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub/holiday-activities-and-food-haf-programme>



The **Foodbank** is there to help local people in crisis. Please contact them if you need support. We can also contact the Kidderminster Foodbank and ask for support for families in need.

<https://kidderminster.foodbank.org.uk/>



Kidderminster & District Youth Trust

SUPPORTING & EMPOWERING YOUNG PEOPLE SINCE 1966

Kidderminster and District Youth Trust supports children from 10-18 years old or up to age 25 with special needs.

[About | kdyt](#)

LIBRARY ON

Kidderminster Library has a digital selection, spaces to use and free wifi!

[Kidderminster Library | LibraryOn](#)



Starting Well Partnership
EVERY CONTACT SHAPES A LIFE

Starting Well offers support for families, parents and children across Worcestershire to lead happy, healthy lives.

[Introducing the new Starting Well Partnership in Worcestershire | News and updates from Herefordshire and Worcestershire Health and Care NHS Trust | Herefordshire and Worcestershire Health and Care NHS Trust](#)

Brookside Family Hub, Kidderminster

Information about Brookside family
hub in Kidderminster, Wyre Forest.

Brookside Family Hub offers support
for all families from ante-natal
support throughout family life.

[Brookside Family Hub, Kidderminster
| Worcestershire County Council](#)

READY STEADY
WORCESTERSHIRE 

The Holiday Activities and Food Programme (HAF) enables children and young people to attend school holiday activities and experiences during Easter, summer and Christmas.

<https://www.worcestershire.gov.uk/virtual-family-hub/ready-steady-worcestershire-holiday-activities-and-food-haf-programme>

WORCESTERSHIRE
CHILDREN FIRST 

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:

[Early Help family support district teams | 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.

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 until 3pm). A Health Visitor will assist you over the phone with any worries, concerns, or questions you have.

<https://www.hacw.nhs.uk/services/service/school-health-nursing-service-worcestershire-15/>

[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.

[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 \(onside-advocacy.org.uk\)](#)

[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 \(hacw.nhs.uk\)](#)

[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.

[CAMHS Reach4Wellbeing - Young Person Skills Groups | Herefordshire and Worcestershire CAMHS](#)

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 \(papyrus-uk.org\)](#)

[Papyrus](#) can offer suicide prevention support providing free and confidential helplines, advice, webchats, and resources.

[Home | Healthy Minds \(whct.nhs.uk\)](#)

[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's available 24 hours a day to anyone in Herefordshire and Worcestershire.

[Winston's Wish - giving hope to grieving children \(winstonswish.org\)](#)

[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 \(hacw.nhs.uk\)](#)

[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 \(sh24.org.uk\)](http://SH:24 Free Home STI STD Test | Sexual & Reproductive Health (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:

[Kidscape | Resources and Publications](#)

https://www.worcestershire.gov.uk/sites/default/files/2022-12/v6_anti_bullying_01_2020.pdf [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 \(barnardos.org.uk\)](http://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: <https://www.worcestershire.gov.uk/council-services/childrens-social-care/virtual-family-hub/harmony-home>
- 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](#)
- <https://www.worcestershire.gov.uk/council-services/childrens-services/virtual-family-hub/relationship-support>

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 \(opens in a new window\)](#)

SEND (Special Educational Needs and/or Disabilities)

Mrs Hipkins, our SENDCo, works with children and families with additional needs and can signpost parents to many different agencies where 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@worcchildrenfirst.org.uk

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

<https://www.worcestershire.gov.uk/council-services/childrens-services/childrens-social-care/social-care-support-children-disabilities>



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](#)

<https://www.worcestershire.gov.uk/council-services/adult-social-care/looking-after-someone-carer-support/young-carers-and-young-adult-carers>

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 \(startingwellworcs.nhs.uk\)](https://parentinggroups.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 \(home-startsw.org.uk\)](https://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.