

# Queen Victoria Primary School



At Queen Victoria Primary School, we offer practical help and emotional support to families experiencing short or long-term difficulties. We aim to make a positive impact on the lives of children, young people and their families. We aim to provide 1:1 help during school hours with children and young people to build confidence and self-esteem; establish routines and tackle behavioural issues. By improving children's emotional health and well-being, parents and carers are empowered to feel confident in their parenting.

As well as 1:1 support, we work closely with families, to help them understand the school system, understand their child's educational needs and develop ways to tackle why a child does not want to attend school. Parents can drop in any school day, between the hours of 8.30am-9.00am, or 3.30pm-4.00pm. Appointments can be booked to meet with the Family Support Worker. These appointments are for if you want to discuss concerns in more detail. We offer a friendly, non-judgmental approach, in a relaxed environment. Home visits can be arranged if this is more convenient.

We are able to signpost parents to external agencies for advice on housing, benefits and employment etc. If requested, by either parents or school, we can complete an Early Help Assessment. This is an early assessment and planning tool to facilitate coordinated multiagency support. The Early Help Assessment assesses the strengths and needs of the child and their family. Outcomes and actions are then agreed and put in place on a formulated plan. Regular meetings will be held, to ensure outcomes are being achieved. These meetings provide valuable opportunities for parents to share their successes or discuss any barriers, which are preventing them from fulfilling outcomes. Your child will be fully involved in this process, as their views are important to us. Children's perspectives, wishes and feelings will be documented in the form of a narrative and these will be paramount, when providing support. Your child is as important to us as they are to you.