

Dear All

A couple of quick updates:

OneNote COVID Guidebook

I have now put all FSCF COVID information into a One Note COVID Guidebook. This contains 15 sections of advice, information and guidance so you can find what you need in one place. You can find the One Note COVID Guidebook here: [FSCF COVID GUIDEBOOK LINK](#)

I hope this helps make things easier for you. If you can't find what you need in the Guide Book, please don't hesitate to ask and I'll do my best to find the answer for you.

New information added to FSCF COVID Guidebook this week:

<ul style="list-style-type: none"> • <i>Family laptop loans</i> 	<ul style="list-style-type: none"> • <i>Mobile phone remote top up and remote wifi dongles (if families do not have WIFI at home)</i> 	<ul style="list-style-type: none"> • <i>Food flow chart and step-by-step guide to securing food for families</i>
<ul style="list-style-type: none"> • <i>Additional links to community groups making emergency food parcel deliveries and providing volunteers</i> 	<ul style="list-style-type: none"> • <i>COVID operating procedures including telephone calls, case noting, and escalation</i> 	<ul style="list-style-type: none"> • <i>Refugees and asylum seeking families during COVID</i>
<ul style="list-style-type: none"> • <i>Financial relief for employees and the self-employed during COVID</i> 	<ul style="list-style-type: none"> • <i>Home learning for children</i> 	<ul style="list-style-type: none"> • <i>Activities for children</i>
<ul style="list-style-type: none"> • <i>Childrens Emotional Health resources</i> 	<ul style="list-style-type: none"> • <i>Parents Emotional Health resources</i> 	<ul style="list-style-type: none"> • <i>Violence in the Home</i>

Family Practical and Emotional Needs Survey

Thanks to all of you for completing this. You told me that food and activities to keep children occupied were emerging strongly from families. So I have 'focussed this week on simplifying the 'securing food' process (see the 'food' tab in the OneNote), increasing your options for obtaining food quickly, and on increasing the resources in the 'activities for children' and 'home learning for children' sections of the Guide Book. I am also looking at each individual comment from the survey to locate answers to your questions (if not in the Guide Book already).

Staff Wellbeing

My extended SMT had a long reflective session on Monday on how all of FSCF are coping with and experiencing this extraordinary period in our personal and professional lives. I am really pleased that team support groups, check-ins and touchdowns, use of reflective spaces with our psychologists, and peer support are all appearing in our working weeks. This is tough work in challenging times, and its ok not be ok from one day to the next. We also

talked about supporting staff returning to work after illness and providing the scaffolding they need. If there is extra scaffolding that you would find helpful, then please do contact me any time.

Overall

Overall this week, we are holding together well as a service. We still have 82% of staff available for work (although only 23% available to do on-the-ground work) and I will not need to implement phase 4 of our emergency plan this week. Our family check-in service, staffed mainly with IYSS volunteers, is supporting 30 children in 14 families with lots of parents self-referring. This preserves your capacity and expertise to focus on families experiencing greater distress. Front door is holding steady (well done Coordinators) and work is currently flowing through at a manageable rate. Our Library Service volunteers are now delivering supplies and vouchers to our families homes, and we have just opened a Pedal Me account so we can arrange cycle couriers for families able to order shopping via Click and Collect (see Food Tab in OneNote Guidebook, Options A, B and C section). I will of course continue to closely monitor our situation day by day.

Thank you all, and as always do get in touch if there is anything I can do for you.

Becca

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