**Offer of Early Help**

At Castle Manor Academy, we recognise that sometimes things can get difficult for families. Putting local support in early when a problem arises is much more effective than having to react later. By identifying emerging problems, sharing information with other professionals and targeting needs, we can increase positive outcomes for children, young people and their families. Early help is about preventing problems from escalating. It is everyone’s responsibility. Together we will make sure that our children and young people and their families are safe, happy and ready for school, work and the challenges that life can bring.

**Support for Everyone**

Castle Manor Academy is a listening school. All parents and students are encouraged and invited to make appointments to talk and be listened to. All staff email addresses are available on the website and all staff are able to direct our families to the extra support they might need.

Tutors and Achievement Leaders

All students see their tutor on a daily basis and have ample opportunity to speak with them in the event of any problems arising. Tutor groups have daily contact with Achievement Leaders who can further support and direct students and parents to those people who can help.

Learning Mentors

At the appropriate times, students can seek support and advice from our three learning mentors, Mrs Stubbings, Mrs Moralee, Ms Howard, Ms Ponova and Mrs Eady, who can help with a wide range of issues such as: exam stress, behavioural difficulties, bullying, friendship issues and uniform.

Attendance

Castle Manor Academy is committed to ensuring students attend school every day. Mrs Dobell and Mrs Samuels are available in the main office to support with any difficulties surrounding school attendance.

Life skills

All students are supported in learning essential skills and knowledge that will equip them to deal with the challenges of daily adult life through our tutor time programme, which covers citizenship and British values education. All students have Life and Culture lessons where they learn about healthy relationships, sex education, e-safety and healthy lifestyles.

Home Learning

All students are invited to attend homework club in the library after. There is additional support with homework in B29 for students with additional needs. Please speak to Mrs Jacobs, our HLTA, for further information.

The School Nurse

The School Nursing Service provides a drop in every Wednesday. These are advertised around school. All students can also be referred for appointments with the school nurse- please contact Mrs Crissal for further advice.

**Targeted Support**

Sometimes students need more targeted support to help with specific needs.

Mental Health First Aid

Mrs Crissal, our Vulnerable Children’s Officer, and Mrs Samuels, our Attendance Manager are both Mental Health First Aiders and can offer support on a 1:1 basis for any students struggling with emotional wellbeing and mental health. Mrs Samuels is also trained to support students 1:1 who are struggling with low mood. Many of our other support staff have also been trained in Mental Health First Aid.

Early Help Hub

Mrs Crissal (Vulnerable Children’s Officer), Mrs Samuels (Attendance Manager), and Mr Watkinson (Assistant Headteacher and Designated Safeguarding Lead) are all trained in the use of the Signs of Safety technique when completing an Early Help Assessment. We will invite families to access a wider early help offer by completing the Common Assessment Framework (CAF) where we think there is need. Mrs Crissal also makes referrals to the outside agencies as listed below.

Emotional Literacy Support

Mrs Crissal, Mrs Jacobs (Higher Level Teaching Assistant), Ms Howard and Mrs Moralee can all offer support with identifying and coping with difficult emotions.

Anxiety support

We also offer small group interventions around managing anxiety and teenage life. These group interventions take place throughout the term.

Mental Health Support Team

We can also make referrals to the Mental Health Support Team, who work with students for limited periods in school on common mental health difficulties such as low mood, anxiety and so on. Please speak to Mr Watkinson if your child is displaying signs of needing further support with their mental health.

Safeguarding

Mr Watkinson is our Designated Safeguarding Lead. Alongside Mrs Crissal, who is Deputy Safeguarding Lead, the wider safeguarding team and the wider staff, Mr Watkinson ensures that our children are referred to the appropriate agencies if they are at risk of harm and that they receive the support they need both inside and outside of school.

SEND

Mr Gardener, our SENDCO, and our learning support team, provide planned support and intervention for students with Special Educational Needs and disabilities. Mr Gardener works closely with our safeguarding team and coordinates early help for families of children with additional needs.

Support from Outside Agencies

When required, the school can make referrals to outside agencies who can provide a higher level of support in key areas. Key agencies we work with are:

Education Welfare Officer (attendance)

School Nursing Service

Child and Adolescent Mental Health services (CAMHS)

Nicky’s Way (bereavement)

Turning Point (drugs and alcohol difficulties)

Suffolk Family Carers

Diversion programme (youth justice)

Online Support

Parents and young people can make direct referrals for emotional wellbeing and mental health support through the Suffolk emotional wellbeing gateway by visiting

<https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/infolink.page?infolinkchannel=2-1-1>

Further signposting to local agencies in a variety of areas can be found on the Suffolk Safeguarding Children website.

<http://www.suffolkscb.org.uk/parents-and-carers/>

Details of parenting courses offered in the local area can be found on the Suffolk Parent Hub

<https://www.suffolk.gov.uk/children-families-and-learning/the-parent-hub/>