NAME

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**19 October 2020**

Dear NAME

You will have seen on the news that from 17 October 2020, London is in COVID Tier 2 restrictions. I know that the Tier 2 restrictions might feel worrying, and we can talk together about it when we next meet. If you need more information about the Tier 2 restrictions, you can find it here <https://news.camden.gov.uk/camden-council-leaders-message-to-residents-as-london-moves-to-covid-19-tier-2/>.

The good news is I am still able to come and see you and your family. My manager has talked to Camden and Islington Public Health and, because I provide a service to you, I can still come and visit you in your home or at another venue. This might change if London goes into Tier 3 restrictions, or if there is another national lockdown.

I wrote to you in July to share some important things about our visits together, and those things are still the same today:

* 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.

We will still be doing lots of things to make sure we keep each other as safe as we can. You’ll find a list at the end of this letter.

I’m looking forward to seeing you soon, and if you have any questions you can call me on [insert telephone number]. I am here for you and your family, and will do all I can to help.

NAME

Family Early Help

**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.