



Swallowdale
Primary School

EARLY HELP OFFER

2025-2026

Our Vision

Swallowdale is a school where everyone feels as though they belong. We are inclusive and ambitious for our children, community and staff. Our core values underpin our vision and the culture we build every day.

As part of our inclusive school who truly believe in working together, we provide support, guidance and signposting to families in a variety of different areas. This will include support we can offer in school or through working together with external agencies. Ultimately, improving children's outcomes in life is the ultimate goal.

Safeguarding at Swallowdale

Safeguarding our children will always be our priority at school. Our team of trained Designated Safeguarding Lead and Deputy Designated Safeguarding Leads are well equipped to deal with any safeguarding concern. Members of our team have individual areas of specialism through additional training and support. If you ever have any concerns about a child's safety, please speak to one of the members of the team.



Swallowdale Primary School

Safeguarding Specialisms

Sam Harries; Lead DSL
Safeguarding Culture and Policy
Beyond Bullying Award Lead
LGBTQ+ Inclusiveness Training

Sarah Charles; Deputy DSL
Staff Voice
Child Voice

Gail Edwards; Deputy DSL
Safeguarding in the Curriculum
Educational Visits
Everybody's Welcome Training

Hayley Kirk; Deputy DSL
Attendance
Record transfer
Understanding Children's Mental Health Training

Jen Cross; Deputy DSL
Mental Health Lead
Pupil Voice for SEND
Supporting Self-harm Training

Dan Corcoran; Deputy DSL
Safeguarding in the Early Years
Pupil Voice for Early Years
Child on Child Abuse Training

School based support for children

1. ELSA

ELSA stands for Emotional Literacy Support Assistant. Our ELSA is able to offer sessions on a one to one basis or in small groups to support an aspect of a child's emotional wellbeing such as developing self-confidence or giving strategies to support anxiety. The number of sessions will vary based on the child's needs. Children are referred to our ELSA through our SENDCO, Miss Cross.

2. Wellbeing and Inclusion Mentor

Our Wellbeing and Inclusion Mentor can offer sessions to individual children or a group of children on a range of emotional or social issues. This could include self-regulation, reducing anger or understanding social cues and context. The sessions can be variable depending on the children's needs. Our Mentor can also offer advice and guidance for families managing more challenging behaviour at home.

3. Mental Health Lead

Miss Cross is our Mental Health Lead who has completed a recognised course to receive this accreditation. Miss Cross can offer sessions with individual children who may have a mental health concern. Miss Cross can also work with the child's family to provide support and advice for strategies which could be used at school and at home. In cases where needed, Miss Cross is able to develop a safety plan with the children.

4. Counselling

We employ a counsellor on site for children who have experienced trauma or adverse childhood experiences. Often these sessions will be funded through an additional stream such as Pupil Premium or to support Looked After Children.

School based support for families

1. Behaviour Lead

Mr Corcoran is our Behaviour Lead in school. Where individual children require additional support, Mr Corcoran oversees the writing and implementation of individual behaviour plans. He is also available to meet with families to review strategies which will benefit children both at school but also at home.

2. Attendance Lead and BEP Attendance and Welfare Officer

Mrs Kirk is our attendance lead. She is available to offer advice and support where families are struggling with their child's attendance at school. Through Bradgate Education Partnership, we have access to our Attendance and Welfare Officer. She provides support to school to monitor attendance and implement the policy. She is also available to meet with families and Mrs Kirk to review in more detail family's experiences and offer support and guidance.

3. SEND Surgeries

Miss Cross and Mr Corcoran will hold SEND surgeries over the year where families are invited to book individual appointments to discuss their child, their needs and next steps to support the child. Families will receive communication during the year as to when these happen. The team also offer targeted family workshops where children are receiving a specific intervention. This is an opportunity for families to meet key members of staff and ask any questions.

4. SEND Support Groups

Through Bradgate Education Partnerships, families of SEND children have access to regular parent workshops which run with a specific focus each time. Professionals from different external services are available at these sessions for parents.

Signposting and external support for children

1. Mental Health Support Team

The Mental Health Support Team in Schools (MHST) is a new service that is working with a number of schools across Leicester, Leicestershire, and Rutland to help young people with their mental health and emotional wellbeing. The teams can help children and young people work through struggles with low mood, anxiety, and worry. They can also assist in putting strategies in place to help with these issues and support with practical steps to get better sleep and work on panic management.

2. 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.

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. Link is [here](#). 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. Household Fund Application

Periodically through the year, we are able to apply for financial support for families through the Household Fund Application. When the applications are available, we will communicate with families how they can apply. Families will need to provide the details and evidence required in order for the application to be successful.

3. Local Signposting: Melton Storehouse

As well as offering food, clothing, bedding, baby equipment and various household appliances, we now also have a new upstairs café, baby changing facilities and shelter bags for those who are sleeping rough. Our services are available to those who are living in the Melton borough and have been referred by local agencies. We also offer hygiene facilities where our guests who are rough sleeping can shower, brush teeth etc. Our food bags are now customisable in our shop, this service is free and allows people who are referred to us to have greater choice over their diet. You can find more information clicking [here](#) or by calling 01664 502502.

4. Local Signposting: Melton and District Money Advice Centre

If you're trapped in debt and can't find a way out, we're here to help. Our support is available to those who live in Melton Mowbray and the surrounding borough. You can find more information clicking [here](#).



Finding the right mental health support...

**START A
CONVERSATION**



Non-Urgent

Contact your GP Practice

To book an appointment with your doctor, mental health practitioner or social prescriber.

Start a Conversation

Signposts to a range of local and national services where you can get support, as well as offering suggestions for self-help.



Urgent

Mental Health Central Access Point

24/7 free mental health support helpline for people of all ages in Leicester, Leicestershire and Rutland.

Call NHS 111 and select option 2.

*This service can be busy at times and you may have to wait for your call to be answered.

Call NHS 111 and select option 1 for advice on physical or medical issues.

Neighbourhood Mental Health Café's

The cafes are drop-in centres for anyone who needs immediate help with their mental health.



Emergency

Call 999 if there is a physical threat to life.