John Masefield
High School & Sixth Form Centre

Excellent and Enjoyable Learning for All

Support Today... Brighter Tomorrows

Early Help Offer

For all Parents, Carers and Young People

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



Talk

Listen

Support

Achieve

Together

Excellent and Enjoyable Learning for All

Providing early help to our pupils and families at John Masefield High School and Sixth Form Centre (JMHS) means we can improve outcomes for children, families, and communities, by providing support as soon as a problem emerges.

1	2	3
TALK	**PLAN**	**CONNECT**
Start with your year leader, tutor or the Safeguarding Team	**We can help identify what is worrying you, what is working well and what support is needed**	**Where needed, we can link you with specialist services, other agencies and professionals**

There are many ways in which we can help as outlined in this offer of early help. In order to support in the right way, we work with you to identify:

what are you worried about, what is working well and what needs to happen

The information you share with us we can use to form a Pastoral Support Plan which will help us to identify what other agencies and professionals we may use to be able to support you and your child appropriately.

Early Help can support children and their families who may be struggling with:

- **Routines and family rules**
- **Children who are caring for a family member**
- **Children who may not want to go to school for different reasons**
- **Children in the family who have special educational needs and/or disabilities (SEND)**
- **Children or parents / carers misusing drugs or alcohol**
- **Children who may be becoming involved in anti-social or criminal behaviour including online behaviours**
- **Children who go missing from home**
- **Children at risk of being tricked, forced, or made to work in the criminal world**
- **Children who may need support because they may experience mental health problems such as low mood, anxiety, self-harm, gender questioning and eating disorders**
- **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)**
- **Children experiencing trauma associated with separation and/or bereavement**

In Herefordshire, Early Help exists on a continuum of needs for all young people, with JMHS providing the vast majority of support for those at Level 2, and the local authority leading on most cases at Level 3-4.

The continuum of support for children and families

Children and young people may have additional or unmet needs at any age or stage of development (0 to 18 years); their circumstances or that of their parents / carers may have changed over a period or they may have an accumulation of different factors happening which increases a child or young person's vulnerability or unmet needs.

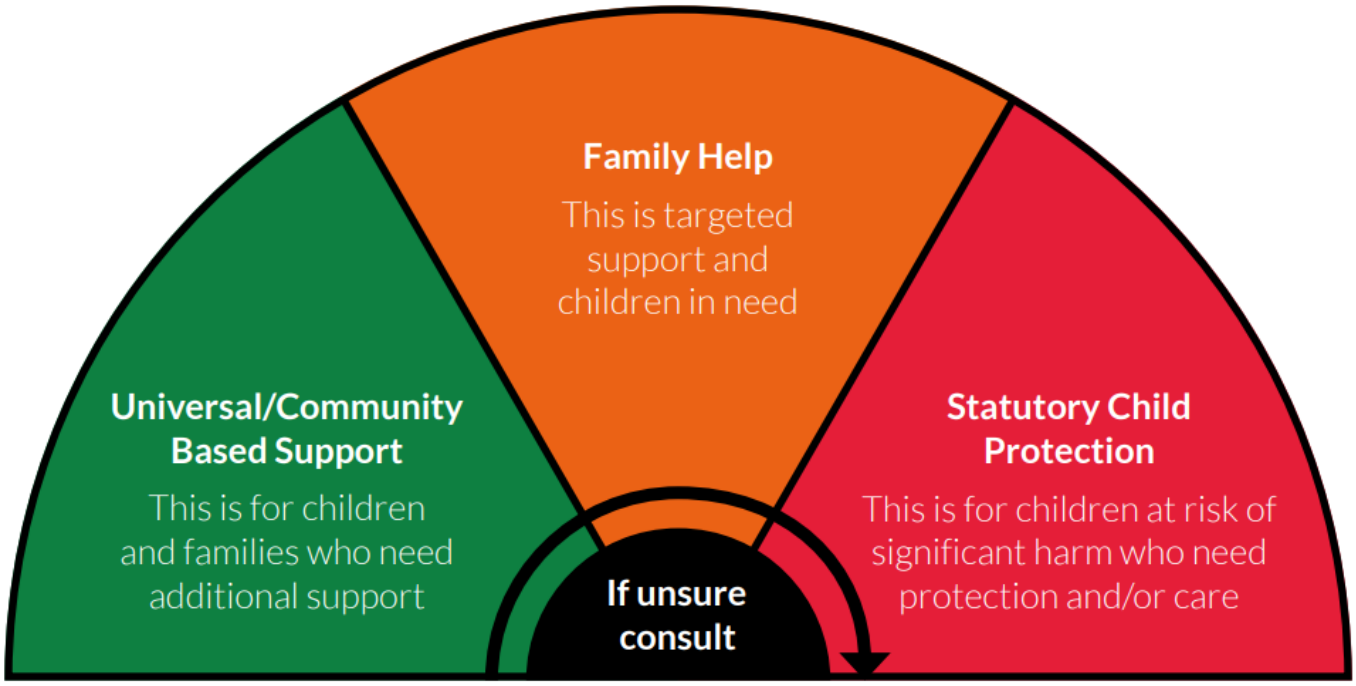
The continuum of need below demonstrates how family's needs are not static. Their level of need can increase in risk or complexity or improve through support and resilience; as practitioners working with families we must adjust our approach accordingly. We should maintain ongoing assessment of a family's needs through our delivery of help and support, ensuring our approach is proportionate, co-ordinated and focused on achieving positive outcomes for children, young people and their families.

