



Southwark Children and Family Centre service - Priority areas COVID-19 update.

22nd April 2020

Since our last update (30 March 2020) we have been working hard with partners and key agencies to bring together the information, advice and support available.

The guidance from government and NHS England is to stay home, which we know can be challenging at times. Whilst we hope that you are keeping strong and well, we are here to provide support to you and your family should you begin to struggle with this.

However as there is so much advice and information available, we made a start on bringing this together into one place. We are fortunate that two of our partners, 1st Place Centre and Coin Street Community Trust, are developing their web pages to include a 'Hub' of information for children and their families.

The 1st Place Centre Hub page is for children under 5 and their families, this is kept regularly updated. www.1stplace.uk.com/the-hub

Coin Street Community Trust page is for children over 5 and their families, this is now live and being kept regularly updated. <https://coinstreet.org/the-hub/>

Our YouTube channel went live on Friday last week, check this out as we are very proud of all the practitioners who have contributed to this and continue to do so. We have begun to create a library to include a variety of videos that are suitable for children under 5 and their families. Keep an eye out for new additions as we plan to ensure there is at least one new video available a day.

<https://www.youtube.com/channel/UCOcbH18Gxw8uLNmKKIGiFFQ/videos>

We are now trialling out tools to allow us to have live 'virtual' stay & play sessions – more on this to follow.

Partnership Service updates.

All community health services are reducing face to face appointments, returning to clinical settings and moving patients to telephone/virtual appointments instead. This is to increase NHS staff capacity for redeployment to the hospitals and other areas as required.

Our colleagues in Public Health have developed dedicated webpages to provide guidance in accessing health care during the pandemic, with some helpful information for accessing non covid-19 related healthcare and advice for parents on where to seek guidance if their child is unwell. Here;



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<https://www.southwark.gov.uk/health-and-wellbeing/public-health/for-the-public/coronavirus/health-advice/accessing-healthcare-during-covid-19>

The Parents and Children Together (PACT) under 5's whole family support service has developed a virtual offer that can be accessed here: www.pact-citizens.org

All other partnership services that are linked with or delivered from children and family centres have been put on hold.

We know that children and family centre provision and support is relied on by many parents and children in our communities and are now focusing on the development of a virtual offer.

Activity Packs.

We have developed activity packs for children under 5; we are aiming to start linking these to new videos on our YouTube channel. The initial roll-out of these packs is focused on those families we are working with across children's services.

We have started working on a resource list to provide activity packs to 5 to 11 year olds and 11 to 18 year olds. We are working with the youth council held at Coin Street Community Trust to ensure we get the content of these packs right – more on this to follow.

Internet Connectivity.

We are aware that not all households will have access to the internet, or where they do there is limited access to a device due to other family members needs to work remotely either for employment or education purposes.

We know that many charities and organisations are developing funding streams to support with this, however, would like to have a better understanding of the needs for families in Southwark. To do this we will be sending out a survey of 6 questions, where we know that families don't have internet access allocated practitioners will be recording the responses of their allocated families and feeding into the survey – keep an eye out for this in the next week.

Family Support Service.

We have contacted all families who are receiving one to one support and agreed the service that will be offered on a case by case basis. All cases have been reviewed to prioritise need for face to face contact based on need, risk and vulnerability and any escalating concerns, in discussion with our Family Early Help colleagues and the families.

We will ensure that those who are already facing significant difficulties and those that are vulnerable will be prioritised for face to face contact. All families, whether



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they receive one to one support or receive a universal + service within the Early years sessions, will receive regular phone contact with a view to exploring possibility of video calling and planning for when face to face contact may take place. There is a continual review of risk prioritisation in discussion with each family.

Only staff who are not showing symptoms of coronavirus will deliver face to face contact and continue to travel within the borough, as per current guidance. Letters will be sent out to families to confirm the reduction in face to face contact and need to telephone/video call, reassuring families of our availability and presence remotely which will substitute for their direct contact with the Community Family Workers.

An update on the above information will be provided as soon as we can, if you have any questions regarding the support available prior to the next update, please feel free to contact me at: paula.hill@southwark.gov.uk or call on: 07592119942

For locality specific queries please contact any of the below Strategic Hub Leads:

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