

Chipstead Valley Primary School Safeguarding and Wellbeing



In an emergency, or if you believe a child is at immediate risk of harm, call the police on 999

If you are concerned about a Croydon child:

- Urgent child protection matters needing immediate attention, call 020 8255 2888
- Our emergency social work service is for urgent child protection matters that cannot wait until the next working day, call 020 8726 6400.
- Non-urgent referrals: Members of the public call 020 8726 6400.

If you are concerned about a child living in Surrey:

- Phone: 0300 470 9100
- Out of hours phone: 01483 517898 to speak to the emergency duty team.
- South East 0300 123 1620 (Tandridge, Redhill, Banstead, Oxted, Caterham, Reigate, Horley)

Dear Parents and Carers

Within this letter, we include a summary of our arrangements to try to continue to offer support to our families through the school closures. We realise that at different points in the weeks to come, many families will encounter difficulties and that stressful situations may make families vulnerable. You will not be alone and there are many sources of support out there- some well established and others new. As time goes on, we will endeavour to continue to update the list of these agencies. At these times, it is useful to know where to turn for additional support.

Visit the CVPS website regularly for updates for your child's work and suitable activities to support distance learning. Don't forget, teachers will be available during normal school hours whenever possible, to respond to work and queries via their class email address.

Reducing Anxiety during Self-isolation

The thought of staying at home for an indefinite period of time might seem daunting. You might feel there is nothing to do or you might be inclined to create a minute by minute schedule for your children. You may have high hopes of hours of learning, including online activities, science experiments, and book reports. You might have every intention of limiting screen time and technology until everything is done! But here's the thing...

Our children are just as scared as we are right now. They can not only hear everything that is going on around them, but they feel our constant tension and anxiety. They have never experienced anything like this before. Although the idea of being off school for weeks sounds awesome, they are probably picturing a fun time like summer break, not the reality of being trapped at home and not seeing their friends.

Over the coming weeks, you will see an increase in behaviour issues with your children. Whether it's anxiety, or anger, lethargy or protest that they can't do things normally - it will happen. You may well see more meltdowns, tantrums, and oppositional behaviour in the coming weeks. This is normal and expected under these circumstances.

What children need more than anything is to feel comforted and loved; to feel like it's all going to be ok. At the present time, still being socially responsible, it is possible to play outside and go on walks. Bake cookies and paint pictures. Play board games and watch movies. Do a science experiment together or find virtual field trips to the zoo. Start a book and read together as a family. Snuggle under warm blankets and do nothing. Together.

What if my child's learning suffers?

Don't worry about children regressing in school. Every single child is in this boat and they all will be ok. When we are back in the classroom, we will all correct and meet them where they are. Teachers are experts at this! Don't pick fights with your children because they don't want to do maths. Don't be angry for not following the schedule. Don't mandate 2 hours of learning time if they are resisting it. Instead, work with the timetable we have sent home. Know when you can do the 'difficult' bits and use the email address of your class teacher for support!

Your child's mental health will be more important than their academic skills. How they feel during this time, and how you continue to bind as a family, will stay with them long after the memory of what they did during those 4 weeks is long gone. So keep that in mind, every single day. Be creative, have fun, have quiet and have peace. Looking ahead positively- in our busy lives, how often do we have this chance to come together to face a challenge as a family and win?

Keeping Safe Online

Social media will be important to your children as a means of keeping in touch with their friends. Many of these are not age appropriate for primary school pupils but nevertheless children will use them. Please make sure you are able to monitor the content of the apps and have good privacy and parental controls set up.

For details about how to do this, most phone companies have help pages for their devices. Sites such as National Online Safety have many free parent guides relating to the most popular apps (including Fortnite, YouTube, TikTok, WhatsApp etc.) and which are also stored under the Safeguarding tab on the school website. ThinkuKnow (part of CEOP) has keeping safe programmes for children as well as clear reporting tools for inappropriate use should you need them. All children in school recently began working through Google's 'Internet Legends' programmes, which contain important messages for safe and respectful use of the internet.

This website offers lots of help to support your children around their Corona Virus worries:

https://www.mentallyhealthyschools.org.uk/media/1960/coronavirus-mental-health-and-wellbeing-resources.pdf?utm_source=newsletter&utm_medium=email&utm_campaign=coronavirus&utm_content=toolkit

Support for Children:

All our children are aware of how to call the emergency services- however, due to the effect of television, many may still quote 911 instead of 999 when asked! Please talk this through with your child.

All pupils are aware of the number for **Childline 0800 1111**, should they feel the need for someone to talk to. Remember, many children will not want to talk over their anxieties with a parent or carer because they won't want to worry you.

Teacher emails: Pupils can continue to share good moments, worries and concerns with their teachers via their class email addresses if required.

For Parents:

Family Lives (previously ParentLine) offers a useful website of advice and a confidential helpline number for those wanting support with any parenting issues including managing behaviour. **0808 800 2222**

ELSA <https://www.elsa-support.co.uk/>

This website has very useful resources (mostly free) for dealing with children whose emotions are running high.

Croydon FJC (offering support for victims of domestic abuse and sexual violence and their children) remains open 020 8688 0100

Department for Education (DfE) COVID-19 (Coronavirus) helpline

DfE has launched a helpline to answer questions about COVID-19 related to education. Staff, parents and young people can contact the helpline as follows:

Phone: 0800 046 8687

Email: DfE.coronavirushelpline@education.gov.uk

Opening hours: Monday to Friday from 8am to 6pm and weekends from 10am to 4pm



Please remember, although we won't be having face-to-face contact with the majority of our families, we are still working to support you. Please use the distance learning materials and email service we offer. Teachers are available to help to try to motivate pupils who may find learning this way difficult. We look forward to keeping in touch and seeing you all again soon.

Keep safe and healthy

The Safeguarding team at Chipstead Valley Primary School

Croydon Council Services Update

There is a COVID-19 web page which will be updated daily with any changes to services and special e-bulletins to keep you informed.

If you are experiencing hardship or difficulties

Council tenants in arrears as a result of COVID-19 will not face eviction, and the Council is urging private landlords to follow suit.

Croydon Council website lists all the council support available for residents including:

For help with welfare rights advice, call the council's free advice line on 0800 731 5920 to speak to an advisor or email welfare.rights@croydon.gov.uk.

Discretionary Housing Payments may be available for a limited time to top up housing-related benefits to cover housing costs such as rent

You may be able to claim a discretionary reduction in council tax- visit our website to find out if you qualify

There are three food stops with community partners in New Addington, Selsdon and Thornton Heath, where eligible residents can get £20 worth of food and groceries for £3.50 per week. For information email anita.konc Zack@croydon.gov.uk

The council's Gateway service helps residents avoid homelessness and boost their financial independence, with support ranging from one-to-one debt advice and maximising their benefits, to skills training. If you are a resident needing support from Gateway staff, email gcc@croydon.gov.uk including a mobile number so an adviser can call you back.