

Rockmount Primary School Designated Safeguarding Leads:

Helen Carvall (Headteacher)

Viv Bull (Deputy Headteacher)

Amber Pearless (Deputy Headteacher)

Donna Rankine (Assistant Headteacher)

Annette Schembri (Learning Mentor)

Ana De Miguel (Extended School Manager)

For more information, please contact the person
you feel most comfortable talking to:

Telephone: 0208 653 2619

Email: via the contact page on the website or
on:

office@rockmount.croydon.sch.uk

Direct contact - ask for an appointment or
approach one of us in the playground.

There is a great deal of information on our
website with links to many different services/
agencies that might be able to help you.

Please go to:

www.rockmountprimaryschool.co.uk.

Shared Principles

- ◇ **Early Help is everyone's responsibility** - we all act to provide the right help, at the right time, in the right way.
- ◇ **Wherever possible, all children and families' needs will be met by universal services.**
- ◇ **Listening to children and families and treating them as partners.**
- ◇ **The priority and focus is always the child** - understanding their needs and ensuring their welfare.
- ◇ **All services that work with children and adults must work together to deliver Early Help.**
- ◇ **Ensuring clear pathways to support** - all families must have easy access to support when needed.



Rockmount Primary School
Chevening Road, Upper Norwood, London, SE19 3ST
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Email: office@rockmount.croydon.sch.uk

ROCKMOUNT PRIMARY SCHOOL



Early Help Best Start

Information and Help September 2022

What is Early Help?

Best Start Family Solutions is a service that has been set up by Croydon Council, working together with a range of other agencies and schools. There are currently 3 teams based around the borough in the North, Central and South; however they offer a borough-wide service and are happy to travel to where you are in order to support you and your family.

The 3 localities are:

North: Winterbourne, 28 Winterbourne Road, Thornton Heath, CR7 7QT Tel: 020 8760 5701 ☐

Central: The Turnaround Centre, 51-55 South End, Croydon CR0 1BF Tel: 020 8760 5750 ☐

South: 1/1A Overbury Crescent, New Addington CR0 0LR Tel: 020 8667 8485

The teams are made up of employees from a range of backgrounds. THEY ARE NOT THERE TO JUDGE YOU nor to tell you what to do or pretend they can solve all the challenges that you face. They will, however, work alongside you, support you and do whatever they can to help you and your family achieve the best possible outcomes.



Why would I need Early Help?

Concerns about your child's health, development or behavior.

Money and housing could be a concern and affecting you and your children.

Domestic Violence, mental ill health, crime, drugs and abuse could be affecting you and your family.

What happens if I agree to being referred?

A member of staff from Rockmount who has been working with you and your family, will complete a referral form, which you can see beforehand and send off to the Early Help Team. An Early Help keyworker will then contact you to go over your needs and work out a plan which will be agreed by you. The plan will be reviewed with you regularly.

Can I refer myself?

Yes, you can. The school would still be involved if the keyworker feels this is relevant. Working with Early Help can be short or long term, depending upon the needs of the family.

The support offered to you and your family is confidential and will only be shared with other agencies if necessary and with your permission, unless doing so would put your child at risk.

By addressing problems early, it will stop them from becoming bigger.

All partners working with children, young people and their families will offer support as soon as they are aware of any additional needs. They will always seek to work together to provide support to children, young people and their families at the lowest level possible in accordance with their needs.

What is a Child and Family Wellbeing Assessment?

Your assigned family key worker may complete this assessment with you to understand more about the type of support your family needs. This is nothing to worry about; it is a conversation to work out how to stop any problems you are experiencing from becoming more difficult to manage. You can talk about things that are going well for your family and things that you are proud of as well as things that you are finding more challenging. They will also speak with the children in your family to make sure they understand their needs. Together you will agree what to write in the record of the meeting. If the keyworker feels that more intensive Early Help support is needed, they can then refer on to the relevant service.

Your consent will always be sought unless by doing so your child would be put at risk

