



PARENT/ CARER SUPPORT & INFORMATION BOOKLET



ASPIRATION

Be the best that
you can be



COMMITMENT

Do what it takes for
as long as it takes



SUCCESS

Be ready to
take on the world

*FREE 'DROP-IN' ADVICE, SUPPORT & GUIDANCE



FOR OUR CROWN HILLS PARENTS/CARERS

EVERY MONDAY 6-7PM TERM TIME ONLY

Our support worker can speak English, Gujarati, Hindi, Urdu and Punjabi, but enquiries are welcome from ALL communities. If you speak Slovakian, Polish, Bengali, Arabic or Somali (or any other language) we will support you to the best of our ability, but may need advance notice to ensure the right team are available.

Drop in sessions are held in the CLC which is the building nearest to the main entrance at Crown Hills.

We look forward to meeting you.



FREE Parent classes and Drop-in advice sessions for parents/carers new to English

We are delighted to be able to continue with and increase the number of courses and support sessions on offer for our parents/carers here at Crown Hills.

All parent classes and advice sessions will resume the week beginning Monday 8th January 2024. They will be held in our CLC building.



Class/session	Course dates/times	Information
Drop-in Advice Sessions	Monday's 6-7pm term time only	Open advice session where you can get help with form filling or discuss letters that you don't understand
New Introductory Group Sessions	Monday's 7-8.30pm term time only	Beginners to English class
ESOL Class	Tuesday's 9-11am term time only	ESOL Speaking and Listening, Reading and Writing Class leading to a qualification
ESOL Taster Workshop Sessions	Wednesday 9-10.30am every half term Various dates throughout the year	Various community topics throughout the year



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COST OF LIVING SUPPORT

Find out what support is available to help you and your family get through the cost-of-living crisis.

[Details of centres and charities local to our school community.](#)

Let us know if you're in financial difficulty.



We know that many families are going through a tough time this year and we want to do everything we can to help you and your child. If you're struggling with your finances, please get in touch to let us know, as there may be things we can suggest which will help.

Family Hub

Contact your local Family Hub to get help accessing all the support you might need as a family.

[Find your local hub.](#)



Check you're paying the right amount of tax. Make sure you're on the right tax code. If you aren't you might be due a refund. Use the Money Saving Expert's free tax code calculator to find out.



MoneySavingExpert
Cutting your costs, fighting your corner

Contact your local Citizens Advice Bureau or Family Hub
Citizen's Advice Bureau (CAB)

You don't have to be a UK citizen to get support from your local CAB, you just need to be a resident of the local area. The CAB can help you with:

- Getting benefits or organising other financial support
- Accessing support for essential costs (food, bills, rent)
- Visit the Citizens Advice website or contact your local branch to book an appointment.



**citizens
advice**

Check you've received all the government's cost-of-living payments

The government's cost-of-living payments are available for those receiving certain benefits or tax credits. You don't need to apply for these – if you're eligible the money should go straight into your account.



Support for migrant families – use this calculator if you are a migrant family, or if you have no recourse to public funds (meaning you're not entitled to the majority of welfare benefits)

You may be able to get benefits paid early if you need cash urgently – this is known as 'a short-term benefit advance'. You will need to contact the Department for Work and Pensions (DWP) office that's dealing with your claim.



**Department
for Work &
Pensions**



COST OF LIVING SUPPORT

Find out what help you can get with your energy bills

Take a look at these resources from the [British Gas Energy Trust](#) and the [Money Saving Expert](#).



[Help with school uniform costs](#)

Contact Assistant head of Year for pre-loved uniform.



The [Holiday Activities and Food Programme](#) - access to food and activities over the school holidays. Note that if your child is eligible for free school meals, they'll also qualify for this programme.



Get free or low-cost food. If you're worried about not having enough food to feed your family, you're not alone. There are a number of places offering support.

Our breakfast club is free. Students can arrive between 7.45am and 8.10am. No need to book, just turn up!

If you have a child under 4, and meet the eligibility criteria, you may be entitled to [healthy start food vouchers](#)



[Check if your child is entitled to free school meals \(FSM\)](#) If your child is eligible for FSM you need to get them registered. This will allow them to get a free meal at school, and we'll get extra funding (known as the pupil premium) to support your child's learning.



Find your local food bank. One not far from our school is Wesley Hall.



Use food waste apps and websites like [Olio](#) (for free food and household items from your local community), [Too Good To Go](#) (for low-cost food from local restaurants), or [Low Price Foods](#) (food that has passed its best before date, but is still safe to eat)



Become a member of a community shop.

These organisations sell food to their members at a reduced price. Some shops are free to join if you meet certain criteria, and others ask for a small contribution.



COST OF LIVING SUPPORT

Replace or repair household items at a low cost or for free. Check if you can get broken household goods replaced or repaired by your local community.



Get free household goods on [Freecycle](#)
Get help with DIY repairs at a [Repair Cafe](#)



Find a warm bank on:



[Warm Welcome](#)



Find a Warm bank on:

[Warm Spaces](#)



Contact the [Salvation Army](#) for emergency assistance.



See if you're eligible for grants from [Turn2us](#)



Contact [StepChange](#) for debt advice.



Single parents can get support from [Gingerbread](#)



Contact [Shelter](#) if you're having issues related to housing.



BETTER OFF LEICESTER

BetterOff is a service for people who live in Leicester. BetterOff will show you the benefits you are entitled to and will help you to apply for them online. BetterOff also provides information on how to find and apply for jobs.



Please see [here](#) to access an online calculator to see if you are entitled to benefits.

**Scan the QR
Code for more
information**



If you would like help or support with using this website please come to our FREE Drop-In Advice session which runs every Monday 6-7pm during Term Time.

The Solihull Approach- Courses

The Solihull Approach Courses cover concerns that parents often face with children, from before they are born to early adulthood, including physical and mental health, understanding their feelings and how to build better relationships.

The courses include the same content as you would receive in a typical face-to-face parenting group run by health visitors. They are available in 108 languages, with voiceovers in English and Urdu. Each course has a number of different components, and they can be accessed at any time and any place.

- Understanding pregnancy, labour, birth and your baby
- Understanding your child - 0-19 years
- Understanding your baby
- Understanding your child with additional needs
- Understanding your child's mental health and wellbeing
- Understanding the impact of the pandemic on your teenager
- Understanding your teenager's brain
- Understanding your brain
- Understanding your child's feelings
- Understanding your relationships



- Further courses are currently in development, including a specific course for supporting children and young people with possible neurodevelopmental conditions.

All courses are free to access for anyone – it just requires users to create an account to access them – and they are available for the next two years.



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@CHCC_Official



www.crownhills.leicester.sch.uk



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