

Church Hill Infant School



School Early Help Offer

Written	September 2025
Reviewed	August 2026 – addition of Crisis and Resilience Fund

Our Vision

At Church Hill Infant School we class ourselves as a family and therefore strive to ensure that everyone feels safe and that they belong. We are inclusive and ambitious for the children, the wider community and the staff and through our reflections continue to build, strengthen and improve the schools offer to all. Our school has 5 values which run through everything that we do – the children work hard to understand and demonstrate these every day.

As part of our inclusive approach we believe in working together, we provide support, guidance and signposting to our families in a variety of different areas and ways. All families will face difficulties at times and we can provide specific help and support or be a listening ear. Some of this support can be provided in school but, where needed, we can also refer to external agencies for specific expertise.

Safeguarding at Church Hill Infants

Safeguarding of our children is central to our purpose and at the core of all of our decisions. Our team of a trained Designated Safeguarding Lead and Deputy Designated Safeguarding Leads is equipped to deal with any safeguarding concerns or issues. Although all trained in their duties, our team has some areas of specialism through their additional training or experiences. If any parent has a concern about a child's safety then please speak to one of the members of the team so that we can find the right support.



Safeguarding Specialisms



Claire Elliott -Lead DSL

- Safeguarding culture and policy
- Prevent Duty
- Brook Traffic Light
- Child on child Abuse
- Safeguarding in the curriculum - KS1
- Mental health lead
- Everyone's welcome

Heather Creighton -Deputy DSL

- Safeguarding culture -Early Years
- Prevent Duty
- Pupil Voice
- Staff voice
- Educational visits
- Safeguarding in the curriculum -Early Years





Rachel Lissaman -Deputy DSL

- Safeguarding culture -SEND
- Pupil Voice - SEND
- Emotional support / well being

Nichola Cook -DSL trained

- Safer Recruitment
- Safeguarding vigilance
- Administration



School based support for children

1. Emotional Support

Within school a number of experienced staff members are able to offer sessions on a one to one or small group basis to support the development of a child or children's emotional wellbeing. The amount of support offered will depend on the child's needs and how they respond to the support. Pupils needing this support may initially be highlighted by the class teacher but it may also be a parent that expresses a need.

In some cases, support may be offered by wider school or Trust staff. This type of support will be considered where a child's emotional well being difficulties may be affecting their school attendance.

2. Mental Health Lead

Mrs Elliott is the school's mental health lead after completing a recognised course. Sessions can be offered by Mrs Elliott to individual children who may have a mental health concern. Support and advice can also be given to the family on the type of approaches and strategies they may use at home and understanding mental health difficulties in children.

3. Counselling

The school has previously employed a counsellor to visit the school site and work with children who have experienced significant trauma or adverse childhood experiences. This level of support is often funded by an additional funding stream such as Pupil Premium or used to support Looked After Children.

4. Bereavement

It can be difficult for families to know how to navigate explaining the loss of a loved one to young children whilst also navigating their own grief. The school offers the opportunity to speak to a staff member to offer support and also share some of our specially selected picture books that explore the topic of bereavement.

5. Booster Sessions

For vulnerable pupils' teachers will identify interventions or support that they can access to support their academic progress and self-esteem.

6. Enhanced transition

For some pupils' transitions are even more difficult and the school can remove some of these difficulties by offering extra support, reassurance and increased quantity of activities and discussions to ensure they settle well.

School based support for families

1. Behaviour

A number of key, experienced staff are able to meet with parents and offer support and advice. Where needed, an Individual Behaviour Plan can be written with the family and then shared with key staff to understand the response to that child.

2. Attendance Lead and BEP Attendance and Welfare Officer

Mrs Elliott is our attendance lead within school and is supported on a day to day basis by Mrs Diez (administrative assistant) to monitor attendance and offer advice and support to families where their child's attendance is becoming a concern. Where circumstances warrant it, the Attendance and Welfare Officer at Bradgate Education Partnership can also offer their expertise and will meet with families to review circumstances in more detail and consider further guidance and support.

3. SEND Surgeries

Mrs Lissaman (SENDCo) will contact parents regularly over the course of the year either by telephone or face to face according to parental preference – these meetings are an opportunity to discuss their child, their successes and barriers / needs and next steps. There are also parent information events held in conjunction with the school's educational psychologist on key topics.

4. SEND Support Groups

Through Bradgate Education Partnership, families of SEND children have access to regular parent workshops which run with a specific focus each time. Professionals from different external agencies or charities are invited and available at these sessions. They also offer the opportunity for parents to connect with families experiencing similar paths and create further support systems.

5. Second hand uniform

We accept donations of used items which are in good condition and these are then displayed on our uniform rail in reception – excess uniform will be kept in the school office. These items are available to families free of charge.

Signposting and External Support for Children

1. 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.

2. Quick Thinking Plans

In partnership with families the school can work with experienced facilitators to create a QTP. This is a short, simple plan that helps school and families work together when small worries start to show. It is not social care or a referral it is early support to help things feel easier for you and your child.

It will give a clear plan, with small steps to help everyone move forward. Pupil voice is important in this plan and support can be put in place quickly.

It is a short-term plan that is often reviewed after 4 – 6 weeks but can be in place for as long as needed.

It can help where a child is struggling with emotions, friendships, behavior, attendance or changes to the family. You can speak to Mrs Elliott or Mrs Creighton about a QTP.

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. 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. Crisis and Resilience Fund (CRF)

This fund provides short term emergency financial support to help deal with an unexpected financial crisis, alongside pointing you to services that can help you become more financially secure over time. The Local Authority recognise that households with lower income can experience sudden financial shocks that leave families unable to meet basic essential needs such as food, fuel or other necessities.

The CRF is intended to:

- Help households through an immediate crisis
- Support access to essential items or services
- Enable referral to longer term support where appropriate

Each application is assessed on its own circumstances. An application to the fund will not affect your benefit status.

This fund **cannot** be used for: ongoing financial hardship or debts or arrears

A financial crisis is a sudden and unexpected event such as: fire, flood or property damage, health crisis preventing work or unexpected costs, relationship breakdown particularly where this relates to domestic abuse, breakdown of an essential item, sudden job loss. Please note this list is not exhaustive.

[Online Referral form](#)

Please be prepared to give details of the incident and provide documentation to support your claim.

3. Mental Health Support

Mind provides an information and signposting service. They are open 9am to 6pm, Monday to Friday (except for bank holidays). They offer support around mental health problems and give advice on where to get help near you, treatment options and advocacy services.
0300 1233393 Email: info@mind.org.uk

<https://www.mind.org.uk/information-support/helplines/>

4. Community Money Advice – Zinithiya Trust Leicester

Our mission is to alleviate poverty in Leicester and Leicestershire. We offer support with money and debt issues as well as providing help to reduce household bills, maximise income, claim eligible benefits, improve energy efficiency and provide practical help to those in food and fuel poverty.

<https://www.communitymoneyadvice.com/centre/the-zinithiya-trust>

5. Community Food Support – Soar Valley Project

If you are struggling to feed yourself or your family the Soar Valley Food Project can help with a food parcel. Call or text 07789 250529 before 6pm Sunday Evening telling us how many are in your family to collect a food parcel on Monday between 1pm and 2pm. Collection is from St Michael & All Angels' Church, 737 Melton Road, Thurmaston, LE4 8EE

Email: soarvalleycfp@gmail.com