

*Welcome back and a very
Happy New Year to you all.*

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We do hope that you all had the opportunity to enjoy some downtime with your nearest and dearest over the festive season, whilst bidding farewell to 2011 and welcoming 2012!

So if you have written and already broken your new year's resolutions we hope that this month's edition of The Link will provide much food for thought and inspire you to try something new. We have taken the opportunity of outlining all the areas that we as a team can support you in so please contact us if you feel you would like some support.

A new year brings with it new choices so why not refresh your skills by attending one of the range of training courses available outlined in this edition. There is something for everyone and training such as this will be sure to add real value to your continued professional development as a worker. The benefits of the workforce gaining further experience, skills and knowledge will in turn ensure that children and families are supported to the highest level and that interventions put in place help to tackle problems during the early stages preventing them from escalating.

This edition is also packed full of articles from agencies that will support you in your roles to safeguard children and families and interesting reads to keep you well informed about the changing landscape of working in this sector.

Best wishes

Parent Support Advisory Team

PARENT SUPPORT ADVISORY TEAM SUPPORT, GUIDANCE, TRAINING AND MUCH MORE.....

As this is the first edition of The Link for 2012 we thought this reminder of the range of support, guidance and training available to you from the team would be of value.

The Parent Support Advisory Team consists of the County Development Manager, Baljit Dhillon and your Area Development Officers, Andrea Page who covers the North East and West, Alexa Cook covering the South East and Mandy Miles covering the South West. The team are available whenever you need us for support and guidance and provide a framework of best practice for the Parent Support Advisory workforce across Surrey. We produce this monthly publication to the workforce to keep them well informed, advised of training opportunities, updated on new initiatives and news of organisations or agencies that they may well wish to signpost to. It also includes good news stories from members of the workforce for everyone to gather tips and suggestions from. The team lead in providing training and awareness around personal safety for lone workers and have also developed and launched a model of supervision for the workforce to ensure that all workers are working within the required safeguarding parameters. Here are some of the initiatives that have been introduced by the team:-

- Lone Worker/Personal Safety policy, guidance and bespoke training
- Caseload Management practice guidance and tool (please see article "what is it and why use it?")
- Supervision Policy and bespoke training for those wishing to become supervisors
- Regular network meetings for all workers across the county arranged through area development officers
- Annual Conference to provide range of speakers, workshops and professional development for workforce
- Understanding the Family Story – recording framework (launching soon!), please contact your ADO for further information

The team also use every possible opportunity to keep you informed of relevant events or areas of interest through emails or face to face contact.

If you are interested in shaping how we support you in the future we would like to hear from you. Please email us at NW_Education_Team/CSFR/SCC%SCC@surreycc.gov.uk with your name, School/Centre and contact details.

Forthcoming events:

Lone Worker Personal Safety Training – This is a one day training based on the Suzy Lamplugh Trust. The course is fully funded by the PSAT for HSLWs, OWs, Family Support or Liaison Workers, Learning Mentors and Parent Support Advisors. The course incorporates arranging a home visit safely by identifying potential violent or aggressive situations, identifying and diffusing a confrontational situation and applying practical skills to ensure maximum safety.

Thursday 23rd Feb 2012 9.30am - 4.30pm, The Howard of Effingham School. Please book by contacting

NW_Education_Team/CSFR/SCC%SCC@surreycc.gov.uk

Understanding the Family Story

The PSAT team are also pleased to announce that the Understanding The Family Story – record keeping framework will be launched this term. Your Area Development Officer will contact you with further information and dates for training sessions in your area. If you would like to express your interest in attending this please email

NW_Education_Team/CSFR/SCC%SCC@surreycc.gov.uk

HSLW AND OUTREACH WORKERS CONFERENCE 2012

Tuesday 6th March 2012 at The Holiday Inn, Chessington.

This is a bookable event and FREE for all HSLW and Outreach workers. There will be a market place similar to last year, so please let us know any specific agencies or charities you would like as soon as possible, so we can do our best to secure them a market stall.

