

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.

Schools Offer

Elsa support:

- 1:1 support for children with emotional or behavioural difficulties with a trained member of staff.
- Group sessions focused on building self-esteem, friendship skills, and managing emotions.
- Support with transitions, such as starting school or moving to secondary school.
- Parental involvement, including regular updates and advice on supporting emotional development at home.

School Nurse liaison:

- Support with managing medical conditions such as asthma or allergies.
- Advice on healthy lifestyle choices, including diet, exercise, and sleep.
- Support with mental health issues, including signposting to local services for counselling or therapy.
- Parent workshops or advice on issues such as sleep, healthy eating, or managing childhood illnesses.

Counselling and Mental Health Support:

- Access to external counselling services for children dealing with anxiety, depression, or trauma.

Special Educational Needs Support:

- Learning support assistant in class to provide targeted help.
- Individualised Education plans for children with specific learning needs.
- Access to specialist services, such as educational psychologists or speech and language therapists.
- Parental advice on supporting children with SEN at home, including helping with homework and developing strategies for learning.

External Agency Referrals

- Referrals to local services that can offer support with issues such as finances, parental separation, and mental health.
- Access to local community resources, such as food banks, housing support, or financial advice services.
- Assistance with accessing legal aid, especially if there are concerns around child custody or family disputes.

Parenting Support Workshops and Groups:

- Parenting advice on helping children with learning difficulties or emotional challenges.

- Online resources and guidance for parents on topics such as child development, mental health, and maintaining positive family relationships.

Parents can access these services by contacting the school directly, either through the Safeguarding Lead or the class teacher. If a parent has concerns or would like to discuss any of the services listed above, they can schedule a meeting or request more information.

We are committed to working together with families to ensure every child's needs are met and that they have the support they need to thrive in school and at home.

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**

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](#)