



Lindridge St Lawrence CE VA Primary School

'Discovering life in all its fullness.'

• Hesed • Hamdah • Honesty • Horizons •

Support for Children and Families 2026-27

Introduction to Supporting Families in our school [formerly Early Help]

Key Personnel and job roles

In - school family support worker, Mental Health First Aider, Deputy Safeguarding Lead – Mrs Tracy Bourdeau

School Special Education Needs Coordinator and Looked After Children Lead – Mrs Megan Murphy

Head Teacher, Designated Safeguarding Leader, Mental Health Senior Leader, Trauma Informed Practitioner, Attendance Officer, and Well-being Lead- Mrs Helen Hadley

Early Years Nursery Teacher – Mrs Anna Thomas

Well-being Governor – Mrs Meryl Roberts

Safeguarding Governor – Mrs Meryl Roberts

Our Supporting Families Offer to support families in our community.

Supporting Families is a pathway to supporting you and your child as they grow up when you or they may need further support or guidance.

Supporting Families our pupils and families at **Lindridge 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.

Supporting Families 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

Supporting Families 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 **Supporting Families** is important for any school.

Here at **Lindridge Primary School and Nursery**, our designated safeguarding lead and senior mental health lead, our school SENDCO and our In-school family support worker can provide you with support with; attendance, positive behaviour, nurture, mental health and parenting.

Local Services

Worcestershire Children First Hub Early Help family support Worcestershire County Council Virtual Family Hub Worcestershire County Council	Ready, Steady, Worcestershire, Ready Steady Worcestershire - Holiday Activities and Food (HAF) Programme Worcestershire County Council
Lindridge Youth Club at the village hall	Lindridge Foodbank at the village hall Tenbury Library
Supporting Families Family Support District Team	Early Help family support district teams Worcestershire County Council

The Malvern Hills Team telephone on 01905 843 961	
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Supporting Families Family Support Service:

The Supporting Families 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 Supporting Families 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 \(winstonswish.org\)](http://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://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 \(barnardos.org.uk\)](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

Here at **Lindridge Primary School and Nursery**, our in-school family support worker **Mrs Tracy Bourdeau** can support families in gaining advice or support you with the Harmony at Home Approach.

[Harmony at Home is Worcestershire's approach to the Reducing Parental Conflict \(RPC\) initiative | Starting Well \(startingwellworcs.nhs.uk\)](#)

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)

Here at **Lindridge Primary School and Nursery**, our school SENDCo **Mrs Megan Murphy** can support families who feel their child may have additional needs.

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

[SEND Local Offer | Worcestershire County Council](#) or contact localoffer@worcschildrenfirst.org.uk

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

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

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.



Parenting support



Health and wellbeing



SEND Local Offer



Housing and finances



Relationships



Early Help Family Support



GET SAFE



Early Help Booklet

Supporting Families 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

Here at **Lindridge Primary School and Nursery**, our in-school family support worker **Mrs Tracy Bourdeau** can support families in gaining advice if you are facing challenges around finance, housing or employment.

You can also contact the local job centre who can with offer support with jobseekers' allowance, incapacity benefit, employment and support allowance and income support:

Job Centre Plus, [Contact Jobcentre Plus: How to contact Jobcentre Plus - GOV.UK \(www.gov.uk\)](#)

Carpet Trades Way, Town Centre, Kidderminster, Dy11 6DY 0800 169 0190 Open 24 hours

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

Here at **Lindridge Primary School and Nursery**, our in-school family support worker **Mrs Tracy Bourdeau** can support families in gaining advice with parenting.

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](https://parentinggroups.lindridgeprimary.co.uk/startingwell) (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](https://parenttalk.org.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.

[Home-Start | South Worcestershire](https://home-start.org.uk/) (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](https://www.worcestershire.gov.uk/family-information-service/)

Substance Misuse

[Swanswell - Cranstoun](https://www.here4youth.co.uk/)

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](https://www.here4youth.co.uk/)

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](https://www.nicco.org.uk/)

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](https://www.familiesfirst.org.uk/)

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](https://www.getsafe.org.uk/) 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.

**Our Supporting Families Team at
Lindridge Primary School and Nursery - 01584 881466**

In-school family support worker, Mental Health First Aider, Deputy Safeguarding Lead – Mrs Tracy Bourdeau

School Special Education Needs Coordinator and Looked After Children Lead – Mrs Megan Murphy

Head Teacher, Designated Safeguarding Leader, Mental Health Senior Leader, Trauma Informed Practitioner, Attendance Officer and Well-being Lead- Mrs Helen Hadley

Early Years Nursery Teacher – Mrs Anna Thomas

Well-being Governor – Mrs Meryl Roberts
Safeguarding Governor – Mrs Meryl Roberts

Early Help is about identifying needs within families early on, in proactively offering preventative support before the problems become more complex or entrenched. Those coming into contact with families all have a responsibility towards identifying emerging needs as early as possible and responding to them. If you need support or you know a family who do, please visit the Early Help Family Support website using the link below.

www.worcestershire.gov.uk/info/20642/early_help_family_support