A Buffet lunch provided with time allocated for browsing the "Market Place"

A flyer will be coming out to you all shortly with details of the format of the day.

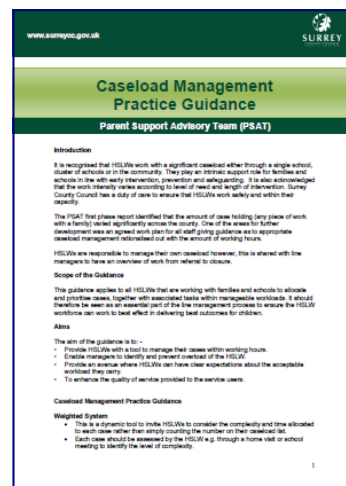
To ensure that you do not miss out on attending this valuable event please email NW_Education_Team/CSFR/SCC%SCC@surreycc.gov.uk to secure your place.

CASELOAD MANAGEMENT TOOL – WHAT IS IT AND WHY USE IT?

It is widely known that the role of the Home School Link Worker is crucial in providing essential early intervention, prevention and safeguarding support for families and schools. However as many of you are also working in these roles you will recognise that workers in these roles carry a significant workload either through a single or cluster of schools. The PSAT have developed a dynamic caseload management tool which invites workers to consider the complexity and time allocated to each case rather than simply counting the number on their caseload. This tool is aimed to help HSLWs:

- Manage their cases within working hours
- Enable managers to identify and prevent overload of the HSLW
- Provide an avenue where HSLWs can have clear expectations about the acceptable workload they carry
- To enhance the quality of service provided to the service users

Liz Jones, HSLW from Spelthorne has kindly shared her experience of using the tool and sharing the benefits that she has found. We hope you find this useful. All HSLWs should have been provided with this guidance. If you are not familiar with it please do contact your ADO who will be able to provide you with a copy and explain how it can be used for your individual purposes.



I have to say when Andrea introduced me to the caseload management tool I was slightly bemused coupled with intrigue. How would this extra paperwork help me with planning, time management, record keeping or delivering my services as a HSLW.

For those people who know me, know that I like to record everything! and also use any evidence that I hold about a family to help move them onto further support or close a case. The management tool has helped me highlight to my line manager and myself how much time I spend with a family and how effective the time spent has been. It has allowed me reflective time to analyse my approach and with some referrals, I have closed them earlier than I would have before using this tool, as I can see that the family needs other intervention. It has allowed me to step back from the "monitoring" role of a HSLW and move into a more proactive and effective worker.

Initially completing the tool took about 45 minutes, which I know as very busy HSLW's this is time we don't have! Now I have mine completed within 10 minutes and feel that it adds to my overall personal assessment of my work.

TRAINING AND DEVELOPMENT

SURREY CHILDREN'S WORKFORCE INDUCTION MODULES

Induction is the first step of the journey to developing professional skills and understanding of a role. It should form an integral part of a worker's development. The Surrey Children's Workforce Induction modules are a series of FREE classroom and e-learning training events, which support the principles of 'Every Child Matters'. The five main outcomes of 'Every Child Matters' are:

- Be healthy
- Stay safe
- Make a positive contribution
- Enjoy and achieve
- Achieve economic well being

Module 1 Understanding the Principles of Working with Children

To provide new staff with an overview of the principles and values essential for working with children and young people within the context of Every Child Matters. Future dates to be announced next issue.

Module 2 Understand your Role as a Worker

To enable participants to understand their role as a worker and provide an overview of the key legislation that governs their practice.

Wednesday, 7th March 2012 9.30 am – 12 pm Runnymede Centre, Addlestone

Module 3 Understanding Health & Safety Requirements

This e-learning package aims to introduce delegates to health and safety requirements in the workplace. The main areas that will be explored in the package are:

- Health and safety laws, policies and procedures
- Moving, lifting and handling people and objects
- Premises
- Medication and health-care
- Personal safety and security
- Risk assessment

Once the package has been completed, participants will be asked to complete a short quiz to test their understanding of their learning. A record of successfully completed packages will be held centrally with Surrey County Council's Training Admin Team.

