

COVID Email Update 4 May 2021

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

Thanks so much to everyone who came to the final presentation of the Family Changemakers project last Wednesday. 112 people from both local and national organisations attended on Teams which is just incredible and we are so happy for the parents and family members involved that so many came to listen and learn about the work they have done. Our Council Leader Georgia Gould attended, and made personal pledges to the families to help drive forward their vision for good help for families after COVID.

Here is the Family Changemaker Good Help for Families Manifesto (below and attached). We'll be exploring it in detail in a webinar later this month, but in the meantime please do take a few moments to honour the work of the Camden parents and family members who participated, either by reading the manifesto or by watching their short film here (8 minutes of your time well spent) <https://vimeo.com/541404031>. Camden families have given us a mandate for good help for families after COVID – our collective work to bring that to life, in our own daily practice and across services and systems, now begins.

The Good Help for Families Manifesto

We are the Camden Family Changemakers Expert Parents Group.

We are 20 parents and family members, who come from 12 Camden wards, represent 11 different ethnicities and have children ranging from newborn to young adult.

In January 2021, we came together to create a design vision for good help for families after COVID, whenever that may be.

Our Camden community is special to us. Whatever storms may be coming after COVID, we want to make sure every Camden family has the help and support they need.

Camden is strong. We have come through so much already. The help we all give should make us even stronger.

This is our design vision to achieve good help for families after COVID.

BAD HELP...

- Bad help can take so long to get that you feel trapped in a system.
- Bad help can create a negative feedback loop in the community and prevent others from seeking help.
- Bad help can make me lose my confidence which makes it hard to open up to professionals.
- Bad help makes me feel judged and experience a loss of dignity.
- Bad help makes me feel vulnerable which makes me lose trust and security for myself and the system.
- Bad help makes me feel angry and frustrated which can make the feelings going up.
- Bad help can be bring and lead to stress.

GOOD HELP...

- Good help makes me feel empowered to use my own experience to help others.
- Good help makes me feel happy and positive and look forward to the future and about my home.
- Good help comes with no judgement and makes me feel respected.
- Good help makes me feel valued and that my experience matters.
- Good help makes me feel cared for and supported.
- Good help communicates with me to understand what I need.
- Good help makes me want to ask it again and recommend others to use it.
- Like there is someone there for you. You feel safe and like a family.
- Good help makes me feel confident.

VALUES OF GOOD HELP – HOW GOOD HELP SHOULD FEEL

PRINCIPLES FOR GOOD HELP – WHAT GOOD HELP SHOULD BE

Who?

Help should be available to whoever NEEDS help (everyone needs some kind of help).

Help should be offered by whoever WANTS to help and should be a joint effort between community and formal services.

Good help creates a world where those receiving help can also become those who give help.

Different resources should be provided for people with different needs (eg. interpreters and interpreters for example).

Help should come from someone who you trust, understands you and will listen without judgement.

Help should be granted through strong sustained relationships between those providing and receiving help.

It feels good when help is given by someone who has been through the same experience as me.

When?

Help should be readily available whenever it is needed - when people reach out for help, and not at the breaking point.

Good help should be proactive and timely, not reactive.

Help should be provided throughout the whole journey - as prevention, during the problem and even after the need for help occurs.

Good help should account for where you are in your journey and the difference in help needed at different stages.

Help should fit into families' timetables and respect what family commitments are.

Why?

Because everyone should be able to access help when they need it.

Because the quality of help shouldn't depend on whether you have money or not.

Because asking for help should never be scary, and should be seen as a positive thing.

Because having mothers to go can affect people's wellbeing and no one should suffer alone.

Because the help you receive can have a huge impact on your life and your children's outcomes.

Because kindness is contagious, and receiving good help makes us want to help others.

Because having help in having a community.

Because problems are always complex, just like humans.

Because no matter the problem, there should always be someone there to listen without judgement.

How?

By protecting and preserving services.

By bringing help together to make a more connected help system overall by providing a 'one-stop shop' of clear information of what support is available.

By having people who act as a first port of call to find out about the extent of help available and who can connect you to the right places.

By making it more accessible.

By listening to the people receiving the help.

By introducing peer-to-peer support, and empowering people to help others.

By training individuals in every neighbourhood to have an overview of what help is available to level the knowledge.

By training help providers so they have a wider knowledge of support available and to build trust in the quality of help.

By providing flexibility and making it as easy as possible for an individual to ask for help.

What makes this unique to Camden?

Help in Camden should represent our community's diversity.

Help in Camden is unique because it listens to our stories and gives us a voice to do things differently and specific to us.

Help in Camden values residents' experiences and recognises that their stories have meaning.

Help in Camden means everyone can help and be helped.

Updates for you this week:

Camden Vaccination Bus

You may have seen in Essentials that Camden now has a mobile vaccination centre to help make getting vaccination as easy as possible for Camden residents. The vaccination bus will operate for four hours a day, three days a week and began its tour last week in the Euston and Regent's Park Estate area. One to watch out for and to let parents know about.



