



THE LINK

ISSUE 13

WELCOME BACK!

I hope you all managed to find some sunshine and relaxation during the summer break.

The new Academic year brings with it some new challenges for us all as we find ourselves in the potential throws of further recession, but with any challenge comes opportunity and I am heartened to hear of the amount of creative, smart and efficient ways of working demonstrated by those of you who are on the frontline in supporting our most vulnerable families. Over the summer I have been reading the impact evaluation report

prepared by the Area Development Officers and it struck me how much work has been put in by them to ensure that you as a workforce are receiving the right tools and support in doing your job - no mean feat given the size and demographics of such a large authority. This report, along with the supervision pilot report is currently in draft and further details

on how to access them will be sent to you in due course.

The new challenge for the Parent Support Advisory Team is to secure the future sustainability of the project, to continue building on the infrastructure, which has already been put in place, and I am delighted to welcome Baljit Dhillon to the team who will be leading PSAT as the County Development Manager in the next leg of their journey.

As always, your views and feedback are very important to us and over the next few months we will be seeking your opinions on a number of areas of development when the opportunity arises, in the meantime, if you have any queries or want to raise any issues, please do not hesitate to contact Baljit or your ADO. With very best wishes for a successful year ahead.

Kerry Randle (Principal Education Welfare Officer)

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JOINING THE TEAM

Hello my name is Baljit Dhillon. I'm really pleased to be joining Surrey at such an exciting time. As County Development Manager, I will be leading the Parent Support Advisory Team to continue the journey that has achieved so much already to date. I have worked in local government, schools and the voluntary sector for the past 20 years in a variety of roles from School Business Manager to Development Manager for a frontline advice and guidance service. My time within the voluntary sector, involved developing teaching resources for staff in Schools on behalf of the Charity Booktrust. As a project manager I have also worked extensively with charitable trusts and funding bodies to source funds to commission projects that make a real difference to the lives of those most vulnerable and disadvantaged families. With a clear focus to look at developing and improving the provision of services that we offer to children and families. I am truly passionate about achieving this through systematic monitoring and evaluation to achieve the outcomes that are really needed. Most recently though I have been working with Schools to develop their extra curricular and community provision. This included helping Schools to build upon the relationships they have with parents and supporting them to create a successful and encouraging family unit for children, which ultimately improved the life chances of these children whilst also providing the outcomes required by Schools. I hope that the experience I have gained along the way from working in London Boroughs as well as counties such as Devon and Kent will go some way to strengthen the support we can offer you all as a team. I look forward to meeting you all.





Diana Lamplugh OBE
1936 - 2011

TRIBUTE—IT'S ALL ABOUT YOU!

Diana Lamplugh was the backbone of 'The Suzy Lamplugh Trust', which will be celebrating its 25th anniversary this year, helping people lead

safer lives. Diana campaigned tirelessly for changes in the law and policies around safer working practices, following the disappearance of her daughter in 1986. Diana recently lost her own 9-year battle with Alzheimer's and passed away peacefully in August.

The PSAT are pleased to have delivered Personal Safety Training, based on the Suzy Lamplugh Trust, to a significant number of HSLW's and OW's. With National Personal Safety Day on the 10th October this year's campaign will focus on safety in and around the home which we would like to extend to you in this edition.

Here are a couple of tips to improve safety in the home:

Bogus callers – always check who is at the door through a spy hole or a window. If you do not recognise the caller, ask for proof of identity and never let someone into your house because you feel rude not to.

Keeping your home secure – always ensure your home looks occupied, even when you are not at home. This will help to deter burglars and will make you feel safer when returning home. If you live in flats, never allow entry to someone through your home entry system unless you know or are expecting them.

Staying alert on the street near your home – have your keys ready in your hand when you reach your door so that you are not left fumbling about in your bag or pockets on your doorstep.



BOOK REVIEW

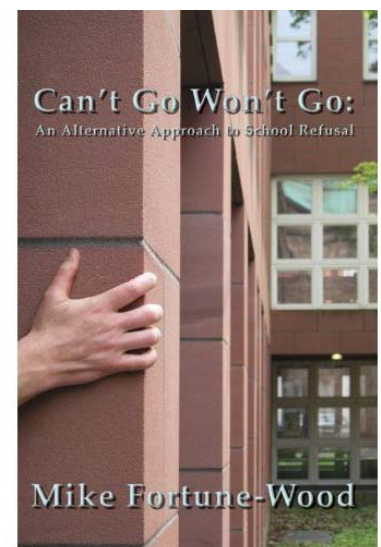
Rosemary Pointon, HSLW from Fearnhamme Confederation has kindly reviewed *Can't Go Won't Go* by Mike Fortune-Wood, Cinnamon Press, 2007

In contrast to other more clinical books on the subject of school refusal, I found 'Can't Go Won't Go' thought provoking, challenging and very easy to engage with.