To access this package, please click on Surrey Children's Workforce Induction Module 3 (www1.surreycc.gov.uk/ellogin/logmd3.asp). Please could you promote to any colleagues who may benefit from this training.

** It should be noted that this module is only an introduction to the subject area; further specific health and safety training should be undertaken as directed by the line manager **

Module 4 Know How to Communicate Effectively

To enable participants to understand how to communicate effectively and provide participants with an overview of the skills required to be an effective communicator.

Wednesday, 7th March 2012 6.30 pm – 10 pm Runnymede Centre, Addlestone

Module 5 Understanding Development and Attachment

To gain an awareness of child development and the opportunity to consider how this may inform practice.

Saturday, 4th February 2012 9.30 am - 4.30 pm Y Centre, Bridge St, Guildford, Surrey, GU1 4SB

Module 6 Working Together to Safeguard Children

To provide participants with the opportunity to develop awareness of what to do if they have concerns about the safety and welfare of children and young people.

TRAINING AND DEVELOPMENT

Wednesday, 1 st February 2012	9.30 am - 1 pm	Runnymede Centre, Addlestone
Saturday, 18 th February 2012	9.30 am – 1 pm	Princess Alice, Conference Centre, Esher
Tuesday, 21 st February 2012	9.30 am - 1 pm	Guildford Spectrum
Wednesday, 29 th February 2012	9.30 am - 1 pm	Runnymede Centre, Addlestone

Module 7 Develop Yourself

To enable participants to consider the development process and the questions they need to be asking within their own organisation in regard to this. This e-learning package is under development at present.

General Information

Staff should aim to complete these induction modules within 12 months of commencing employment, unless they can evidence any prior relevant learning in the areas that the induction modules cover.

The exception to this is Module 6 Working Together that should be completed within 3 months.

Also it is recommended that 'What is Domestic Abuse?' is completed within 6 months unless staff have completed DA training in Surrey in the past 2 years.

Staff with access to the Portal can book places via the MyLearning link. For those that cannot access, please contact MyHelpdesk on 020 8541 9000 or email debra.mcqueen@surreycc.gov.uk for further information and to book a place.

COMMON ASSESSMENT FRAMEWORK TRAINING

The CAF is a key component in the Every Child Matters: Change for Children programme. The aim of the CAF is to identify, at the earliest opportunity, a child's or young person's additional needs which are not being met by the universal services they are receiving, and provide timely and co-ordinated support to meet those needs. It will help embed a shared language, support better understanding amongst practitioners, reduce the number of different assessments, facilitate early intervention and speed up service delivery. The CAF will provide a single basis for the assessment of children in need in the context of their family, their learning setting and community.

Common Assessment Framework (CAF)

To give participants a good understanding of the purpose and process of the CAF and enable participants to use the CAF to improve outcomes for children, young people and families.

26th January 2012	9.30 - 12.30	Brookwood and Pirbright Children Centre, Woking
22nd February 2012	9.30 - 12.30	Partnership with Parents, Redhill

Lead Professional

To give participants an understanding of the purpose and role of the Lead Professional in improving outcomes for children and young people.

22nd February 2012	13.30 – 16.30	Partnership with Parents, Redhill
28th February 2012	9.30 - 12.30	Runnymede Centre, Addlestone

CAF - Refresher

This course has been designed for professionals who have received training eight to twelve months ago and for professionals who are already familiar with the ECM Agenda and the Assessment Framework (Locality staff, new Social Workers and Education Support staff).

29th February 2012	9.30 – 12.30	Partnership with Parents, Redhill
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For more information contact Debra McQueen on 0208 5417686 or email debra.mcqueen@surreycc.gov.uk

WORKING WITH PARENTS LEVEL 3 TRAINING

Reminder— Accredited Training – FREE places still available! This course is for Home School Link Workers and Outreach Workers that work directly with parents.