Across this continuum, working with the family's network and facilitating family-led decision making is a consistent expectation, not limited to a particular point of need or intervention.

Green: Universal / Community Based Support (previously Level 2) – this is for children and families who need additional support

Amber: Family Help (previously Level 3) – this is targeted support and children in need

Red: Statutory Child Protection (previously Level 4) – this is for children at risk of significant harm, who need protection and/or care



Young people without a Herefordshire address may well be eligible for alternative services from one of our neighbouring counties, and this where relevant should be explored with the JMHS pastoral team individually.

Although the offer below is a universal offer – it is important to stress that some of the organisations referred to triage all cases, and work on referrals reaching a particular threshold before accepting them. It is also important to point out that although all professionals work within the safeguarding policy of the school and seek to maintain confidence wherever possible, they will if necessary escalate a concern to level 4 where they feel a child is at an imminent and or significant risk of harm.

Many of the external agencies listed below that are working with the school are also outlined in the Herefordshire Directory of Early Help Services available online or from the school.

https://www.herefordshire.gov.uk/downloads/file/5600/herefordshire-directory-of-early-help-services

JMHS Pastoral / Safeguarding Team	Our team of Year Leaders and Student Services Assistants can be contacted via email or by phone through our main switch board. The team is able to support you with: • Targeted and holistic Behavioural Improvement Plans including regular updates, mentoring and reporting of progress • Responding to concerns and disclosures of bullying and/or perceived bullying, including follow up welfare checks • Communicating and sharing family concerns with staff across the curriculum • Modification of curriculum/groupings and establishment of "safety plans" where young people feel anxious or overwhelmed • Referral of young people to other providers and completion of a full Early Help Assessment where necessary, and therefore engaging the support of a Professional Family Worker • Where necessary home visits to support with possible various family dynamics that may be presenting barriers to attend with a Family Support worker • Working closely with students who are eligible for the School Pupil Premium fund and devising plans and possible uses for additional funding which could support progress • Our network management team can also provide service and advice on securing mobile phone and internet use .
ELSA support **(Emotional Learning Support Assistant)**	Short term one to one or group interventions, targeting students who may be demonstrating early signs of anxiety and low mood linked to issues such as bereavement, self-esteem, workload and exam stress, trauma, friendship issues, body image. Our experienced ELSA can work with referred students especially those showing reluctance to engage with schooling to interpret and understand their feelings and emotions. Referral routes are currently through Year Leaders.
Hub Team	Our Inclusion Hub provides a learning base mainly for short term support with the aim of reintegrating students who have been missing from school for periods of time. The hub can also offer emergency provision for students who find themselves unable to attend some or all lessons for a range of reasons (social, emotional or physical). A few students particularly in our older year groups may have set periods of hub team time built into their curriculum. For example, students who have transitioned to the school mid Key Stage who may not be able to access particular accredited exam courses. Referral is currently through Year Leaders or SENDCO.
Behaviour Recovery Team	For our students who may be demonstrating unregulated behaviour due to a range of factors, our Behaviour Recovery Room offers time and support for students to serve sanctions within school, and have access to staff who can support with reflection, restoration and regulation. The team are also be able to support with behaviour plans and check-ups as students return to the mainstream curriculum.

