



Welcome back to those of you who have returned from a half term break and for those that didn't we hope you managed to see some of that beautiful sunshine, which we saw a glimpse of last Thursday. Although the weather has taken a turn for the worse again, remember the saying "March in like a lion and out like a lamb", lets just keep everything crossed!

- Special points of interest:**
- Personal Safety Awareness
  - Interview with Rob Fidgett
  - Dear Team

Best wishes  
Parent Support Advisory Team



**Training - A Facilitator's point of view**

Making sure you are able to commit to the training is really important. If the situation changes please notify the member of staff you made the original booking with. Delegates are now being charged for non attendance; this covers failing to attend or not giving adequate notice. Frequently waiting lists are long and delegates on these lists need as much notice as possible to fit short notice appointments in with their working diary. It can also lead to the cancelling of whole courses when numbers fall below the cost effective amount and this brings disappointment and inconvenience all round.

Making time for some preparation before the day can be really helpful. Knowing your route, estimated timings and available parking open to you once you arrive can alleviate all kinds of stress. Be equally sure you have noted the time the training day finishes as well as the start. Content for the day has been carefully mapped out and it is not beneficial or professional for delegates to leave early.

Arriving on time and being ready to participate for the start of the training sets you up in the right frame of mind for the day. There is always so much to fit in during the programme and late starts and late returns can eat into this time.

Where possible try to become as actively involved with discussions and group work as you can. There will be a wealth of experience within the training room and it's a great chance to network. It would be a shame not to make the most of it.

Please, please ask questions and clarification if unsure. Remember there is no such thing as a silly question, if you are thinking it, the chances are so is somebody else in the room.

Enjoy your day! You have booked out the time from your families and your work diary and training days are an extremely precious resource that if not used in the most effective way could become a resource of the past.....

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## Survey Monkey - HSLWs

Apologies to those of you who have had problems with the site and have been unable to complete the survey. We are in the process of trying to locate the problem and appreciate your patience.

Thank you to all of you who have found time to complete your on-line questionnaire. For those of you who are still yet to log on we have extended the date to Friday March 18th 2011.

Please allow approximately 30 minutes to complete this questionnaire and have the following information to hand:

Personal Details/Line Manager details  
Qualifications including WWP & SWIS  
Induction, Safeguarding, DA, Lone Worker training modules and dates attended  
Overview of current caseload (no's, how many have been previously CP, CIN)  
Your supervision arrangements

The information requested is identical for practitioners who previously completed a questionnaire in February 2010 and for newly appointed staff. There is a valid reason for some duplication of questions for staff who have completed Information Gathering questionnaire 1.

The on-line questionnaire will allow you to flick backwards and forwards between pages but will not allow you to save and return at a later date. If you attempt to return you will find a blank document waiting for you, where the only option will be to begin the process anew.

Please find the direct link below:

<http://www.surveymonkey.com/s/9WJJPS3>

Your password is HSLWPHASE2

All information gathered will be fed back to you in report form. The cut off date for completing the survey is now Midnight, Friday March 18th 2011.

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## The Children's Legal Centre

The Children's Legal Centre is a unique, independent national charity (charity number 281222) concerned with law and policy affecting children and young people.

Their Childlaw Advice Line has legal advisors offering free confidential advice between 9am - 5pm Monday - Friday. Telephone 0808 802 0008.

Their website also gives access to many free factsheets including Contact issues, Parental Responsibility, leaving children home alone and Bullying in and out of school. There is also a FAQ section on a wide variety of topics.

<http://www.childrenslegalcentre.com/>

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## Leavers and Starters

A warm welcome to Hayley Shortle (HSLW) Woking Schools Confederation & Pam Stringer (HSLW) Elmbridge Schools Partnership.

## 'Mini Movers and Shakers'

**An activity for families and their children aged 2 - 5 years.**

For families to use musical activities to support learning across all 6 areas of the EYFS.

- ◆ Practice craft activities making props to use in music making, role play and story telling.
- ◆ Increase confidence to enjoy singing and making up rhymes throughout the day using Boogie Mites songs.
- ◆ Be informed about how music making, singing and rhymes can be used to support Letters and Sounds Phase 1 to lay strong foundations for language development and listening skills.



Workshops are available:

- ◆ **Tuesday afternoons**
- ◆ **Thursday mornings**
- ◆ **Friday mornings (from 1/4/11)**

We can offer 5 workshops on a 'first come first served' basis. The workshops are for families to learn and have fun together. (5 Families minimum)

The adults you invite to take part should satisfy most, if not all, of the criteria below:

- ◆ Neither parent in the family is in work
- ◆ Family lives in poor quality or overcrowded housing
- ◆ Neither parent has any qualifications
- ◆ Parent has mental health problems, which could be isolation, loneliness.
- ◆ At least one parent has a longstanding limiting illness, disability or infirmity
- ◆ Family has a low income
- ◆ Family cannot afford a number of food and clothing items.