This is an excellent Level 3 accredited training course delivered by Surrey Parenting Education & Support. The seven-day training focuses on The National Occupational Standards for Work with Parents and provides practitioners that work regularly with parents, particularly in Schools or Children Centres, to achieve 12 credits towards the Level 3 Award in Working With Parents 3599 Qualification. The topics explored include:

- Partnership working: strengths based and evidence based practice.
- Working with diverse families in an inclusive and containing way.
- Reflecting on how to “Think Family” identifying family strengths, needs and concerns within a community context.
- Understanding the socio-economic and other factors that impact on family function.
- Understanding change and transition theory.
- Supporting families through stressful and traumatic life events.
- Working with families in high emotional states.
- Building on the knowledge needed and practical

skills required in engaging effectively with families: contracting through creating clear boundaries and expectations; identifying strengths and needs; creating goal based actions plans; coaching families to overcome obstacles and challenges; reviewing and celebrating change and progress and effective completion and closure.

- Effective signposting and working with a multi agency team around the family.

Eligibility Criteria

Practitioners working with parents and families who do not already hold a relevant qualification at Level 3 or above, and who are committed to gaining a Level 3 Award in Work with Parents through accreditation. A number of additional study hours will be required in order to gather work-based evidence and candidates will need to be able to provide an opportunity for the mandatory work-based observation to be carried out by their assessor. Next date:

27th February and 2, 8, 15, 22, 27 and 29th March 2012

Venue: Park House, Randalls Road, Leatherhead, Surrey, KT22 0AH

If you would like further information about the training contact your Area Development Officer or to book contact Julie Gamble on: 01306 876 223, or email julie.gamble@surreypct.nhs.uk

SURREY SAFEGUARDING CHILDREN BOARD NEWSLETTER



The Surrey Safeguarding Children Board newsletter was first published in August 2006 when we moved from having Area Child Protection Committees to Local Safeguarding Children Boards. It was prompted by the then chair of the board, Felicity Budgen, to communicate board issues to a wider audience. Since then it has evolved into what readers consider to be a useful tool in keeping up to date not just with board and Surrey concerns but also with new legislation, guidance and research affecting all aspects of safeguarding children. Many people who receive the newsletter use it to update staff about safeguarding issues and report that it helps them to feel more up to date.

Recent newsletters have included the following articles:-

- Key issues identified in unravelling child neglect
- New ISA referral guidance
- New Home Office website addressing relationship abuse
- Increasing support for parents with mental health problems

Copies of the newsletter can be viewed on the SSCB website www.surreycc.gov.uk/safeguarding or contact linda.slater@surreycc.gov.uk if you would like to be added to the mailing list.

Linda Slater, SSCB Interagency Trainer

IS SOMEONE TRACKING YOU??

Many Home School Link Workers and Outreach Workers enjoy the flexibility of working alone and being able to plan their day. However, ensuring appropriate tracking strategies are important in keeping safe. A tracking system is about making sure someone knows where you are, what you are doing and most importantly exactly what to do if someone does not return or checks in at the expected time.

Tracking strategies will be different depending on if you work within one or across schools and children centre sites. Whatever way you work here are some tips on being tracked...

Let someone know

- If you are going on a visit; ensure that a member of office staff or your manager knows where you are going. This could be written in a children centre's calendar or school diary. It should include the full address, postcode and the telephone number wherever possible.
- It is also useful to have the details of how long the visit should be or if you are planning on coming back to the office or going straight on somewhere else.
- Once a visit has finished it is your responsibility to call

your base to let them know you are safe, if not they should call you and have a system in place if you do not answer e.g. call your home.

- Signing in and out is vital so remember to do this wherever you visit.

Buddy systems

This involves team members partnering up to let each other know when they have carried out appointments and when they are leaving. The 'buddy' takes responsibility for contacting the other if they have not signed in or out when expected and raising the alarm should the need arise.

Once you have a tracking system in place, has it ever been tested? Systems are no use if they don't work in practice.

Finally remember it is important not to solely rely on a tracking system. All professionals need to make sure they do all they can to stay safe and never enter into situations where their personal safety could be at risk.

