Highfield St Matthew's CE Primary School

'***As Jesus said, Let Your Light Shine Before Others So They May See Your Good Deeds***' (*Matthew 5.16*).

Family Help Offer

September 2026

What is Family Help?

Family Help is a process where school staff (or another professional working with families) works with your family to access support. We do this by filling in a form called an Family Help Assessment Tool. A Family Help Assessment is voluntary; you don't have to have one, but it really helps if there's something you're struggling with, or don't know what support you can access. Sometimes, families who have worked with a social worker are 'stepped-down' to Family Help. This is so that you still get support from school. Sometimes school will suggest opening a Family Help Assessment so that we can provide you with help before things get overwhelming.

What happens during a Family Help Assessment meeting?

There will be a Lead Professional who will arrange the times of the meeting and invite everyone. This can be the person who knows your family best, often a member of school staff. If school are opening a Family Help Assessment, the Lead will talk to you about why we think this will help. If you agree, we will invite people who can help you. This could be the school nurse, health visitor, teachers from siblings' schools, Education Welfare amongst others. Family Help Assessment is all about finding the strengths in your family. So we will ask everyone (including yourself) what is working well? We want to make sure we're giving you the right support, so we will ask; what are we worried about?

And we want to make sure actions are completed, so we will ask; what needs to happen? We'll also talk to your children. Don't worry, this is usually a nice activity such as drawing and finding out what they want. This is vital because your child is the most important person here, and we want to make a difference to them.

What happens then?

There will be some actions from the meeting. This might be something you as a parent need to do, or something professionals need to do. We'll meet again in 4-6 weeks to check how things are going. Don't worry, you can always ask us any questions before this, you don't need to wait 4-6 weeks! After some time, parents and professionals will agree that the actions have been completed, and the family doesn't feel the need for this support any more. I Family Help closes, the family can always ask any professional for support in the future. If the actions on a Family Help Assessment are continually not met, and concerns about the welfare of the child are raised, professionals may consider a referral to Children's Services. If a child as suffered/is at risk of suffering serious harm, this will be reported to Children's Services.

What support could you access with a Family Help Assessment?

- Help with pregnancy/newborns; we can invite your midwife or health visitor
- Help with older children; we can invite staff from other schools
- Finance/housing; we can ask for support from local services or signpost you to help
- Behaviour; we can look at this further in school with your child's class teacher and senior leaders
- Health; we can invite the school nurse who can work with your child's GP
- SEN/additional needs; we can look at this further in school with your child's class teacher and SENDCo
- Attendance; we can meet with the Education Welfare Officer.

Parents can access https://www.wigan.gov.uk/Resident/Education/Family-Hubs/index.aspx for more information.

If you have any more questions, please do come and visit us in school! Our Pastoral Lead Mrs Rose will be happy to help.