To find out more and book your activity please contact Sharon Salman, Family Learning Impact funding Co-ordinator by e-mail [Sharon.salman@surreycc.gov.uk](mailto:Sharon.salman@surreycc.gov.uk) or by telephone 01932 794027

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### EASTER BUNNY MASKS

Have fun with Family Learning in Libraries.

Parents should book by calling 0300 200 1001

Saturday 9<sup>th</sup> April  
10-12 noon- every half an hour  
at Guildford Library  
& Walton Library

Saturday 16<sup>th</sup> April  
10-12 noon – every half an hour  
at Staines Library  
& Farnham Library

More details/flyers available from Hinda Rawaf – Community Learning Co-ordinator on: 01372 832751 or e-mail [hind.rawaf@surreycc.gov.uk](mailto:hind.rawaf@surreycc.gov.uk)

## National Offer Day - Tuesday 1st March 2011

With 1st March being National Offer Day where Local Authorities will have notified families of their secondary school place for September 2011 we are sure many of you have been contacted with initial worries and concerns where first choice preferences have not been successful. This can be an extremely unsettling time for parents/carers and children alike.

The Department for Education website is advising for parents/carers to make contact with The Advisory Centre for Education (ACE), a national charity that can provide advice on a range of education including school admissions appeals. They can be contacted on 0808 800 5793 (general advice line open from 10am - 5pm Monday - Friday). On-line leaflets for parents on admissions and appeals are available from the ACE website.

<http://www.ace-ed.org.uk/>

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## Personal Safety Awareness

### Managing conflict - Refresher tips

Be aware of your moment by moment (dynamic) risk assessment. Trust your instincts and where ever possible walk away from escalating situations.

Appease rather than provoke - if you can talk yourself out of a situation it is a far better strategy to use than becoming confrontational to prove a point.

Speak clearly and assertively and be careful when using the "broken record" (constant repeating) technique . Each situation has to be judged on it's own merits and this technique can sometimes inflame a situation.

Think about your body language, are you sending the messages you want to? Remember everyone's personal space is different and in times of stress this space needs to be widened.

Above all avoid touching someone who is angry, you can never predict how they will react however well you may know them.

Last but not least near misses are just as important to record as actual incidents. These highlight triggers and patterns and are essential in trying to prevent similar situations arising. Here is a direct link to Surrey's reporting website.

<https://surreycc-safety.net/scc/>

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## Interesting reads

Munro report A child's Journey, **The Munro Review of Child protection: Interim report - The Child's Journey**. This report highlights the importance of having multi-agency services based in the community to help keep children safe and support their well-being, identify the children and families most in need and give them help as early as possible.

<http://www.education.gov.uk/munroreview/downloads/Munrointerimreport.pdf>

Over 450 individuals/organisations have submitted more than 1000 pieces of evidence to this review. Responses were received from those with a wide variety of expertise including social workers, children, young people, families, local authorities, health professionals, the police, and lawyers.

**The parents of teenage parents:** Summary report by Young People in Focus on the experiences of 'grandparents' and points to issues for practitioners who work in these areas.

[http://www.youngpeopleinfocus.org.uk/assets/pdf/Report\\_Parents\\_of\\_Teenage\\_parents.pdf](http://www.youngpeopleinfocus.org.uk/assets/pdf/Report_Parents_of_Teenage_parents.pdf)

## Interview with Rob Fidgett - Operation Manager at High Ashurst

I have been visiting High Ashurst for probably 15 years off and on and have always held the work and commitment given to Young People who attend the centre in such high regard. It has been a couple of years since my last visit and driving there this morning I tried to visualise what the new centre could possibly look like. I knew that by the centre securing funding from The Big Lottery Fund and Aiming High, the toilets would probably be free from spiders and the meeting/dining hall would have had an overhaul of some sort. Nothing prepared me for the high spec transformation that has been so successfully achieved.



My tour started at the state of the art, cedar built building I now know to be the " Grand Hall". Rob Fidgett, Operation Manager and Louise Edwards, Head of Centres were there waiting to give me a guided tour of the new site. The building was a bustle of activity, office staff, apprentices, adult groups and outdoor staff, everyone positively buzzing from the new environment surrounding them. The main feature of the Grand Hall was definitely the conference/dining hall at the rear of the building with light flooding in from every angle, a plug and play PA system and an enormous projector screen. I am reliably informed that all food cooked on site is home cooked from locally sourced food and has won awards.