Alexa Cook— SE Area Development Officer

DOMESTIC ABUSE UPDATE

Following the Domestic Abuse article in Issue 15 of the Link in December 2011, I thought it would be helpful to follow up with details of the full multi-agency training available in Surrey on issues around domestic abuse.

Click on this link for full detail and how to book. Surrey Multi-agency DA Training and how to book. The programme is available free of charge to any agency/service and we are happy for you to actively promote it widely to staff in your schools and network of contacts.

There are a number of courses within the programme, including the following two, which are both part of mandatory training for Home School Link Workers:

What is Domestic Abuse? Half day

Domestic Abuse: Multi-agency responses Full Day

Please watch The Link for future monthly items about the domestic abuse agenda and services.

If you are worried about domestic abuse there are specialist services in Surrey to help. For more information about what they offer, call the Surrey Domestic Abuse Helpline on 01483 776822 or contact your local service:

- East Surrey: 01737 771 350
- North Surrey: 01932 260 690
- North West (Your Sanctuary): 01483 776 822
- South West: 01483 577 392

Alternatively visit the domestic abuse web pages on the Surrey County Council website.

www.surreycc.gov.uk/domesticabuse

In an emergency dial 999. If you have concerns about the safety of children and young people, contact Surrey's contact centre on 03456 009 009.

Barbara French

Domestic Abuse Strategy Manager (Surrey Community Safety Unit)

PRIMARY MENTAL HEALTH TEAMS... HERE TO HELP!

Support for the professionals...help is out there!



In these gloomy times of budget cuts and uncertainty about the future of many services, it seems that many front line professionals such as health visitors, family support workers and home school link workers are feeling the pressure of having to manage the many issues facing the children, young people and families they work with. Front line professionals within schools, social care and the community need ongoing support in understanding and managing children and young people who may be experiencing mental health difficulties.

The CAMHS **Primary Mental Health Team (PMHT)** provides consultation and training to professionals as well as direct work with children and young people who are under 18 years of age with mild to moderate mental health needs. We also work with families and offer short term therapeutic intervention and can assess whether or not a child or young person requires further specialist intervention from CAMHS. Referrals to our service are allocated through the CAMHS Community Teams. We take referrals from relevant professionals within education, social care and health.

Where are we?

The PMHT in southwest Surrey is based at the Farnham Hospital for Health in Farnham and at the Buryfields Clinic in Guildford. The team covers both the Guildford and Waverley areas.

Focusing on You!

The PMHT offers over the phone consultation and advice to any professional who may have a query about a child or young person's mental health and/or

would like advice on whether or not to refer to CAMHS. We will listen to your concerns and give you the relevant information and guidance to help you.

Over the next year the PMHT will be focusing on delivering mental health awareness training in schools. TaMHS or targeted mental health in schools is based on the already well established Everybody's Business training. Everybody's Business will continue to run for professionals who may not have access to TaMHS or who work in other areas of the community.

Need Advice? Get in touch!

Professional Advisory Line: West Surrey - 01483 783344, East Surrey - 01784 884817

The professional Advisory Line runs Monday to Friday from 9AM to 5PM. It is solely for professionals requiring advice and consultation about a child or young person's mental health. This is not a emergency number and any queries regarding an open case or an urgent referral need to be made to the CAMHS Community Team directly.

CAMHS Community Team (including PMHT):

NE CAMHS Community Team (Elmbridge, Epsom Ewell and Spelthorne): 01372204120

NW CAMHS Community Team (Woking, Runnymede and Surrey Heath)

St Peter's Hospital: 01932 722561

Frimley Children's Centre: 01483 782900

SE CAMHS Community Team (Mole Valley, Tandridge, Redhill and Reigate): 01737277701

SW CAMHS Community Team Guildford :Buryfields Clinic: 01483 783330

Waverly: Farnham Hospital and Centre for Health: 01483782200



TORI KARP
CAMHS SW

Primary Mental Health Team Lead

INTERESTING READS



FOCUS ON WOMEN, ISSUE 15

“This edition provides a round up of policy issues affecting women’s access to their legal rights, and sets out current and upcoming debates. It is testament to the reality that 2012 will bring no more rest than the past year; we will need to work together closely to scrutinise and keep up with Government proposals on legal aid, welfare reform, immigration and policy approaches to violence against women.”

