



# The Two Way Street

Whilst we work hard to help your child achieve academically, we also believe it is crucial that children thrive socially and emotionally. If your child is anxious or upset we can help.

## What should I do first?

- ⚠ The first step is to talk to your child. You know them best and if they can explain what is upsetting them, then the next steps will be more obvious.
- ⚠ If your child is too upset to talk or won't open up, perhaps leave them a while to calm down or ask another adult that they trust to try to talk to them.
- ⚠ Sometimes children just need reassurance or advice- this could be enough.
- ⚠ If you feel that we might be able to help, then your first point of contact is usually the child's class teacher. Just ask at the office if you need to speak to them- they may be able to see you straight away or at the end of the day. Otherwise they may ring to speak to you later in the day.

If you feel a problem is getting worse or serious, there is other help available.

**Mr Yeomans or Mrs Lane** are always willing to talk to parents or children who are upset.

**Mrs Haigh is our SENCO (Special Educational Needs Coordinator)** who can help if your child is having significant difficulties with their learning. She can help refer to other agencies such as Speech and Language or the School Nursing Team.

**Kelly Yates our Family Support Worker** can help in a variety of different ways including behavioural support such as: toilet training, establishing bedtime routines, sanctions and rewards. She has also helped parents with housing and financial difficulties. Kelly can visit you at home or at school and if she can't help, she is often able to refer you to someone who can.

Kelly can be contacted at Brownhills Children's Centre on 01543 370 734. Otherwise Mrs Lane can get in touch for you- just ask. Kelly is always discreet and other parents will not know that you are accessing support. She has been working with us during this year and has quietly helped many St John's families already.

