

## Confidentiality & Information sharing

Whilst I can offer support and help to parents, carers, children and young people, I am aware that sometimes specialist support may be needed.

If I felt this was the case I would discuss this with you and get your agreement to talk to others about this. I do not share information with anyone without your consent.

However the welfare of the children is of paramount concern and therefore if issues of child protection arise, this would need to be reported. As a trained Designated Safeguarding Lead I would endeavour to discuss this with the child, parents or carers before doing so following the Cts safeguarding policy.

## How to contact me

I am outside the front of the school every morning from 8.40 and every afternoon from 3.10.

Telephone the school office

**01908 867356**

and ask to speak with me or request a call back.

Email me directly

[mrobertson@ctsmk.org.uk](mailto:mrobertson@ctsmk.org.uk)

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- Visit my Family Advice pages in the parents section of the website for lots of advice and information.
- Check out the noticeboard at the front of the school
- Look out for

**Family Focus**  
my regular newsletter



# Supporting Families



## How can we help?

***Families come in all shapes and sizes. Being a parent is one of the most fulfilling things we'll ever do: yet it is also one of the hardest and we can all do with a little help now and then.***



My name is Mandy Robertson and I am the Inclusion and Wellbeing Lead.

I am in school everyday and am able to support you and your children with a number of issues which may arise during your time at Cts.

We want all our children to thrive and make the most of all the opportunities open to them during their time here and this can be best achieved by working in partnership with parents.

## Which issues can I support with?

As parents and carers, there are times when you need a little extra support and guidance; someone to talk to and help point you in the right direction. Someone who's non-judgemental, someone who will listen and offer practical advice and support.

These are some of the phrases I hear and can help with:

- 'My child's behaviour is getting out of hand'
- 'I have lots of questions about being a parent'
- 'I'm worried about the next parent's evening'
- 'I just need someone I can talk to'
- 'Since my partner left me things haven't been the same'
- 'I'm really worried about my daughter's schooling this year. Her self-esteem is a problem'

## What support can be provided?

- Assisting communication between families and school
- Giving support at reviews, meetings, school visits, appointments etc.
- Signposting you to other services
- Highlighting learning opportunities for parents
- A listening ear to off load your worries
- Helping with paperwork/form filling
- Holding information sessions for parents
- Talking through strategies you can use at home with your child
- Working with your child on an individual basis.