[www.rightsofwomen.org.uk/pdfs/Focus On Women/focus on women no15.pdf](http://www.rightsofwomen.org.uk/pdfs/Focus_On_Women/focus_on_women_no15.pdf)

SAFER STAFFING

The last session for ID badges will be held on:

Wednesday 8th February 2012 at Mallow Crescent Care Home, Burpham, GU4 7VU 11am—2pm.

Please email Julia.bennett@surreycc.gov.uk to book and you will need to ensure the following is taken along: Current CRB, Passport or Driving License, Proof of current address, Utility bill.

PLEASE NOTE:

From 9th February the process to obtain an ID Card is changing. There will be no further Safer Staffing ID Card Sessions at any location across the county, instead these will be sent to you.

Here are details of how you can obtain an ID card:

New Starters

Please forward a copy of the following documentation to Julia Bennett by email or post details below:

- Passport sized photo
- Copy of current CRB
- Copy of passport (to prove eligibility to work)

Existing Employees

For staff that have a ID card that has expired and require a renewal. Please send:

Copy of current CRB **only** to Julia Bennett 2 weeks before ID card is due to expire and your new card will be sent to you in the post.

Documentation to be sent to Julia Bennett, Safer Staffing Team, Room 240, County Hall, Penrhyn Road KT1 2DN or email her at Julia.bennett@surreycc.gov.uk

For further information contact Hannah Cursley (email hannah.cursley@surreycc.gov.uk).

SUPPORTING PRISONERS' FAMILIES

Action

for Prisoners' Families

Around 160,000 children have a parent sent to prison each year. That's more than are affected by divorce, two and a half times the number of children in care and six times the number on the child protection register. These children face bullying, stigmatisation and are nearly three times more likely to suffer from mental health problems than their peers. Yet with no official recording of figures and a lack of statutory support, the needs of this vulnerable group are often overlooked.

Families face a journey through the criminal justice system every bit as traumatic as that of the offender. For many this journey begins with a dawn raid on the home and children may witness the trauma of a parent being dragged away by the police. Families at trial face a protracted and bewildering experience in a court system which does little to help them understand the process. And when a prisoner is sentenced to custody, loved-ones are left without the most basic information such as where the offender has gone and when they can expect to hear from them again. Custody brings a host of difficulties such as difficult, expensive journeys to the prison; hostility from the local community; poverty and disruption to family life to name but a few.

Release from prison can bring its own challenges. Children's care arrangements may be disrupted and if a prisoner has been away for a long time s/he may have difficulties adjusting back into family life.

There are, however, practical and emotional ways in which practitioners can support families at each stage of the offender journey. Listening to families, fostering a non-judgemental attitude and helping families prepare for visits and supporting them to explain the situation to children are all important. There are also a number of useful organisations and resources listed below. For more information please contact sam.hart@prisonersfamilies.org.uk

Resources from Action for Prisoners' Families

For more information: 0208 812 3600
www.prisonersfamilies.org.uk

The Outsiders Series Booklets to help families cope with imprisonment: Telling the Children; Sent to Prison; Preparing For Release; Living with Separation

'Danny's Mum' and 'Tommy's Dad' books for younger children about having a parent in prison

'Finding Dad' a book for older children

'It's a tough time for everyone' cartoon-style magazine for older children/teenagers

Supporting Prisoners' Families, What Can Professionals Do is a series of resource sheets with practical tips and information: www.prisonersfamilies.org.uk/Practice/Practice_-_Supporting_the_families_of_prisoners.aspx

Other Useful Organisations and Resources

Offenders' Families Helpline free and confidential advice for families, throughout the week (Monday-Fridays 9am-8pm and Saturdays and Sundays 10am-3pm). Call 0808 808 2003
www.offendersfamilieshelpline.org.uk