My next stop were the four beautifully designed accommodation blocks, each one bright, roomy and accessible for all. One differed slightly by being suitable for high need, by this I mean it has been kitted out with electronically adjusted beds, electronic ceiling hoists which moved seamlessly from bedroom to bathrooms and electronically adjusted sinks in the kitchen and the bathrooms. It also had wider hallways and electronic doors externally and internally.

On entering each of the accommodations an ingenious boot and coat cupboard greets. Wet outdoor clothing can be left to dry overnight in the heated and de-humidified climate within, just perfect. Wet clothes and kids equals misery in my book so as far as I'm concerned it should be a must for every Outdoor Centre.

Through a door to the right an inviting break out area with a carefully planned kitchen space awaits you. Every communal bedroom is bright with ensuite facilities and a large inviting beanbag for every inhabitant, to relax on each evening before bed. Wet rooms await with wheelchair access and separate bedrooms for staff, cleverly placed with one at each end of the hallway. The whole dwelling feels incredibly cosy and when I mention this to Rob he is proud to tell me some blocks have the added luxury of under floor heating which is run from an eco friendly boiler, running solely from the burning of wood pellets. I'm thinking seriously I don't want to go home.

We return to the Grand Hall along the newly laid paths, past the new 13m climbing wall and an area where the tippee village evolves each time a camping package is booked. The centre has two tippee villages, which accommodate up to 120 people at any one time.

At this point it is probably a good idea to inform you the centre not only has 5 star accommodation but also provides 6 activities that are ideal for groups with higher needs. The very highly inclusive core activities consist of archery, orienteering (with use of adventure wheelchairs), woodland activities, a 13m climbing wall, problem solving and a wheelchair activity course. The centre's promise is "adapting capabilities to the needs of the group".

There are many other exciting and challenging activities for instance High Ropes and Low Ropes courses, which you can book as part of a day visit or part of your residential package. The ideal age range is from 7-25 years for all activities.

Rob and his team have worked closely with Suresh Paul, Founder of Equal Adventure to achieve such an inclusive space. Suresh is an award winning designer and researcher specialising in the development of outdoor and sports equipment for disabled people.

## Interview with Rob Fidgett cont..

He has helped to devise the inclusive policy and attitudinal approach to working with the Young People at High Ashurst. Rob feels the quality of provision has been enhanced by not only the fantastic buildings but by the training that staff have undertaken in identifying learning needs and the use of new needs assessment tools.

At the end of my tour I asked Rob if he could sum up in a couple of sentences why he felt Surrey Outdoor Learning Development team had won a gold award in December 2010 from AHOEC (Association of Heads of Outdoor Education Centres). This gold standard award is only awarded where centres have exceeded the benchmark not only for issues of safety but also for delivering a client focused quality experience.

Rob replied "here we make changes happen, these changes are learning outcome led and the Young People have the opportunity to come away with a positive experience. For an Outdoor Learning team we are unique in ensuring a pre-visit, experience and post visit process. This process is intrinsically linked to our curriculum document". (Document attached to this email)

There is so much more to tell but I hope by leaving you with lots of unanswered questions you will make contact with Rob and his team. The S.O.L.D Business support can be contacted on 01372 378901 or alternatively email [outdoor.learning@surreycc.gov.uk](mailto:outdoor.learning@surreycc.gov.uk). Where they will be more than happy to book a visit to the centre to see for yourself what magic they have created or answer any questions this article may have provoked.

Rob Fidgett & Louise Edwards have given permission for this article to be published.

S.O.L.D includes not only High Ashurst but also Thames Young Marniers, Henley Fort and Angel Blue.

*Alexia Tough  
NW ADO*



## Dates for your diaries



### **ID badges – Surrey Safer Staffing**

Please remember to email Julia Bennett [julia.bennett@surreycc.gov.uk](mailto:julia.bennett@surreycc.gov.uk) prior to attending with date and estimated time of arrival. These sessions are no longer running as "drop in" sessions. You will need to bring all your relevant documentation with you i.e. current CRB, passport or photo driving license, proof of current address, utility bill.

