

Good morning to you all, I hope you and your own families are all doing ok.

Updates for you this week:

**Prime Ministers Announcement on the Shutdown Exit Strategy**

I have emailed you all separately about the announcement on Sunday evening from the Prime Minister, so please do contact me if you have any questions or worries about his statement I have also attached the slide pack from our briefing session from last week in case you missed it. There will be another Teams invite to you all in 10 days time.

**MailSmart – ways to send documents and letters when working remotely**

You may need to send letters, documents, worksheets or PDFs to families during COVID. A reminder you can use Mailsmart which is an online portal that prints and sends documents for you – even when you're working remotely. You should already have Mailsmart installed on your laptop. For more information on how to use Mailsmart, see the 'Technology for Workers' section of the Guidebook (with thanks to Monica from TT for the reminder!)

**Weekly Survey**

Please take 5 minutes to complete this weeks family needs survey here (use this link as we start a new survey each week) [FSCF FAMILY PRACTICAL AND EMOTIONAL NEEDS SURVEY W/C 11 MAY](#) . I have reviewed all the comments from the last 2 weeks and have done a short Q and A attached. In last weeks survey, a couple of you raised a personal issue that you're experiencing that sounded like it was feeling pretty tough for you right now. Just to say if this was you then we are here for you and we've got you. You're not alone in feeling this way, so when you feel ready, reach out and we'll figure it out together.

**Webinar – Supporting Teenagers During COVID**

Following a number of comments in the weekly surveys about how to help young people during COVID, I have arranged a webinar with Dr Richard Groves from Project 10-10. Richard will share some of the approach that Project 10-10 are taking to supporting the young people they are working with, how to wrestle with the thorny issue of young people finding the stay at home rules difficult, and talk about his experiences of 'whats helping'. It will be a refreshing and honest take on supporting young people during COVID. Calendar invite to follow

**Webinar - Helping Young People and Parents to Find Work**

The issue of unemployment in many of our families has come up a lot in recent weeks and may become an even bigger feature of our support to families in the coming weeks and months. I have arranged a webinar for us with Julia Marcus and Dan Morris from the Good Work Camden Jobs Hub. In this session, Julia and Dan will give us information about the Good Work Jobs Hub, what support is on offer for any young people and parents we know who are looking for work, and answer any questions you might have so we can make best use of this support as soon as we need to. Calendar invite to follow

**New Helpline for Young People from IYSS**

Today, IYSS is launching a new helpline for young people during COVID. The Camden youth helpline (020 7974 6200) for young people aged 13 to 19 will be open on Mondays, Wednesdays and Fridays from 2 to 5pm, offering advice from IYSS staff on a wide range of services, including:

- Careers and Connexions
- Youth workers - talk to a youth worker for advice or support with any concerns you may have
- Youth offending service staff

- Drugs or alcohol (FWD substance misuse service).

**New information uploaded to the COVID Guidebook this week (guidebook link here [FSCF COVID GUIDEBOOK](#)):**

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| <p><b>Book an Outdoor Play Space</b><br/>PACE, NW5 Play Project and Calthorpe Community Garden have opened their outdoor spaces for families to use. Booked in advance, one family at a time. Primarily for families in temporary accommodation or overcrowded accommodation<br/>In the Activities for Children section</p> | <p><b>Activity Packs for 4-12 year olds</b><br/>PACE are offering activity packs for children. Can be collected from one of their centres, or we can collect and deliver to families<br/>In the Activities for Children section</p>   | <p><b>Map of Organisations Providing Help during COVID</b><br/>Voluntary Action Camden have put all of the organisations they know of who are providing support on a google map so you can see whats available by ward<br/>In the Local Community Sources of Support section</p>   |
| <p><b>Coping Resources for Parents from the Tavi</b><br/>The Tavi has created a webpage full of resources and workbooks we can use with parents and children to help them cope.<br/>In the Keeping Parents Emotionally Well section</p>   | <p><b>Legal Advice</b><br/>New guidebook section giving links to a range of legal advice for different issues<br/>In the Legal and Debt Advice section</p>  | <p><b>CAMHS Crisis Arrangements During COVID</b><br/>Information on how young people in crisis can get help during COVID.<br/>In the Hospitals, Health and GP section and the Keeping Children Emotionally Well section</p>  |
| <p><b>Prepared Meals Delivery in Kilburn (NW6)</b><br/>Foodcycle in partnership with JW3 are doing deliveries of pre-prepared meals that can be microwaved.<br/>In the Food section (emergency food parcels)</p>  | <p><b>Cyber Bullying</b><br/>A new guidebook section containing links to advice, guidance and resources for parents concerned their child might be experiencing cyber bullying, including on gaming sites<br/>In the Childrens Activities section (Keeping Safe Online)</p>   | <p><b>Building Rapport and Communication Skills Online</b><br/>A helpful guide to building rapport and relationships with children and parents when on telephone and video calls, and enhancing our communication skills when working electronically. For social workers but just as relevant to us<br/>In the FSCF Procedures section (Virtual Kit Bag)</p> |
| <p><b>Free Rail Transport for Victims Fleeing Domestic Violence</b><br/>A link to details of a new scheme offering free rail transport to victims of DV fleeing their homes who have a refuge place.<br/>In the Violence in the Home section</p>  | <p><b>Introduction to survival, coping, &amp; protective skills &amp; resources – new Karen Treisman video</b><br/>The latest very helpful short video from Dr Karen Treisman thinking about some of the common survival, coping and protective skills children and families might be using during COVID<br/>In the Keeping Families Emotionally Well section</p> | <p><b>Virtual Supervision – Research in Practice Webinar</b><br/>For supervisors to help and support virtual supervision<br/>In FSCF Procedures section</p>  |
| <p><b>10 Minute Pause Space</b><br/>For any teams looking for a quick way to decompress a little and reflect for a few minutes, this 10 minute care space is working really well with NHS teams in A and E for example.<br/>In the Staff Wellbeing during COVID section</p>   | <p><b>Help for Under 5s</b><br/>A new guidebook section with links to specific practical help for families with children under 5<br/>In the Help for Under 5s section</p>   |  |

We are now in week 8 of the shutdown. Our capacity and our referral rate remain stable, and as of today I will not need to implement stage 4 of our emergency management plan. I will as always be monitoring this daily.

As I said in my email to you about the Prime Ministers announcement on Sunday, the next few weeks may feel bumpy for us and for the families we help as we move into an uncertain period when the shutdown begins to lift. I am here for you and with you every step of the way, and I will make sure we continue to take a calm, balanced and safe approach to this next phase of the COVID crisis.

Stay safe and well.

Becca

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