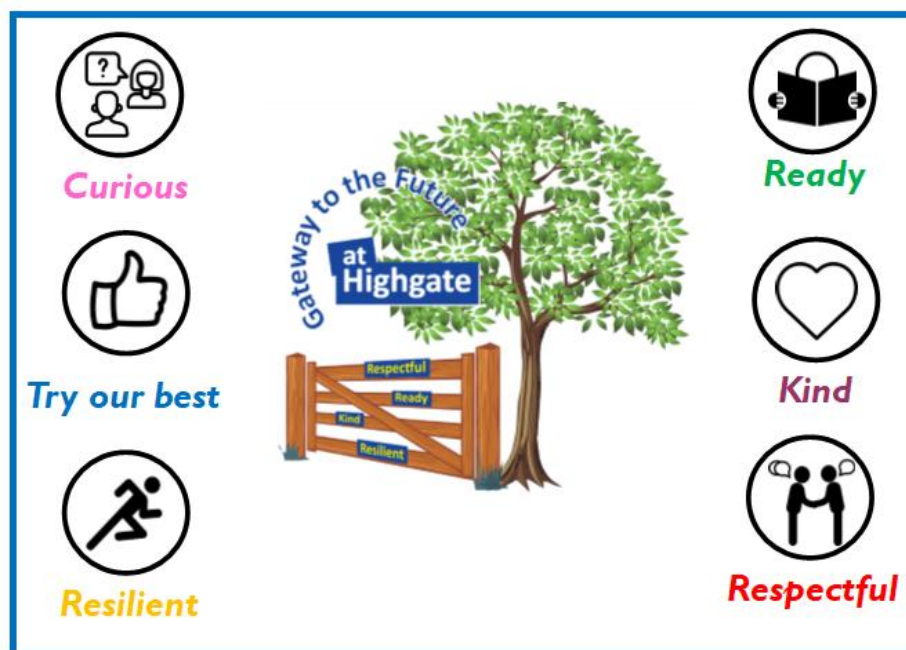


Highgate Primary School Early Help Offer



Our Vision

Highgate is a school where everyone feels as though they belong. We are inclusive and ambitious for our children, community and staff. Our core values underpin our vision and the culture we build every day.

As part of our inclusive school who truly believe in working together, we provide support, guidance and signposting to families in a variety of different areas. This will include support we can offer in school or through working together with external agencies. Ultimately, improving children's outcomes in life is the ultimate goal.

Safeguarding at Highgate

Safeguarding our children will always be our priority at school. Our team of trained Designated Safeguarding Lead and Deputy Designated Safeguarding Leads are well equipped to deal with any safeguarding concern. Members of our team have individual areas of specialism through additional training and support. If you ever have any concerns about a child's safety, please speak to one of the members of the team.

School based support for children

1. ELSA

ELSA stands for Emotional Literacy Support Assistant. Our ELSA is able to offer sessions on a one to one basis or in small groups to support an aspect of a child's emotional wellbeing such as developing self-confidence or giving strategies to support anxiety. The number of sessions will vary based on the child's needs. Children are referred to our ELSA through our SENDCO, Miss Cross.

2. Mental Health Lead

Mrs Jarram is our Mental Health Lead who has completed a recognised course to receive this accreditation. Miss Cross can offer sessions with individual children who may have a mental health concern. Miss Cross can also work with the child's family to provide support and advice for strategies which could be used at school and at home. In cases where needed, Miss Cross is able to develop a safety plan with the children.

School based support for families

1. Behaviour Lead

Where individual children require additional support, When this is needed we implement individual behaviour plans. We are also available to meet with families to review strategies which will benefit children both at school but also at home.

2. Attendance Lead and BEP Attendance and Welfare Officer

Mrs Sale is our attendance lead. She is available to offer advice and support where families are struggling with their child's attendance at school. Through Bradgate Education Partnership, we have access to our Attendance and Welfare Officer. She provides support to school to monitor attendance and implement the policy. She is also available to meet with families and Mrs Sale to review in more detail family's experiences and offer support and guidance.

