

COVID Email Update 15 February 2021

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

Last week, I had the pleasure of reviewing the 98 relationship feedback forms received from the start of COVID in March 2020 to 9 February 2021. There were 64 forms for family workers and 34 for early help coordinators. Your service managers have the full feedback results, and your team managers will be sharing the individual feedback with you in supervisions. Here's some headlines of what families said (I made the images on an app and 10 = good!):

"ON A SCALE OF 1-10, HOW MUCH IS THE RELATIONSHIP WITH YOUR FAMILY WORKER HELPING YOU AND YOUR FAMILY?"

FAMILIES SAID 9.3 OUT OF 10 (AVERAGE SCORE)

ON A SCALE OF 1-10, HOW MUCH DO YOU AGREE OR DISAGREE WITH THE STATEMENT "MY FAMILY WORKER IS HELPING ME AND MY FAMILY MAKE PROGRESS TOWARDS OUR GOALS"?

FAMILIES SAID 8.6 OUT OF 10 (AVERAGE SCORE)

"ON A SCALE OF 1-10, HOW HELPFUL WAS YOUR COORDINATOR TO YOU?"

FAMILIES SAID 8.9 OUT OF 10 (AVERAGE SCORE)

May you be proud of the work you do, the person you are, and the difference you make

You should feel so proud that families are saying that the help is still helping. This is what it's all about – compassionate relationships that help create the conditions for change, practical and emotional support that helps a family to get where they want to be.

I don't ever underestimate how hard this has been, and continues to be, for you. Having to work this way is so different; it's hard, its physically and emotionally exhausting, it doesn't work for everyone and it doesn't always feel comfortable, for us or for families. We've had to adapt so much and yet stay true to our purpose and values. But just take a moment to reflect on what families are saying. In the middle of a pandemic, the help is still helping.

Thank you. To each and every one of you, whatever job you do in this service. We are one team, everyone pulling together to make it work. Thank you.

Updates for you this week:

Visits to Families Decision-Making Tool



There is now a tool on the Guidebook to help you and your manager think about whether you should do a face-to-face visit with a family during lockdowns and Tier 4 restrictions. The tool looks at unique family circumstances, the gravity, severity and frequency of risk to the children's welfare, the risks of COVID, the best interests of the child/ren and other factors. The tool is not mandatory, but can be used to help you and your manager think about your decision and your rationale about visiting families. You and your manager must casenote your decision and your rationale, whether you use the tool or not. You can find the tool here <https://ascpractice.camden.gov.uk/media/2566/face-to-face-visits-template-to-support-decision-making.pdf>

Eviction Freeze Ends on 21 February

The Government temporary freeze on evictions ends on 21 February. This means landlords can begin processes to evict families again, and this will particularly affect families in private rented accommodation. If you are working with a family who might be affected by this, please think about how to help them get ready for this now, so we can help prevent evictions wherever possible.

You can find more help and advice about evictions on the Guidebook here <https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/homes-housing-and-council-tax/evictions/>

Helping Children Understand Intensive Care

Having a child, parent or family member in intensive care with COVID or any other illness is incredibly stressful, and particularly for children. The wonderful folk at ICU Steps, the intensive care patient support charity, have produced a booklet for children to explain intensive care, with activities to do to help them prepare for the experience. Worth a look if you find yourself working with a family

who have a family member in intensive care. You can find it on the Guidebook here <https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/covid-nhs-and-government-information/explaining-covid-to-children/#main>

