

Supporting Families

September 2025



At Northwick Manor 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. We can also help to plan specific support for families where we can work together to set and achieve outcomes.

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 Northwick Manor Primary 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.

At Northwick Manor our Safeguarding team meet regularly to discuss any concerns. This team includes:

Mrs Kay Harrison - Assistant Headteacher (Inclusion Lead) and Designated Safeguarding Lead (DSL)

Miss Kam Nijjar - Headteacher - Deputy Designated Safeguarding Lead

Mr Ashlea Brewer - Deputy Headteacher - Deputy Designated Safeguarding Lead

Mr Bob Harris - Assistant Headteacher - Deputy Designated Safeguarding Lead

Mrs Jacqui Tombs – School Business Manager - Deputy Designated Safeguarding Lead

Extended Leadership Team and relevant outside agencies

Areas which may be discussed include

- How the child presents in school
- General progress
- Learning attitudes
- Any potential barriers to learning
- Friendships
- Behaviour
- Family issues
- Additional needs
- Additional support in place
- Outside agency involvement

This allows us to identify any pupils and families that would benefit from early help and allows us to support them in accessing the services available in school and beyond the school.

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 Northwick Manor 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
- 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)
- Families who may not be eating healthy food
- 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.

Help and support at Northwick Manor Primary School

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The coordinated offer of Early Help at Northwick Manor is outlined in the table below. We believe that early interventions for children or families, in many cases, will prevent children from experiencing harm.

All Northwick Manor staff must be aware of the offer of early help. At all times, staff should consider if there is any offer of early help that we can make in order to help a child thrive.

We also liaise with other agencies and people within the local community. In the table below are some National organisations that can support children, young people and their families.

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 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.

[Reach 4 Wellbeing | Herefordshire and Worcestershire Health and Care NHS Trust \(hacw.nhs.uk\)](#)

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

Papyrus can offer suicide prevent 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. Its 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 \(sh24.org.uk\)](#)

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:

[Helping children deal with bullying & cyberbullying | NSPCC](#)
[Kidscape | Resources and Publications](#)

Bullying at School, help and advice for parents dealing with school bullying:

[National bullying helpline](#)
[Family lives, bullying at school](#)

Free national helpline for children and young people in danger and distress:

[Childline website](#)
Childline: 0800 1111

Telephone helpline providing support for parents and provides free parents guides on issues relating to bullying:

[Kidscape Campaign for Children's Safety](#)
Parents Advice Line: 07496 682785

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](#)

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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](#)

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](#)

The Online Family Hub

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](#)

Domestic violence

[Here](#) is a very helpful website for what do to in many different difficult situations.

West Mercia Women's Aid: 0800 980 3331 0800 783 1359
helpline@westmerciawomensaid.org Further reading

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, click [here](#).

SEND (Special Educational Needs and/or Disabilities)

Our SENDCO at Northwick Primary School, will be pleased to talk to you in confidence about the needs of your child/family – please contact them via the school office team. We offer telephone, email or face to face contact – we are happy to discuss any concerns however large or small they may be.

If you are looking for information or advice the following links will help you:

[SEND Information | Northwick Manor Primary School](#)

[SEND Local Offer | Worcestershire County Council](#) or contact localoffer@worcestershire.gov.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](#)

SEN Services and Support Groups

[Autism West Midlands](#) is a support group for young people aged 16-24 with Asperger's Syndrome in the Malvern Hills area

[Autism in Worcestershire](#) ASPIE is a social self-help and motivation group for adults with Asperger's Syndrome. They provide a centre in Worcester where Aspies feel welcome and accepted.

[Disability Information Advice Line \(DIAL\) Worcestershire](#) Website of the disability advice line South Worcestershire; local info on: Mobility; Benefits and Finance; Carers Support and Respite; Community and Voluntary Support; Disabled Children's Services; Education and Employment; Health; Housing; Independent Living; Learning Disabilities; Legal Support; Leisure and Holidays; Mental Health; Mobility and Aids to Daily Living and Older People's Services

[Dyslexia Parent Support Group](#). Find out more from the Worcestershire Dyslexic Support Group

[Footprints Support for Bereaved Children and their Families](#) in Worcestershire Support for bereaved children and their families in Worcestershire

[Learning Disabilities](#) (opens in a new window) work with people with learning disabilities, their families and the people who support them.

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](#)

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 \(Worcester Housing and Benefits Advice Centre\) | \(citizensadviceworcester.org.uk\)](#)

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

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.

Substance Misuse

Here 4 You is a 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](#)

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.