10 July 2020

Dear [parent name or names]

From 3 August 2020, Family Early Help will start doing home visits again. This means seeing you face-to-face again. I’m really looking forward to seeing you and your family after so long. **[insert sentence about how  virtual contact has been with the parent to personalise].**

I know this will feel like a big change, so I wanted to write to you to let you know about some important things:

* I will be doing face-to-face visits every fortnight. This means I will visit you one week, and have a video call with you and your children the next week.
* If you don’t want to meet face-to-face with me, you can have all your visits as ‘virtual visits’. This means I would have a video call with you and your children once every week, and not meet you face-to-face at all.

If you would like to have just virtual visits, let me know.

* If you would like to meet face-to-face, I can meet you in your home or we can find another place to have the visit.

If you’d like to meet in another place, let me know.

When we meet, we can do lots of things to make sure we keep each other as safe as we can. You’ll find a list on the next page. Please have a read through and let me know if you have any questions.

I have also sent an information letter for **[childrens names],** and it would be great if you could share it with them so they know what’s going on too.

This might feel a bit different to start with. I’ll make sure I ask you and the children how this arrangement is feeling for you. If it doesn’t feel quite right,
tell me and we can think again about how I visit you. I will give you a call so we can talk about this some more and I can answer any questions you might have.

I can’t wait to see you again very soon.

[Worker name],The Family Early Help Team

Things We Will Do To Help
Keep Each Other Safe When We Meet

* I will ring you 24-48 hours hours before I visit. I’ll ask you if anyone in your home has COVID symptoms or is isolating. I won’t visit you if anyone has COVID symptoms or is isolating.
* If you or anyone in your home feels unwell on the day of the visit, ring or text me and we will reschedule.
* If I am unwell, or have COVID symptoms, I won’t visit you.
* I will wear a face mask.
* I will keep at least 1 metre away from you and the children, and 2 metres wherever possible (virtual hugs are always okay!)
* I will ask you if you could keep the internal doors open if possible so I don’t touch your door handles.
* I will ask you if a window could be open in the room where we are meeting if possible.
* I will ask you if pets can be kept in a closed room if possible.
* I will wash my hands before I come into your home, and bring hand sanitiser with me so I keep my hands clean.
* If I bring things for your children to play with, they will be made of paper or plastic and will be cleaned before and after.
* If I touch any surface in your home, I will clean it with an sanitiser wipe.
* If you touch something and I touch something (like a pen), I will put it in a bag so I can put it in the bin when I leave.
* I will always check if this arrangement is feeling okay for you and your children. If it isn’t feeling okay, then we’ll talk together to work out another way for us to meet.