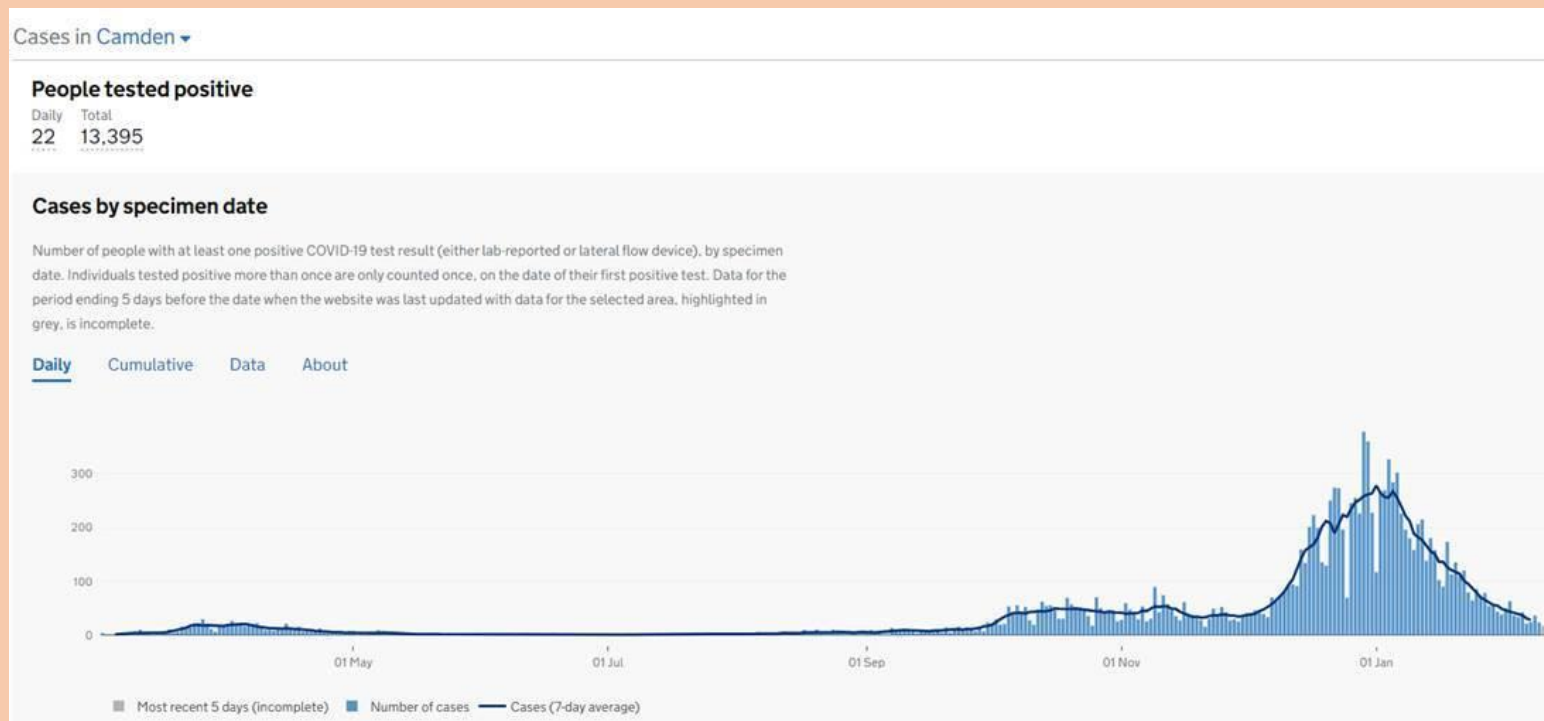
Relationship Feedback Form Links Now on the Guidebook



You can now find the links to the family worker feedback form and the early help coordinator form on the Guidebook here – both are mobile-enabled so can be sent on Whatsapp and text as well as email <https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/fscf-procedures-during-covid/feedback-from-families-relationship-feedback-form/#main>

Camden Data

Here is the latest COVID case data for Camden. You can view the data any time here <https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/covid-nhs-and-government-information/camden-covid-data/>



Imagination Workshop - Black Lives Matter ‘From What is to What If’

Sandra Soteriou and I are hosting 2 workshops to give you space to imagine what you want to feel different, behave differently and operate differently as a result of FSCF's Black Lives Matter work. This is part of getting ready for our racial justice whole service meeting at the end of March. Not mandatory, but I really would encourage you to come along, just for an hour, to contribute your ideas for our imagined future for racial justice and cultural responsiveness in our service. 8th and 10th March, calendar invites to follow (two invites, you only need to accept one).



Webinar – Family Changemakers Project Show and Tell

Join us for this uplifting and informative webinar where the parents, family members and students involved in the Family



Changemakers participatory design project which we started last November will be sharing their work on the project so far. The parents and students are co-designing a vision for what good help for families should look and feel like after COVID, so it's a really important piece of work for us. Not mandatory, but I would love you to be there to hear from the parents because they're amazing. 1st March, 1-2pm, calendar invite to follow.

