

Chipstead Valley Primary School

Safeguarding Newsletter- Summer 2



Seeking Help

Being a parent can be challenging in everyday situations. Now, more than ever, taking care of your mental health is important. Staying at home more or having to work during a difficult situation can put different pressures on everyone. If you're struggling, it's okay to reach out for support from friends and families. There are also plenty of organisations that are also here to help.



If you need support, at Chipstead Valley, we are here for you and can often point you in the right direction of a service who can help you out.

Please do not hesitate to contact Miss Harding if you need support or advice.

You can email at: hharding4.306@lgflmail.org

Useful Services

Organisations providing support to children and families include:

- Mind - Information and support as well as helplines for people experiencing mental health problems and their friends and families.
- Rethink Mental Illness - Advice as well as services and support for people affected by mental illness and their friends and families.
- Samaritans - Round-the-clock confidential support to people going through a tough time.
- SANE - Emotional support to people affected by mental health problems and their families and friends.

Sometimes children worry about their parents or family members and might need someone to talk to. They can talk to Childline online or by calling 0800 1111 at any time 24/7.

Resource for Parents

Happy Maps has been funded by Health Education England and is designed to help parents find reliable resources on behaviour and mental health for their children (from babies to young adults). The resource includes websites, videos, books, apps and helplines.

www.happymaps.co.uk **HappyMaps**

Domestic Abuse- Calling 999

When you dial 999, all of these calls are directed to call centres and will be answered by BT operators. They will ask which service you need. If no service is requested but anything suspicious is heard throughout the process, BT operators will connect you to a police call handler.

If you call 999 from a mobile it is always best to speak to the operator if you can, even by whispering. You may also be asked to cough or tap the keys on your phone in response to questions. If making a sound would put you or someone else in danger and the BT operator cannot decide whether an emergency service is needed, your call will be transferred to the Silent Solution system. The Silent Solution is a police system used to filter out large numbers of accidental or hoax 999 calls. It also exists to help people who are unable to speak, but who genuinely need police assistance. You will hear an automated police message, which lasts for 20 seconds and begins with 'you are through to the police'. It will ask you to press 55 to be put through to police call management. The BT operator will remain on the line and listen. If you press 55, they will be notified and transfer the call to the police. If you don't press 55, the call will be terminated. Pressing 55 does not allow police to track your location.

When transferred to your local police force, the police call handler will attempt to communicate with you by asking simple yes or no questions. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.



Domestic Abuse Support

The Croydon Family Justice Centre (FJC) will be open at the times below to offer support to those experiencing domestic abuse. If you are suffering, please get in contact with them.

FJC
Care and support in Croydon for those experiencing domestic abuse
You can make an appointment by contacting us on: 020 8688 0100
We are open Monday, Wednesday, and Friday, 9am-5pm and Tuesday, Thursday 8am-7pm.
CROYDON
www.croydon.gov.uk