Vaccination for Over 40's

The national vaccination programme for the general public has now expanded to include people 40 and over. Eligible residents will receive a text message inviting them to book via the national vaccination online platform. More information here <https://www.bbc.co.uk/news/health-56933694>

New Type of Lateral Flow Test To Be Used in Camden Schools

From 10 May, NHS Test and Trace are introducing a new type of lateral flow test called 'Orient Gene'. These new tests are for use onsite in secondary schools and colleges. The lateral flow tests we have all been using so far are called Innova and require a throat swab and nasal swab. The Orient Gene test requires a double nasal swab only, no throat swab. The Orient Gene tests also return a positive or negative result in under 30 minutes.

There is no change at the moment to the test kits used by staff and students at home, or to the tests we currently use at home. I'm just letting you know about the new type of test in case parents raise it with you.

A reminder too that you can collect lateral flow tests from centres and pharmacies near your home, so that you can take a lateral flow test twice a week at home if you choose to. You can find information, including an interactive map to find your nearest stockist, on the Guidebook here <https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/covid-nhs-and-government-information/tests-for-covid-test-and-trace/>

Use of 5PS After 21 June – No News Yet

I know many of you are wondering what use of Council buildings like 5PS, Crowndale and Vadnie Bish will look like after the final stage of the Governments roadmap to exit lockdown on 21 June. We have not have any communication from Corporate about this yet, I continue to raise this with Corporate because without knowing what their plan is for buildings, it's very difficult to make plans for our service. In the meantime, we are doing some scenario modelling in preparation for any announcement by Corporate, and I'll of course let you know as soon as I have any firm news.

Remember that you all have a dedicated seat at 5PS on the 7th floor and that you can come into 5PS any time during your bubble week (and during your virtual week if your 'seat buddy' is not using the seat that day). Information about the bubbles, including your seat allocation, is on the Guidebook here <https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/fscf-procedures-during-covid/returning-to-offices-and-face-to-face-work/>

Our Executive Director Martin Pratt is keen that the sharing of the 9th floor between early help and social care resumes as soon as possible, and we are working on the when/where/how logistics of that. More on this to follow.

Every Weekly Email Bulletin on the Guidebook

A reminder that every week I upload the weekly email bulletin and whole service briefing slide packs to the Guidebook. This is in case you need to find some information again, and you can find all the email bulletins and slide packs here <https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/covid-weekly-email-updates-slide-packs/>

Direct Work Kit Bag and Black Lives Matter Resource Repository

For anyone new to Camden Family Early Help or just back to the service, can I draw your attention to two resources we built as a service to help you with your work with families:

- our Direct Work Kit Bag – this is a crowd-sourced repository of ideas for doing direct work with children and families. All of the methods in the kit bag can be used virtually, and you can find it here <https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/direct-work-kit-bag/> .
- our Black Lives Matter Resource Repository – this is a wide range of resources, tools, webinars, videos and articles to support racial justice and equity in our family work. You can find it here <https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/black-lives-matter-resource-repository/>

I hope you find them both helpful and purposeful, and please do let me know if there are things you'd like to add to these resources and share with colleagues.

Homework Support for 11-16 Year Olds at the Caraf Centre

The Caraf Centre is reopening its free weekly homework club for 11-16 year olds from Camden's Black communities. Booking via Eventbrite here <https://www.eventbrite.co.uk/e/homework-drop-in-sessions-11-16-yrs-tickets-143006380935?aff=ebdsoporgprofile> and you can read more about the Caraf Centre on the Guidebook here (scroll to NW5 section) <https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/local-community-sources-of-support/community-organisations/>



Wellbeing Passport

You will have seen on Essentials that Camden has launched a wellbeing passport – a tool to support staff and managers to have conversations about adjustments and arrangements you

might need in order to thrive at work. The passport was designed for carers, disabled staff (with both visible and non-visible disabilities), staff with long term health conditions and staff experiencing mental ill health, but it could also be used to help any staff member experiencing exceptional circumstances (for example, a bereavement or a seriously ill child).

Can I encourage all managers and staff to have a look at the wellbeing passport and explore it together in supervision spaces to see if you would find it helpful. You can find more information here

<https://lbcamden.sharepoint.com/sites/intranet/communications/Pages/our-wellbeing-passport-is-here.aspx>

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 3 MAY 2021](#)

New information uploaded to the COVID Guidebook this week link here
<https://ascpractice.camden.gov.uk/early-help-guide/family-early-help-covid-guidebook/>

No updates added to the Guidebook this week		
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We are now in week 59 of COVID and our capacity continues to hold steady.

For the last 15 weeks, I have ended the weekly bulletin with a spotlight on a Black pioneer of family welfare work. Some have been historical, some have been contemporary, all have worked tirelessly, courageously and with determination and grace to help make the work of helping families more just, equitable, informed and fair. As we head into our whole service racial justice event later today, I'm completing the Spotlight series with another group of people with determination, courage and grace. This week's spotlight is on us.

I know every single one of us in this service wants to make a difference, to honour the pioneers of racial justice that have gone before us and to pave the way for those who will come after us. I know today's session, where we seek to set our services racial justice goals, will be hard. But if family work has taught us anything, it's that something being hard makes it all the more worth doing.

The session may not be perfect. But it will be brave, it will be ours, and it will be whatever we choose to make it together. Thank you in advance for playing your part in it and bringing your compassion and grace to it.

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

Becca

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