First Aid Team	Our First Aid Lead is fully trained to meet the physical needs of students during the school day, and is available to liaise with parents over the implementation of a Medical Care Plan where required by a medical professional and risk assessments for short or long term injuries/disabilities. They also have Mental Health First Aid training, and can respond especially when notified by parents and carer via the Year Leader to support with young people experiencing school-based anxiety and anxiety episodes that may arise through the school day. They can also help parents and staff with the referral process for in school counselling services. Our team of fully qualified first aiders support with the day to day work of managing first aid across the school and on off-site educational visits.
JMHS Special Educational Needs and Disabilities (SEND) Team	Our SENDCO and teaching assistant team have their own local offer which is available on our website. It outlines some of the key services for families with children who have both diagnosed special educational needs or are in earlier stages of having those needs assessed. The department can produce Student Needs Profiles for selected students with key effective strategies to be shared with all teachers. The team provide screening and testing for specific learning difficulties such as dyslexia, and assess and for specific Access Arrangements for students facing public examination Further information is available via SENDCO@jmhs.hereford.sch.uk
School Attendance Advisor	Our Education Welfare Officer based in school one day each week is able to support on a range of issues related to "low and problematic attendance". They are able to: • Advise parents on the legal status of non-attendance and modified timetables plus conducting of safe and well visits • Advise on local authority interventions and provision which may be available as part of a reintegration plan where needed • Mediate and liaise between school and home as well as other services such as health (signposting support organisations) jo.ellis@jmhs.hereford.sch.uk
IAG Careers support (Independent Advice and Guidance)	Our Independent Advice and Guidance Counsellor provides impartial information and guidance on post 16 and 18 pathways for all students. All KS4 students will receive a guidance interview and support with applications and, where appropriate, appointments for younger students can be facilitated as part of a Pastoral Support Plan. The IAG Counsellor can offer guidance on the following: • Local Tertiary colleges and their recruitment processes • Pathways into selected and specific careers • Local apprenticeships – their listing and availability ranah.kelly@jmhs.hereford.sch.uk

School Nursing Team	Herefordshire School Nurse services operate within school at least one day a week on a drop in or referred basis. Nurses can support with both physical and mental health screening, advice and support including sexual health, dietary concerns, addiction and anxiety. They can also act as a referral pathway for a range of other National Health services. https://www.wyevalley.nhs.uk/services/community-services/school-nursing.aspx
WEST **(Wellbeing and Emotional Support Team)**	Supported by the local NHS trust, WEST provide programmes of mental health support individually or in small groups based on referrals from the pastoral team (they are open to direct self-referrals from our Year 12 and 13 students). The team offer short-term support delivered by education mental health practitioners (EMHPs) and senior practitioners, using cognitive behavioural therapy (CBT) methods to help with low mood, wellbeing, anxiety and behavioural difficulties. https://camhs.hacw.nhs.uk/west/
Onside Counselling	Onside and the Melo approach offers a range of therapeutic counselling approaches including Cognitive Behavioural Therapy (CBT) and Systemic Family Practice. They work on a six to seven-session brief intervention model with requests for extensions agreed. Onside referrals can also be accessed through your GP service outside of school https://www.onside-advocacy.org.uk/melo
Kooth	Kooth is an online mental health counselling service which all young people can access. It provides safe and timely support for young people who may not feel able or ready to access one to one mental health support. https://www.kooth.com/

CHAT- Children's Help and Advice Team (Early Help Team for Herefordshire Children's Services)	This confidential service is open to all families living in Herefordshire, with a child or children aged 0 to 18 years. Their friendly and professional team will listen to your worries and offer advice to support your needs. They can offer support, advice and guidance for families and young people on: • Family relationships • Challenging behaviours • Housing and financial matters • Emotional and mental health worries • Keeping your child safe (online and in the community) • Child wellbeing and development • Children and young people with special educational needs and disabilities (SEND), and their families • Any issue affecting you and your family Call the Children's Help and Advice Team on 01432 260261 (available Monday to Friday, 9am - 4.45pm) and speak with an experienced supporting family's advisor. https://www.herefordshire.gov.uk/earlyhelp https://www.herefordshire.gov.uk/media/dd4n3car/herefordshire-directory-of-early-help-services-october-2025.pdf
LEAF	LEAF is a faith-based organisation working across the Ledbury community offering in school transition mentoring from KS2 to KS3 plus other more tailored talking/ counselling sessions . Contact your Year Leader or LEAF directly https://www.leafledbury.com/
Colwall Youth Group	Colwall Youth Project supports young people and young adults. Our experienced team of Youth Workers provide an accessible, friendly and safe environment for all young people. This service is delivered through drop-in sessions, 1-2-1 support, mental health and well-being support, targeted activities, school holiday activities, educational support, open access sessions, skills4 life workshops, positive activities and continued empowerment. https://www.thecyp.co.uk/
Herefordshire Young Carers	Herefordshire Young and Young Adult Carers CIC provides support and respite for children and young adults who are caring for a family member with an illness, disability, mental health issue or problem with drugs or alcohol. http://hycclub.co.uk/

