

Dear all

In light of the prime ministers announcements on Friday and over the weekend, **I am now implementing phase 3 of our emergency plan**. This phase is to further reduce the level of physical contact and restrict use of public transport. This is also to mitigate a 50-60% reduction in early help staff currently physically available to be in Camden.

The following is effective immediately:

- All home visits are suspended until further notice
- Workers to undertake telephone or video calls with families, identify any immediate practical support needed (supplies/money/food/benefits/bills) and take action wherever possible to prevent crisis.
- Frequency of call contact should be decided according to your level of concern for the family and agreed with your manager but a minimum of 1 call every 5 days is now expected.
- Workers to continue to provide emotional support to families via these calls
- I am issuing new guidance for case-noting telephone calls on Mosaic and management oversight. This is attached and should be followed from now on. This is to ensure consistency in how we record our current help.
- Service managers to keep a weekly record of which children have been seen (via video), spoken to (by phone) or not seen or spoken to at all.
- All managers to do a daily review re whether concerns about a family have now escalated and use DD as normal
- Service managers to keep a daily availability check of which workers are still working and which are not available at all
- We will continue to accept incoming referrals and step downs, but on a telephone/video contact basis only
- A rota will be in place for as long as we can so that a manager is in 5PS each day to issue foodbank vouchers and paper supermarket vouchers
- We will continue to try and deliver food, vouchers and essential supplies to families wherever possible. These will be left on doorsteps and no entry to the family home will be required. We are being asked to help with this because we have been deemed key workers in an essential frontline service. I am accelerating efforts to tap into other local Camden staff, local volunteer groups and VCS organisations able to help us physically get supplies to families who need them. I will update you on this tomorrow.

Whilst this is the safest thing to do, I am sure it will feel both a relief and uncomfortable that our service has to now move in this direction. This is not how we would choose to do our work. It inevitably changes the nature of our support to families and the early help offer during this crisis.

I know we will continue to help keep Camden families safe and well as best we can until we can return to our normal ways of working. The relationship with the families you help, and the love, care and compassion you are still able to show them, will be one of the things that

helps them get through this extraordinary period. If you are worried that a family is escalating towards crisis and there are now safeguarding concerns, please talk to your manager urgently so that next steps can be discussed with social care.

As always, look after yourself and your own families as your first priority. I am here for you should you need anything. We will get through this together.

Becca

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