

Families First COVID 19 offer of support

Project	Offer
<p>Key working, Family Support and Young Carers (Barnardo's)</p>	<ul style="list-style-type: none"> ▪ Keeping in touch with families via telephone Contact ▪ Coordinating other services around the family ▪ Email/text contact with families ▪ Virtual TAF Meetings ▪ Access to Foodbank ▪ Providing advocacy ▪ Liaising with schools , housing etc. ▪ Providing vouchers for milk, baby food and nappies when needed ▪ Delivering welfare packs <p>Delivery hours remain the same across the Service</p> <ul style="list-style-type: none"> ▪ Google Translate currently being used for some none-English speaking families ▪ Zoom being utilised for Virtual Meetings. No dedicated facebook page ▪ Zoom / WhatsApp Video Calls with families ▪ Although both offices are manned daily by skeleton staff, workers mainly working remotely, however, door step visits are increasing following Government Guidelines (<i>screening takes place before a door step visit is conducted</i>)
<p>Project Contact Details</p>	<p>Linda Jones 01685 725171 Linda.jones@barnardos.org.uk</p>
<p>Integrated Counselling</p>	<p>The-exchange is continuing to provide counselling and emotional support to children, young people and parents. Parents and young people can contact the service through our website www.exchange-counselling.com Parents and young people can refer themselves through our online form or very simply click the 'chat' box.</p> <p>Normal delivery hours continue</p> <p>The-exchange is using telephone, videocall and online platforms to deliver services. Face to Face sessions are possible, delivered out of the VAMT offices.</p> <p>Posting daily to promote access to the service. Facebook: exchangecounsellingservice Instagram: theexchangeresource Twitter: @TheExchange14</p> <p>Online content being created in the form of YouTube episodes focusing on</p>

	<p>emotional well-being themes. Different versions are available for Parents and child, young people and adults. These programmes take a proactive approach to 'boosting resilience' through setting challenges and engaging people in well-being activities.</p> <p>Regular emotional wellbeing surveys are being sent out to capture how young people are coping and invite them to engage s</p> <p>The-exchange has resumed face to face counselling at VAMT office. This is well attended and will continue throughout the summer and until normal capacity can resume at schools.</p> <p>We are regularly sending out emotional wellbeing surveys to capture how young people are coping and invite them to engage with us.</p> <p>We created bespoke programmes for families which were delivered to parent and child via video calls.</p>
<p>Project Contact details</p>	<p>01685 724953 Emma1@exchange-counselling.wales</p>
<p>Healthy Relationships</p>	<p>1-1 referrals are via Youth Support Team. Our engagement methods have changed to virtual methods such as telephone, text, Whatsapp video, zoom, Facebook etc but is dependent on the young person, what access they have and what they are comfortable using.</p> <p>There has been no change to the eligibility criteria.</p> <p>Use of a variety of social media and online chat/video systems as required. We are reconsidering the use of Zoom due to reported security issues with the system.</p> <p>Throughout the lockdown period we have used team capacity to increase individual family support as part of our Family Programme. Due to the uncertainty around the unfolding and changing situation, children and young people have received increased contact, activities and support which was facilitated by the use of Legacy hours.</p> <p>Team capacity has been used to increase the frequency and duration of contacts with families experiencing domestic abuse.</p> <p>All face to face appointments will be held in our Teulu Centre or at our offices in VAMT which have been fully risk assessed and prepared for social distancing. Face to face contact has resumed.</p> <p>We are considering the use of Zoom for young people over the age of 16 yrs and under 16yrs with parental supervision where appropriate and safe.</p> <p>We have linked with the Early Help Hub and SMT Domestic Abuse Services to expand the referral pathway in order to further identify and support vulnerable families.</p>

