

## **At Elmwood Infant School and Nursery our Early Help Team includes:**

- ⇒ Mrs Harris (Headteacher)
- ⇒ Miss Payne (Deputy Headteacher)
- ⇒ Miss Walsh (Assistant Headteacher)
- ⇒ Mrs Campbell (Assistant Headteacher)
- ⇒ Miss Bittles (Attendance & Welfare Officer)
- ⇒ Mrs Iceton (Learning Mentor)

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

Telephone: 0208 6897691

Email: via the contact page on the website or on:  
office@elmwood-inf.croydon.sch.uk

Direct contact—ask for an appointment or approach one of us on the playground.

If you would rather contact someone outside of school, please call 0208 726 6400 or find out more at:  
[www.croydon.gov.uk](http://www.croydon.gov.uk).

There is a great deal of information on our website about Early Help and the services/agencies that might be able to help you. Please go to: [www.elmwood-inf.croydon.sch.uk](http://www.elmwood-inf.croydon.sch.uk).

The password for the parent hub is:

*elmwoodi*

## ***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.



# **ELMWOOD INFANT SCHOOL AND NURSERY**

# **Early Help**

## **Right Help, Right Time**



**Article 3** (best interests of the child)

The best interests of the child must be a top priority in all decisions and actions that affect children.

## What is Early Help?

Best Start Family Solutions is a service that has been set up to by Croydon Council, working together with a range of other agencies, such as us, at Elmwood Infant School and other organisations. 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 with experience in health, education, probation service, mental health, substance misuse services and housing providers.

Their focus is to help you identify areas in your life that you would like to improve and support you to do this. What they do will depend very much on the needs identified by you and your family. They are not here to judge you, 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?**

There are lots of reasons why people look for early help:

You may be worried about your child's health, development or behaviour;

You may be worried about how they are doing at school;

You may be worried about money or housing and how that is affecting your family;

Your child and family may be affected by domestic abuse, drugs, alcohol, mental ill health or crime.

**Early help can give you the tools to solve any challenges or problems you are experiencing with help from others where needed.**

A member of the Early Help Team at school will work with you to complete a graded care profile and to identify things that are going well and things that you require some help with. A plan of action will be agreed which might involve a referral to a voluntary organisation or help with aspects such as housing, finances or accessing counselling support. The plan will be reviewed on a regular basis .



### **So what will actually happen if I ask for help?**

If you are referred or refer yourself to the Family Solutions service they will identify a family key worker who will be the main link for you and your family. They will arrange with you a time to come and meet with you and your family and get to know you. If you are happy for them to visit you they can come to your home, or you can come to one of their locality hubs. The family key worker will listen to you and your family and work together to identify how they can support you to improve how things are going. They may just point you to the right services for your family. However, if it is a bit more complicated they may complete a Child and Family Wellbeing Assessment (CFWA). This helps them to understand more about what your family needs and which professionals and services can work together to help and support you. A CFWA is nothing to be worried about. It's just a conversation to work out how to help you stop small problems turning into big ones. You can talk about things that are going well and things that you are proud of as well as things that you're finding a challenge. The person will also talk with your child or children in your family to make sure they understand how they are feeling and anything they think they might want some help with. Together you'll agree what to write down so there is a record of what you talked about. If the person talking to you believes you and your family need to be referred for more intensive early help support, they will need to refer you and your family to the relevant service.

*Your consent must always be sought unless to do so would place your child/ren at risk of harm.*