Mike Fortune-Wood is both a social scientist and a parent with experience of home educating; his writing reflects this dual perspective, presenting 18 very personal case studies from which he extrapolates and analyses the wider issues. The author asserts that professionals within schools are often quick to label children who school refuse; that we can also be unwilling to engage with our responsibility to identify and tackle underlying problems for children at school, preferring to locate problems within home life.

The particular resonance of this book for me was in the

depiction of professionals so intent on getting children back into school that we become blinkered by this goal, without really considering the option of home education, if appropriate. I firmly believe that there are a minority of parents and children for whom home education will be the positive choice and I am appreciative of this book for challenging me to advocate for these families and support their transition to home study.



SUPERVISION UPDATE

The team are entering the second year of Supervision for the workforce. The pilot, a piece of work across the county has been led by Mandy Miles ADO for the South West during this last year. The full report of the pilot, provides recommendations on improving further this area. We will let you know as soon as copies are available, these will be distributed to interested parties. Meanwhile here is a short summary:

113 line managers and 100 HSLW's have heard the 'Importance of supervision briefing'

60 workers have received supervision skills training
38 HSLW's, 16 from Early Years, 5 from Education Welfare, 1 from Social Care

195 1:1 supervision sessions were held across the county

93 group supervision sessions were held across the county

15 HSLW's are now taking on the supervisory role

SUPERVISION POEM BY GAIL FOOT, SUPERVISING HSLW FROM ELMBRIDGE CONFEDERATION

I am not going to lie; I am a big fan of **supervision**. Some of the benefits I've found are....

Support: In roles like ours it is easy to get overwhelmed by the need that is all around us. I find that I am supported both professionally and as a personally through my supervision.

Understanding: Supervision helps me to widen my understanding of what is going on in my cases. Taking time to talk situations over enables me to see different perspectives and analyse what is going on and then respond in the light of this deeper understanding.

Professional accountability: I know that my supervisor will highlight anything in my practice that is not appropriate and holds me accountable to actions we have agreed.

Empathy: It is great to talk to someone who really understands the demands of the role and wants the best for me.

Reflection: I value the opportunity to reflect upon cases and situations to check my practise; express any feelings attached and look at it from a variety of perspectives.

Vital: Honestly, I wouldn't choose to do my role without supervision in place. It is vital in my role for so many reasons.

Insight: Talking issues through the Kolb Cycle enables me to get fresh insight, identify any gaps and clarify my thinking particularly when I am not making progress with a family.

Steps to take: At the end of every session I am clearer on what steps I need to take in the areas we have discussed. These steps are looked over the next time we meet. Making our sessions are 'purposeful conversations' rather than just 'chatting about work'.

Investing: I feel invested into and looked after as a worker through supervision.

Opportunity: With never ending case loads it can be hard to find the time to stop and reflect. Supervision creates opportunities for me to reflect and analyse cases at regular intervals instead of just going from one case to the next.

Non Judgemental: I feel free to be honest about what has been going on, how I am feeling about situations and work towards actions without worrying I will be judged In the process.

Although it's cheesy to say but honestly supervision keeps my vision super!!



STALKING UPDATE

In line with the PSAT aims of keeping the workforce updated with current issues, we would like to revisit and bring to the fore the importance of personal safety both to professionals and to the families they work with.

Tricia Bernal founded the “Protection against Stalking” Charity in April 2010, following the death of her daughter. Clare Bernal was tragically murdered by her ex-boyfriend, in a case which highlighted the impact of Stalking and the real need to consider how the Judicial system deals with such cases. Up to 5 million people experience stalking of some kind each year (British Crime Survey). This excludes ‘cyber stalking’ which has evolved with social network media. This huge figure indicates that each individual could be aware of someone who may have experienced some form of these crimes and subsequently need support.

The Criminal Justice System has had a limited understanding of stalking and harassment and the impact on victims. The charity ‘Protection Against Stalking’ in conjunction with NAPO have worked tirelessly leading to the Stalking Law Reform Parliamentary Project 2011–12 into the case for stalking law reform and improvements to training victim support.



Huge progress has been achieved through a new bill becoming part of Scottish Law on 13th December 2010 where 2 new offences were created. These were threatening and abusive behaviour and stalking. Within 6 months, 130 Individuals were charged with stalking and 15,000 with threatening and abusive behaviour. If the parliamentary project is successful, there could be changes to British Law, resulting in similar changes helping to protect the victims of these fearful acts

The Protection Against Stalking charity works jointly with relevant agencies to increase awareness of stalking and harassment to ensure ‘*victims receive all the protection and help they need to rebuild their lives and live free of fear*’. With the support from them and other agencies a help line was launched last year, which was the first dedicated Information and advice service for anyone affected by stalking and harassment:

Telephone helpline 0300 636 0300

E-mail service advice@stalkinghelpline.org

Website www.stalkinghelpline.org

For more information advising if someone might be at risk of stalking and harassment please visit

<http://www.protectionagainststalking.org/>

SURREY SAFER STAFFING

To support you all in your role as lone workers, Surrey Safer Staffing continue to offer ID badges for HSLWs & OWs across Surrey.