7th March – County Hall, Penrhyn Road, Kingston-upon-Thames, KT1 2DJ	11:00 -12:00
9th March - Fairmount House, Bull Hill, Leatherhead, KT22 7AH	8:30-11:00
14th March - County Hall	11:00 –12:00
15th March - Quadrant Court, 35 Guildford Road, Woking, GU22 7QQ	8:30 - 11:00
21st March - Runnymede Centre, Chertsey Road, Addlestone, KT15 2EP	8.30-11:00
28th March - County Hall	11:00 –12:00

**Training reminders**

**Supervision training Day Three \***

10th March 2011 - 9:30 - 16:30

**North**

Heathervale Baptist Church, Heathervale Road, New Haw, Addlestone, Surrey. KT15 3NW

**South**

Partnership with Parents, Noke Drive, Redhill, Surrey. RH1 4AX

*\*Please note lunch requirements are the responsibility of the participant.  
Only tea and coffee refreshments will be provided.*

**Promoting emotional well-being by meeting psychological needs training**

Wednesday 16th March 2011

Reigate Baptist Church, The Place, Sycamore Walk, Reigate, Surrey. RH2 7LR

**Dear Team...**



Dear Team,

I know I am not in the minority because I have spoken with other colleagues in different areas, the levels of need our families are presenting with are escalating at such a worrying rate, especially mental health. Where do we go to get support for this?

Yours sincerely

Anon

Surrey

Dear Anon

This question has many dimensions. I hope you don't mind if we break it down into separate issues and then review it holistically at the end.

Firstly lets talk through mental health (MH) concerns for a parent/carer. If at anytime you feel the child or YP's safety, well-being is immediately compromised due to mental health issues, diagnosed or not, or infact any other issue, your first point of call will be your CPLO/Children Centre Manager or Surrey's Contact Centre. The safety of the child is paramount.

When working with a parent/carer who has a MH diagnosis, it would be worthwhile finding out if they have an allocated Community Psychiatric Nurse (CPN) or Social Worker. As always you must work within information sharing protocols and make clear your involvement is an outreach supporting role in partnership with the school. We will list the seven golden rules of information sharing at the end of this reply.

If you are working with a parent/carer who you have concerns regarding their MH and you are not aware of any diagnosis, your role would be one of advocacy and encouragement to make contact with their GP, where symptoms could be explored further within a medical arena.

If your concerns are regarding the child or YP it is more than likely the SENCO and CPLO will already be aware of the situation and it would be a continuation of partnership working with staff and parent/carer. If you are unsure whether the CPLO or SENCO are aware, you will need to have a further discussion with them about your concerns. The normal route would be through a referral by the school to CAMHS and, or the designated Educational Psychologist for the school. There is also the option of the parent/carer seeking a referral to CAMHS through their own GP.

**Dear Team cont...**

You may also contact the CAMHS Advisory Helpline, this is a consultancy service for professionals only and is for consultation on mild to moderate MH difficulties. Please remember to anonymise all communication.

**North West Surrey - Tel: 01784 884817**

**South West Surrey - Tel: 01483 783344**

**Mid and East Surrey - Tel: 01737 287002**

For general information about CAMHS in Surrey go to [www.surrey-camhs.org.uk](http://www.surrey-camhs.org.uk)

When working with families and supporting them through difficult periods the key message to remember is that you can only work with the tools you have and in the capacity your job role specifies. You should never work outside of these for your own safety and for the safety of the families you work with. There should always be clear lines of accountability open to you at all times and if you are unsure of these you must discuss your concerns with your Line Manager/ADO.

Last, but definitely not least, please be aware of your personal safety and if you are worried about committing to a home visit make sure your appointment is in a public place, preferably at the school the family attends. Do be mindful that if you are worried about the behaviour of a parent or carer how this may be impacting on home life for the child involved.

7 Golden Rules



- Remember the Data Protection Act is not a barrier to sharing information
- Be open and honest with the person from the outset unless unsafe
- Seek advice where in doubt without disclosing identity
- Share consent where appropriate and where possible, respect the wishes of those who do not want to share consent, unless there is sufficient need to override the lack of consent
- Always consider the safety and well being of the person and others (Child's safety is paramount)
- Ensure information is accurate and up to date, necessary, shared with the appropriate people, in a timely fashion and shared securely
- Record the reasons for the decision - whether it is to share or not to share

Information sharing prevents overlap and gaps in assessment and allows effective allocation of resources, it improves outcomes for all people.

Regards

*Parent Support Advisory Team*

**Mental Health (MH) is everyone's business**

We all have a duty to help individuals maintain good MH. MH is on a continuum, ranging from good MH through to severe mental illness and mental disorders. MH constantly changes and depends greatly on environment, relationships and risk factors. We need to remain mindful that it can change moment by moment. 1 in 4 people may suffer from a MH problem that may require support from an external agency. Most people experience emotional distress at some time during their lives and this is usually a reaction to a build up of life's stresses. It is our job as professionals to help alleviate where possible some of that distress within the capacity of our working roles.

*Enzia Borgia*

CAMHS Nurse for Youth Justice