Lauren Off on Maternity Leave – Cover Arrangements

Our service manager in Early Help Community and Practice Lauren Small is off on maternity leave in April – she will be much missed but we look forward to welcoming her new little one into the world! This week I will be advertising internally for a secondment to the role of service manager for up to 12 months to cover during Lauren's maternity leave. The secondment is available to anyone from FSCF, IEYS or IYSS who can demonstrate they meet the job profile criteria. The closing date will 3rd March, and I will be interviewing on 11th and 12th March. I will be regularly updating the managers who report to Lauren on how this recruitment is progressing, so they can share that with their teams. If you have any questions about this, please do get in touch.

Weekly Survey

This week's family needs survey, for you to raise any issues you're seeing and noticing for families and anything you might need yourself, is now open here [FSCF FAMILY NEEDS SURVEY W/C 15 FEBRUARY 2021](#) . A couple of responses to last week's survey:

<i>Old work phones</i>	We can definitely get old work mobiles replaced that aren't adequate for remote working (e.g. can't download whatsapp) so please do talk with your line manager so we can get you a new one ordered asap
<i>Schools and period poverty</i>	This came up in a recent query from Comms, and I've followed it up with the Camden Learning Healthy Living Team who liaise with schools on period poverty – will come back to you asap.
<i>Webinars</i>	I'll of course keep putting these on (one today and at least 3 more to come in the next month or so!), and I've asked the Head of Adult and Community Learning about accessing a level 2 course on infection control – will come back to you asap
<i>Parents and social media</i>	Social Switch did a number of webinars for Camden parents on this subject recently, I'll ask if they can do a webinar for us so we can feel confident to give, and explore, the information with parents. More to follow.
<i>Face to face contact with families, particularly children with additional needs and communication challenges</i>	You commented quite rightly that some families (and us as well) are feeling the challenge of no face-to-face contact. I'm sure you and your manager have already talked this through, but it might be worth using the 'visits to families decision-making tool' I mentioned above. As Tim said when he briefed you all when we went into third lockdown, we still have the option of face-

to-face visits if we feel that it is in the best interests of the child, and based on the gravity, severity and frequency of risk to the children's welfare. I know these are never easy decisions to make, so please do talk with your line manager (if you haven't already) and use the tool if it might help with decision-making.

New information uploaded to the COVID Guidebook this week link here

<https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/>

<p>Helping Children Understand Intensive Care</p> <p>An activity booklet from ICU Steps to help children prepare for the experience of intensive care (as a patient or if they have a family member in intensive care)</p> <p>https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/covid-nhs-and-government-information/explaining-covid-to-children/#main</p>	<p>Relationship Feedback Form</p> <p>Links to the family worker relationship feedback form and the early help coordinator feedback form are now on the Guidebook</p> <p>https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/fscf-procedures-during-covid/feedback-from-families-relationship-feedback-form/#main</p>	<p>Visits to Families Decision-Making Tool</p> <p>A new template to help you think through your decision and rationale for seeing families face-to-face during lockdowns</p> <p>https://ascpractice.camden.gov.uk/media/2566/face-to-face-visits-template-to-support-decision-making.pdf</p>
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We are now in week 48 of COVID, and continue to monitor our capacity very carefully across all family work teams in IEYS, FSCF and YEH. We will keep a close eye on expected Government announcements on 22 February regarding plans for the gradual lifting of the lockdown, including when schools may reopen.

As we head into half term, a new set of challenges await all parents (both staff and the families we're helping) as we figure out how to entertain our little ones for the next week (is anyone else getting really bored of 'lets go for a walk'). This is a really tough time for everyone, please do be as kind to yourself as humanly possible.

If you're finding juggling life and work to be overwhelming at the moment, please do talk with your line manager so we can help think through how to alleviate some pressures. As we say in our work with families, it is rare that nothing can be done.

To end this week with a short biography of Lugenia Burns Hope – an early 20th century social activist, reformer and community organiser, who worked for the improvement of Black communities through social work, community health campaigns, and political pressure for better education and womens suffrage. Her story is incredible <https://www.georgiaencyclopedia.org/articles/history-archaeology/lugenia-burns-hope-1871-1947>

Stay safe and well, and as always shout if there is anything you need.

Becca

Becca Dove

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