Remember email Julia.bennett@surreycc.gov.uk to book. These sessions are not now run as “drop ins”. Please let her know the date and estimated time of attending. ID badges can only be issued with relevant documentation. Please ensure the following is taken along: Current CRB, Passport or Driving License, Proof of current address, Utility bill.

Dates for forthcoming sessions are:

11th Oct, Fairmount House, Leatherhead, KT22 7AH.
9.30am – 11am

12th Oct, Runnymede Centre, Chertsey, KT15 2EP.
8.30am – 11am

18th Oct, Absolute Building, Lyon Way, Frimley, GU16 7ER.
8.30am – 11am



LEGAL ADVICE/REPRESENTATION

For those who are either eligible for legal aid or unable to afford the services of traditional 'for profit' solicitor In the County of Surrey, this service is a true lifeline.

Surrey Law Centre is a specialist community legal advice service. It is a registered not for profit charity which employs qualified Solicitors who provide specialist legal advice and representation to the community of Surrey. The service provides advice and representation in the following areas of law:

Housing

- Homelessness
- Defending possession/ Proceedings
- Anti social behaviours
- Illegal eviction/ Disrepair
- Applications for housing

Family

- Divorce / Contact Issues/Care proceedings
- Domestic abuse

Community Care

- Community care assessments
- Provision of services by authority /Carers

Debt

- Disputing liability of debt
- Negotiating with creditors/ Court action

Welfare benefits

- Backdating benefits
- Completing Disability Living Allowance and Attendance Allowance application forms
- Overpayments
- Reconsideration/ appeals/tribunals

All enquiries are accessed to determine which specialist area they will fall into:

Contact details:

Monday – Friday 9am – 5pm

By telephone: 01483-215-000

By e-mail: Info@surreylawcentre.org

Website: <http://www.surreylawcentre.btck.co.uk/>

TRAINING OPPORTUNITIES

The following training is available for HSLWs and OWs. Please contact anna.linehan@surreycc.gov.uk to book

Lone Worker Personal Safety Training

2nd November 9.30 -4.30pm Leatherhead Trinity Children Centre, Aperdele Road, Leatherhead, Surrey, KT22 7QT

Hidden Sentence Training

Watch this space for this new programme. Available January 2012 free of charge for all HSLW's and OW's. It highlights the impact of imprisonment on offenders' families, helping inform delivery of services to this audience.

UniS Module "Theory & Practice for Working With Parents"

SPES and University of Surrey, is delighted to announce that this highly successful training will once again be available from January 2012 to HSLW's and OW's. The module is aimed at practitioners wishing to advance their theoretical and practical understanding in the changing and developing field of Work With Parents and may have already qualifications in this area at NVQ/Degree. Contact Julie Gamble for further information:

Tel: 01306 876 223

STARTERS/LEAVERS

The team would like to take this opportunity to thank everyone for all your continued efforts and look forward to working with you all this coming year. We hope to meet many of you at the forthcoming area network meetings. If you are new to the workforce this is a great opportunity to meet colleagues in your area and gain important information to support you in your roles. Please contact your ADO if you are unsure of the date and venue.

A warm welcome is extended to those new staff joining us:

Emma Martin (OW/Acting Children Centre Manager) at Burhill CC

Janet Parker was (OW) at Chobham & West End CC who is now CC Manager

Teresa Doe (HSLW) Elmbridge Confederation

Fiona Darnell (HSLW) Dorking Schools' Partnership

Sarah Muir (HSLW) Tandridge Confederation

A fond farewell, huge thank you and the very best of wishes to those leaving us:

Sue Hams (CC Manager) at Burhill CC

Karen Henfrey (HSLW) Chertsey Partnership

Liz Beck (CC Manager) at Chobham & West End CC

Fiona Williams (HSLW) Ashted & Leatherhead Confederation

Nickey Price (HSLW) Tandridge Confederation

Caroline Woodward (HSLW) Horley Learning Partnership

Please do let us know if you know of any staff that have been omitted here.

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EDITORS NOTE

I hope you found this first edition of the new look newsletter useful. The Parent Support Advisory Team are really keen to hear your views. I look forward to meeting many of you at the forthcoming network meetings and seeking your views on how best we can support you in the essential work that you do.

This will include looking at ways to ensure that the newsletter is a useful and meaningful method of communication. We would hope you welcome it as a publication which offers a light relief in all of your busy schedules whilst offering key messages and support to aid you in the crucial roles that you carry out to improve the lives of children and families within the County of Surrey. Please feel free to feedback any comments you have to me or the team.

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