Get Safe – Herefordshire Children's Safeguarding Board – contextual safeguarding support 	For those families facing issues surrounding radicalisation and both child criminal and sexual exploitation. For further details and referrals please contact the safeguarding team https://www.herefordshiresafeguardingboards.org.uk/safeguarding-information/safeguarding-children-information/child-exploitation
Steer Clear 	The Children's Society, working with West Mercia Police, offer group support for young people and their parents and carers, as well as targeted one-to-one sessions in school or in the community for young people who may have been carrying a weapon or have been pulled into criminal activity. They work with schools, the police, social care, activity providers, and others to keep young people safe from harm and prevent the criminalisation associated with youth knife crime. https://www.childrenssociety.org.uk/information/professionals/child-exploitation/steer-clear
Turning Point 	Specialist support advice and therapy for families and young people in Herefordshire living with addiction and/or substance misuse. Speak to your Year Leader or the safeguarding team for further information or a possible referral. https://www.turning-point.co.uk/services/herefordshire
Purple Leaf 	Specialist service provider who will work with the school to support young people who are direct victims, or have been impacted by sexual abuse and violence. Speak to your Year Leader or Safeguarding team for further guidance and potential referral. https://purpleleaf.org.uk/
Catch22 	Missing from home or care services identify reasons for young people running away and provide support. Catch 22's services also prevent or stop child exploitation, raise awareness amongst young people and provide training for professionals, parents and carers. https://www.catch-22.org.uk/resources/new-child-exploitation-service-launched-in-west-mercia/

Togetherness Parenting courses TOGETHERNESS Bringing the Solihull Approach to the world	Togetherness is an NHS emotional health team sharing evidence-based teaching and learning about emotional wellbeing and preventative mental health in the UK and around the world. Togetherness equips people with lifelong skills that build emotional resilience and wellbeing. We help foster robust relationships and connections that transform how we communicate and interact with others. You are able to have free access to their parenting courses. Using the access code: APPLEHERE https://togetherness.co.uk/
Ledbury Talking Community Hub TALK COMMUNITY	Talking Community Hubs are located across Herefordshire, including Ledbury and provide a safe place where people can access up to date wellbeing information and signposting to local and national resources on a range of social, financial and parenting issues. They also connect people to services, groups and activities, either within the local area or across the county, which can help them support their own wellbeing and independence. https://www.talkcommunity.co.uk/keeping-well-staying-healthy/keeping-yourself-well/talk-community-hubs/where-is-my-nearest-talk-community-hub/talk-community-hubs-ledbury/
NHS England Midlands - **Student Mental Wellbeing ToolKit** NHS	NHS England Midlands supports student and youth mental wellbeing through regional clinical networks, digital self-help platforms, and signposting to specialized mental health and education toolkits • NHS Every Mind Matters: Provides an interactive, free tool to build a personal Mind Plan with tailored tips for stress, anxiety, and low mood. • NHS Talking Therapies: Students can self-refer for local NHS psychological therapies via the NHS Mental Health Services directory
One voice, One Hope One Voice, One Hope Collaboration To Prevent Suicide	Focused, themed groups that bring stakeholders together to share experience, resources and insight, with the aim of identifying and developing examples of good practice and emerging good practice and effective approaches to suicide prevention, intervention and postvention. https://onevoiceonehope.org/
Childline ChildLine 0800 1111	Childline is here to help anyone under 19 in the UK with any issue they're going through. You can talk about anything. Whether it's something big or small, the trained counsellors are here to support you. Childline is free, confidential and available any time, day or night, by calling 0800 1111, sending a message, through 1-2-1 counsellor chat https://www.childline.org.uk/
MIND mind for better mental health	Through our helplines, resources, and our network of local Minds, we provide life-saving information, support, and advice. We campaign to improve services, challenge stigma, and make mental health a priority. https://www.mind.org.uk/

Ledbury Community Hub	The Ledbury Community Hub was set up to facilitate inclusive community events, unique learning experiences and supportive services to the people of Ledbury and the surrounds. A youth club for 14- 19 year olds. https://www.ledburycommunityhub.org.uk/Who-are-we
Crush **(West Mercia Women's Aid)**	CRUSH in Herefordshire is a free, structured group support programme run by West Mercia Women's Aid for young people aged 13 to 19. What the Programme Does • Healthy Relationships: Helps young people explore the differences between healthy and unhealthy relationships. • Support & Empowerment: Designed for individuals who have witnessed, experienced, or are at risk of domestic abuse, unhealthy relationships, or gender-based bullying. • Activities & Discussions: Uses group sessions to build confidence, safety awareness, and non-violent problem-solving skills https://www.westmerciawomensaid.org/services/children-and-families-service/
Every Step Together	Every Step Together (formerly known as Families First) is a support service run by the charity YSS that helps families in Herefordshire and Worcestershire navigate the criminal justice system. https://www.yss.org.uk/families-first/
NSPCC	NSPCC guide for parents and professionals about social media, Keeping children safe online. Advice on Grooming. UK's leading children's charity. Been working to stop child abuse and neglect. https://www.nspcc.org.uk/about-us/
Live Safe	Live Safe provides knife crime advice & support for parents, carers and young people. Learn the facts about UK[8]knife crime and how it can impact your life, plus get support on how to stay away and live safely. https://livesafe.org.uk/parents-and-carers/knife-crime/