3. SEND

Our Approach to Supporting Families of Children with SEND

To ensure strong communication and collaborative support for families, we offer the following structure throughout the academic year:

- SENCO Phone Calls: Families will receive a phone call from the SENCO every other half term to discuss progress, concerns, and next steps.
- Teacher Meetings: In alternate half terms, families will be invited to meet with their child's class teacher to review progress and share updates.
- Trust-Led Family Workshops: For children receiving specific interventions, our trust offers targeted workshops for families. These sessions provide an opportunity to meet key staff members, learn more about the intervention, and ask any questions.

This approach is designed to build strong partnerships with families and ensure that each child's needs are understood and supported effectively.

Signposting and external support for children

1. Mental Health Support Team

The Mental Health Support Team in Schools (MHST) is a new service that is working with a number of schools across Leicester, Leicestershire, and Rutland to help young people with their mental health and emotional wellbeing. The teams can help children and young people work through struggles with low mood, anxiety, and worry. They can also assist in putting strategies in place to help with these issues and support with practical steps to get better sleep and work on panic management.

2. School Nurse

Healthy Together runs a helpline for parents and carers of children and young people aged 0-11 in primary schools in Leicestershire and Rutland and 0-19 in Leicester. Offering advice and support on a range of topics affecting families, the Healthy Together Helpline is the easiest way to speak directly to a health visitor or school nurse over the phone. The helpline's qualified health and administrative professionals offer easy to access, safe and free advice, support and signposting. Callers can expect help with booking and rearranging appointments and support for a variety of health, developmental and mental and emotional wellbeing topic areas affecting babies, children and young people. The Healthy Together Helpline can be reached by calling 0300 300 3001. Calls are answered from 9am – 4.30pm on weekdays, excluding bank holidays. Calls are charged at the same rate as calling a standard landline number.

3. Early Help Referral

Leicestershire County Council's Family Help Service (previously known as Children and Family Wellbeing Service) was established in April 2019 following the integration of four services:

Children's Centre Programme

Information, Support and Assessment Service

Supporting Leicestershire Families (Troubled Families programme)

Youth Offending Service

Family Help provides early help services – these are services which may be offered at any point in a child or young person's life, where the child is experiencing some difficulties which cannot be supported by universal services, such as schools or GP, alone.

All referrals into Family Help are first taken by social workers in our First Response Children's Duty team. This is to check that children are safe and don't need a social worker. Families can use the Request for Services online form. Link is [here](#). Requests for help can be made by a young person themselves, their family, friends or by professionals supporting them.

Services provided include:

- Standard family support (0-19)
- Enhanced family support (0-19)
- Supporting families with children (0-2)
- Youth and Justice
- Group Work
- Feeling Safe
- Bounce Back

- Knowing the risk
- SEND Group
- Young Carers

Signposting and external support for families

1. Young Carers Assessment

You're a young carer if you're under 18 and help to look after a relative with a disability, illness, mental health condition, or drug or alcohol problem. If you're a young carer, you probably look after one of your parents or care for a brother or sister. You may do extra jobs in and around the home, such as cooking, cleaning or helping someone get dressed and move around. You may also give a lot of physical help to a parent, brother or sister who's disabled or ill. Along with doing things to help your brother or sister, you may be giving them and your parents emotional support, too.

At school, we are able to refer children and families to appropriate services to support young carers.

2. Household Fund Application

Periodically through the year, we are able to apply for financial support for families through the Household Fund Application. When the applications are available, we will communicate with families how they can apply. Families will need to provide the details and evidence required in order for the application to be successful.

3. Local Signposting: Foodbank

The Loughborough Area Foodbank supports individuals and families in crisis across the region, including Sileby. Access to food parcels is provided through a referral system, with vouchers issued by local agencies such as Citizens Advice, health visitors, and social services. In Sileby, donations can be made at Costcutters and Tesco Express. While the foodbank primarily offers emergency food support, it also connects individuals with longer-term help through its partner agencies. No prior experience or eligibility criteria are required to receive support—just a referral from a recognised organisation. For more information, visit loughborougharea.foodbank.org.uk or call 07495 561408

4. Local Signposting: Melton and District Money Advice Centre

If you're struggling with debt or financial worries and live in Sileby or the surrounding area, support is available. Services such as Citizens Advice Leicestershire and the Debt Support Trust offer free, confidential advice to help you understand your options, manage repayments, and access support like Debt Relief Orders or bankruptcy guidance. These services are available via phone or online, and can help you take control of your finances. You can find more information by visiting Citizens Advice Leicestershire or Debt Support Trust..