

St Alban's Catholic High School



Family Help Offer 2026-2027



01473 726178 

general@st-albans.suffolk.sch.uk 

www.st-albans.suffolk.sch.uk 

@stalbanshigh 

Headteacher: Matt Baker

St Alban's Catholic High School, Digby Road, Ipswich, Suffolk, IP4 3NJ

A Company limited by guarantee incorporated in England & Wales under number 7902662

Family Help at St Alban's Catholic High School

At St Alban's, we offer a range of services to support young people and their families during their time at our school. This guide will show the various support offers we have in place, but please do feel free to get in touch with us if you would like more information about any of our services. We recognise that different students have different needs, and our Family Help offer is not a 'one size fits all approach'.

There may be times where we feel that further support is needed, and we may signpost to external support or make referrals to external agencies as appropriate.

Please note that our staff are here to support however we can, however as a busy mainstream secondary school, there may be times where we are unable to offer the level of support parents and carers would ideally like. Every effort will always be made to ensure that we work collaboratively and supportively with parents and carers.

Form Tutors

Your child's Form Tutor is the person in school who knows them best and the first line of support for day-to-day concerns or communication. Form Tutors see students every morning and are trained in how to identify any early signs that a young person might need support. Form Tutors can put interventions in place to support your child by assessing need and then signposting to the most appropriate help. Your child's Form Tutor is best contacted via email. You can find a list of tutors on the school website.

Student Support Team

Our Student Support Team work closely with the Heads of Year and other teams such as Attendance to provide pastoral support to students. They will follow up on issues across the school, and they are linked to specific key stages to develop positive and supportive relationships. The Student Support Team is as follows:

Mrs H Arthur- KS3 Student Support Lead (Years 7, 8 & 9)

Mrs M Bush- KS4 Student Support Lead (Years 10 & 11)

Mrs B Thomas- Student Support Worker

Heads of Year

Our Heads of Year are teaching staff who also have a responsibility for a specific year group. They monitor attendance, behaviour, progress and wellbeing and work closely with the Student Support Team and Form Tutors. The Heads of Year are as follows:

Ms G Ivell- Head of Year 7

Mrs E Benyon- Head of Year 8

Mr M Summers- Head of Year 9

Mr D O'Neill- Head of Year 10

Mrs D Tayel- Head of Year 11

Safeguarding Team

The safety and wellbeing of our students is very important to us. Please visit the school website for more information on Safeguarding at St Alban's. The following members of staff are Designated Safeguarding Leads.

Mrs A Harries- Designated Safeguarding Lead - -aharries@stalbans-staff.org

Mrs H Arthur- Alternate Designated Safeguarding Lead- harthur@stalbans-staff.org

Mrs M Bush- Alternate Designated Safeguarding Lead- mbush@stalbans-staff.org

Mrs J Block- Alternate Designated Safeguarding Lead- jblock@stalbans-staff.org

Mrs M Mirshemirani- Alternate Designated Safeguarding Lead- mmirshemirani@stalbans-staff.org

Mr A Millington- Alternate Designated Safeguarding Lead- amillington@stalbans-staff.org

You can contact the Safeguarding Team on the above email addresses or via the main school reception.

St Alban's are also working in collaboration with Suffolk County Council and the University of Suffolk to offer placements to Student Social Workers. Student Social Workers will work alongside the Safeguarding Team for a period of 70 days as part of their training to become qualified social workers.

Reported...Sorted!

We have an online tool where students or members of the public can report concerns directly to the safeguarding team. A link to our Reported...Sorted tool can be found on every device in the school, and on our school website.

PLEASE NOTE: Reported...Sorted is not monitored outside of term time.

Emotional Literacy Support Assistant (ELSA)

ELSA is a school-based intervention designed to help students explore their emotional needs and find strategies around these. ELSA acknowledges that children and young people learn best when they feel happier and their emotional needs are being addressed. ELSA interventions work to support students to find strategies to identify and self-regulate their emotions. ELSA interventions are designed to last around six weeks and students can be referred to ELSA by a member of the pastoral team. Our ELSAs are:

Mrs M Mansell

Mrs B Thomas

Mrs P Edwards

Mentoring

We offer a range of mentoring options in school. This can be with a sixth form student, a teacher, or any member of staff with whom the student has a positive relationship. Mentors can meet regularly (normally weekly or fortnightly) with a student over a specific period of time.

Chaplaincy

Our school chaplain is Paul Gilbert. Our chapel provides a sacred space for students to reflect, worship and engage in chaplaincy activities. The chaplain can also provide support during difficult times such as bereavement. The chapel is open to students of any faith.

Attendance team

Our school attendance team work with our wider pastoral team to identify students who have a pattern of decreasing attendance and they put in place support to promote good attendance at school. You can contact the attendance team via STAattendance@stalbens-staff.org

School Nursing Team

The School Nursing team visit every Wednesday and do a drop-in service at lunchtimes. Students can access support around a variety of physical, social and emotional concerns. The pastoral team can also refer students to the School Nursing team for direct 1:1 work.

Counselling- 4YP

We commission 4YP to deliver talking therapy counselling through a six-week period of 1:1 sessions for students who are struggling with their mental health or wellbeing. Referrals for counselling can be made through the pastoral team.

Suffolk Family Carers

At St Alban's, we work closely with Suffolk Family Carers to identify and support any Young Carers and their families. We have a link person from Suffolk Family Carers who

we liaise with and a dedicated member of staff who is Suffolk Young Carers Lead for the school. Our Suffolk Young Carers lead is Ms J Hinchcliffe.

Extended Registration Programme and PSHE

Our PSHE programme seeks to develop our students' personal, social and economic skills. These can include online safety, healthy relationships, first aid, healthy lifestyles, careers, and financial advice. Additionally, students have an extended registration session once a fortnight where they discuss key topics in society or the school community. The school's PSHE lead is Mr M Summers.

Special Educational Needs & Disabilities Team

The SEN team work as allocated keyworkers for those young people who are on our SEND register. The SEN team support students both in lessons, as well as providing targeted intervention or support as appropriate. The team also work closely with the wider Pastoral team to support the needs of young people. Mrs Pickard is the school's SEN Co-ordinator. Further details can be found in the SEND Information Report on the school website.

Universal Offer

All of our students have access to our universal offer. Our universal offer outlines the things we do and can offer for young people when they are in our setting. You can find more information regarding our Universal Offer on our school website.

Clubs & Extra-curricular offer

We offer a wide range of clubs and extra-curricular activities, many of which take place at lunchtimes or after school. You can find the termly club timetable on the school website.