Inside Information contains information about visiting people in prison; procedures, opening times, directions etc. www.insidetime.org

Prisoners' Families Toolkit is a very useful resource including worksheets to help children talk about their feelings www.youngsouthampton.org/workforce/

My Visit, a useful resource to help children talk about prison visits from Pact www.prisonadvice.org.uk

Visiting my Dad/my Mum:
www.ormiston.org.uk

Sam Hart, Action for Prisoners' Families

For more information: 0208 812 3600
www.prisonersfamilies.org.uk

FAMILY LEARNING FOR YOUR FAMILIES



Family Learning free and fun, informal courses/ activities should be targeted at the parents who would benefit most from this opportunity to improve their literacy / and or numeracy skills and improve their ability to support their children’s early years development and achievement at school.

Here are some ideas of courses that we could run for your families in your schools or children centres. All courses are FREE to the learner and fully funded.

How does it work?

- You contact our team.
- We define the programme with you based on your knowledge of the target group, availability and identification of a room and timings.
- We identify an adult tutor to best fit the programme.

- You identify a member of staff to work and plan with the adult tutor
- You target and recruit the parents/families who would benefit from this activity.

Crèche's for siblings may be paid for if required and viable.

If you are interested in finding out more about these activities please call Cheryl Brown on 01932 794539 or email family.learning@surreycc.gov.uk

Activity 6 hours (3 weeks x 2 hours)	For?	Includes?	When and where?	Why?
Family Shape up with Dance Guildford, Waverley & Surrey Heath areas only	Parents/carers with children aged 6+	<ul style="list-style-type: none"> • Adult tutor 	<ul style="list-style-type: none"> • Schools • Children’s Centres 	<p>Encourage parental engagement</p> <p>Raise skills of parent</p>
Boogie Music – Healthy Living	Parents/carers with children aged 3+	<ul style="list-style-type: none"> • School/CC staffing costs 	<ul style="list-style-type: none"> • Community settings 	<p>Raise skills of child</p>
Boogie Mites – Letters and Sounds Phase 1 Curriculum	Parents/carers with children of reception age	<ul style="list-style-type: none"> • Teaching materials & consumables 	<ul style="list-style-type: none"> • Anytime during or after the school day 	<p>Provides first steps to other learning for the parent.</p>

STARTERS/LEAVERS

We would like to take this opportunity to thank everyone for all your continued efforts over the year and are looking forward to working with you all this coming year. We hope to meet many of you at the forthcoming conference. If you are new to the workforce this is a great opportunity to meet colleagues and gain important information to support you in your roles.

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

Amy Swan, Outreach Worker, Chobham & West End Children Centre
Karen Hydes and April Chitty, Outreach Workers, Leatherhead Trinity Children's Centre

Patricia Guerrero-Wickham, Outreach Worker, Cobham Children's Centre

Sharla Pettipher, Outreach Worker, Epsom Sure Start Children's Centre

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

Christine Davis, Outreach Worker, Leatherhead Trinity Children's Centre.

Shona Kerry and Amy Perner from Hurst Green and Holland Children Centre

Sue Kearney, Outreach Worker, Cobham Children's Centre

Please do let us know if you know of any new or staff leaving.

We welcome articles from HLSW and OW.

The next issue is due to be sent out week beginning 16th April. Deadline for articles for the next issue is

15th March 2012

EDITORS NOTE

We hope you found this New Year's edition of the newsletter useful.

The team have taken on board your comments about The Link when we consulted with you all at the recent network events. As such we will be changing the publication to be once every half term. In future the newsletter will now be sent to you in the first week of each half term. The next issue will now be sent out to you all the week beginning the 16th April. The deadline for submission of articles for the next issue is 15th March. Please email any member of the team if you have an article you would like to submit for a future edition. Looking forward to hearing from you.

The Parent Support Advisory Team are really keen to hear your views on the service we provide to you. If you have a comment, suggestion or article you would like to submit for a future edition of the newsletter, we are really keen to hear from you.

TEAM CONTACT DETAILS

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BUSINESS SUPPORT

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