

Caterham School Community Worker

- Highlighted the void between home and school and the need for early intervention to prevent:
 - Attendance issues
 - Behaviour Issues
 - Intervention by statutory services
- Provided an opportunity to establish a trusting relationship with the family in order to facilitate the introduction of statutory services if eventually needed.
- An informal and relaxed service for parents to approach with every day parenting issues and issues they maybe feel inappropriate for the school to deal with but may affect the child's education if left. Adopting an "Open Door" policy for parents to feel comfortable to express concerns. Interpreting their needs and fast tracking to external services where needed. By spending time with the children in school I am able to build up a rapport and trust which in turn makes parents more comfortable if their children are familiar with me and see my role and presence as positive.
- Making myself aware and familiar with the reference criteria of all of the services available to families in the community in order to tap into their resources and try to ensure parents do not have to repeat their issues to various different agencies and organisations.
- Provided a path for shared best practice and information between the four schools.
- Provided an opportunity to share promote and fully utilise the resources of the four schools.
- Kestrels Day Care Centre Holiday Scheme now services many of the families I have worked with. Providing information where necessary to allow a smooth introduction particularly useful for parents who need some encouragement and confidence to take their children along and do not feel quite so anonymous because the centre and staff have been briefed about the individual family/child's needs. I have established Kestrels as a key service for Social Services open case placements for respite, day care and holiday care and introduced a direct funding route.
- Representing families and assisting with interpreting any jargon. Attending Network Meetings etc and providing an informal de brief afterwards to ensure they fully understand their position and required action.
- To mediate between home and school if relations have become difficult.
- Observing children in school and identifying any issues which may require intervention.

- Networking within the community and assisting with broader issues affecting the families such as housing. This year I was delighted that a member of the Tandridge Housing Team was able to attend a Network Meeting and as a result of the combined services information sharing we established more vital “Social Points” needed to assist that particular family towards Council accommodation.

As a result of my work:

- attendance and punctuality have improved
- less referrals to external agencies have been needed
- staff have reported a noticeable drop in their workload as a result of my service
- communication has improved between home/school/external agencies

LP
June 06