

# HOW TO CONTACT US

Support for  
Parents, Children,  
Young People & Families

## Counselling and Mentoring

Vista can provide a Counsellor or Mentor to support a child or young person aged between 5 and 19 years regardless of their gender, ethnicity, disability or sexual orientation. Sessions are provided in a secure and safe environment.

**Counselling-** an opportunity to let emotions out, talk openly and confidentially, put your experiences into perspective and find yourself again. Each session costs approx £35 for 45 minutes.

The aim of the Vista Counselling Service is to provide early therapeutic interventions for children and young people who are experiencing difficulties which prevent them from engaging fully in their education.

**Mentoring-** the right support at the right time. Each session costs £25 for 30-45 minutes.

Mentoring offers a 'listening ear' and is considered to be an early intervention service. Mentors will explore a variety of issues with the mentee such as low self esteem, family breakdown, bullying, anxiety, anger and behaviour.

### VISTA ST ALBANS

Jo Maher

c/o Fleetville Junior School  
228 Hatfield Road  
St Albans, AL1 4LW

**Mob:** 07939 111152

**Tel:** 01727 855134

**Email:** vistastalbans@gmail.com



We can be contacted term time during normal office hours. We run an 'out of hours' service whereby you can leave a message and you will be contacted promptly.

*Vista is driven by its commitment to improving life chances for children and young people.*



Access to Extra Support  
for you and your children



A Guide for  
Parents & Carers

[www.vistastalbans.org.uk](http://www.vistastalbans.org.uk)

[vistastalbans@gmail.com](mailto:vistastalbans@gmail.com)

# COMMON ASSESSMENT FRAMEWORK

# VISTA STAFF

# PARENT SUPPORT

Vista School Family Workers are very experienced in administrating the E-CAF. The E-CAF is voluntary and needs a parent's consent to go ahead once issues have been identified. You will have one agreed main point of contact (a Lead Professional) and a dedicated team of professionals will work together to find solutions and ways to support the family.

Once the team is in place you will receive a copy of the E-CAF form and a meeting will be arranged - called a Team Around the Family. An Action and Delivery Plan will then be decided upon with the members agreeing to be responsible for the various actions.

Meetings will take place at intervals until it is decided that the child and family's needs have been met.

The E-CAF is there to support families and bring Education, Health and Social Care to the table.

The Vista team of School Family Workers, Counsellors, Mentors and Parenting Facilitators are there to support your child and to help remove barriers to their learning.

All staff are experienced, qualified and trained in their fields and hold enhanced CRBs with the company. We quality assure any associate partners and the requirement to be trained in safeguarding is compulsory.

Referral forms can be downloaded from the website. Referrals will be considered if received from agencies, schools or parents.

## Confidentiality

Information which you or your child shares with us will only be shared with other agencies with your consent. However, if at any time a disclosure is made to us that gives rise to Child Protection concerns we will pass this information on to the relevant Designated Senior Person in school or Childrens Services.

Being a parent does not come with instructions! What should be a rewarding and happy experience can sometimes be worrying and difficult.

Vista School Family Workers are available to give one to one support to parents however large or small the problem. If the issues are too complex and need specialist support our School Family Workers can guide and signpost parents to the right services, such as:

- School Health Nurses
- Child and Adolescent Mental Health Services
- Specialist Emotional and Behavioural Support
- Bereavement Support

Vista's Parenting Facilitators are qualified and trained to a minimum of Level 3 & 4 and can deliver a variety of courses and workshops, such as:

Raising Boys, Understanding Teenagers, Nurturing Programme, Managing Anger, Exam Stress, Transition, Internet Safety, Self Esteem, Sibling Rivalry, Additional Needs