Project Contact Details	Julie Beck 01685 353999 jb@smt.org.uk
Health	<p>At this time no certain offer</p> <p>Accept appropriate health related referrals from EHH, TAF, Single agency</p> <p>Telephone assessment and short face to face contact (10 minutes) if absolutely necessary and risk assessed safe to do so. The contact may take place in the home if it is safe or in a prearranged safe clinical area.</p> <p>PMH nurse on long term sick, full staff capacity other than that.</p> <p>We have prioritised all vulnerable families</p> <p>Continued with the virtual panels and communicated with teams effectively</p> <p>Telephone and now some face to face with CYP and Families.</p> <p>Plan is to increase face to face as the virus permits but we will continue to risk assess and keep it to a minimum.</p>
Contact Details	Lynne Hannington 01685 351268 Lynne.hannington@nhs.uk
Parent Networking	<p>Supporting parent peer support groups using Facebook and facebook messenger. All members of the team are in phone contact with those who don't have access to Facebook. We are also doing online learning sessions via youtube and facebook.</p> <p>Contact can also be made through the facebook page should anyone want to become involved. https://www.facebook.com/The-Parent-Network-Merthyr-Tydfil-224639304749264/</p> <p>By ensuring that families know we are here to support and to signpost to services they may need. Staff available between 8am and 10pm to support as needed.</p> <p>For families that may be isolated the network is doing doorstep craft pack drops to enable conversations and eyes on the family.</p> <p>All staff are working to capacity, two support workers for a total of 38 hours plus management support and office admin all continuing.</p> <p>All staff have completed safeguarding training online since lockdown following the new guidelines.</p> <p>The network will not yet be offering face to face group sessions until after the</p>

	<p>school summer holiday it is hoped that restrictions will have lifted significantly by then.</p>
Project Contact Details	<p>Michelle Jones 01443 875444 caerphillypn@btconnect.com</p>
Team Around the Family	<p>Our service has continued to work in the same way it usually does throughout the lockdown. Families are offered an assessment that asks what matters to them over the telephone. Early help services are discussed with the families and if they give consent we would refer on to other services.</p> <p>In addition to the usual work, the hub took responsibility for 23 cases that could not be allocated to projects due to the lockdown and its impact on staffing and the redeployment of health workers. Hub staff ensured that they were regularly keeping in touch with these families to attempt to prevent escalation.</p> <p>The recovery plan is working well with staff working at home for 50% of the week and from the office the other 50% of the week.</p> <p>Vacant TAF co-ordinator post since resigned in May</p> <p>office telephones have been diverted to mobile telephones when there has been no office cover.</p> <p>The EHH has continued to undertake most of its work on the phone or using software like Microsoft Teams.</p> <p>The EHH has worked with Headteachers and Family Liaison Officers in order to promote the service during this period. School have posted the EHH information leaflets on their Facebook pages and twitter feeds. Third sector colleagues have been contacted and updated that the EHH remains open and they have also shared the information leaflets.</p> <p>A decision was made to allocate cases via email during the initial stages of the lockdown. During this time the EHH team was able to make an informed decision as to the most appropriate Keyworking agency by reflecting on past decision making in panel.</p> <p>TAF panel taking place virtually on a fortnightly basis since 6th May 2020</p> <p>Meetings with other agencies are taking place on platforms such as Microsoft Teams.</p>
Contact Details	<p>Helen Lang 01685 724503 Helen.lang@merthyr.gov.uk</p>
Parenting	<p>We are currently offering parent support to all families remotely using MS teams, phone calls and e mail intervention. The support will continue to offered on a one basis and a group where possible</p>

	<p>We have virtual groups where parents are logging in participating with other parents</p> <p>Delivery hours remain the same</p> <p>Currently the project is receiving referrals from all existing partners however due to staff working from home they must be electronic so we can share the referral and work with the family.</p> <p>We are currently using online methods of support through MS teams to those families who wish to engage. Moving into next term we will be using Facebook to engage with families through sharing lots of information but also to deliver live streams talking about different topics that families may be facing challenges with.</p> <p>planning to use two worker for each live stream who will create an environment for parents to engage and to pick up some key hints and tips.</p> <p>engage and to pick up some key hints and tips.</p> <p>We are currently promoting the think family parenting site as we believe that this tool will be a great tool for parents at this time</p> <p>As a team we have all worked from home since the start of the Covid 19 outbreak and now we consider the next stage of the return is to bring staff to the office in a safe and supported way. We plan on having all staff working out of the office on a rota by September which is line with children returning to school.</p> <p>We do not see the team undertaking face to face home visits until they are all based back in the office mid-September and a risk assessment for this work is complete.</p> <p>Following local guidance presented by the Families First Manager and agreed by the leads the Parenting team will introduce making welfare calls to parents' home when it is deemed appropriate. These welfare calls will follow the triage system set within the guidance and will see worker only entering parents' gardens and checking in to see if they are ok. No entry to the home will be undertaken at this point</p>
<p>Contact Details</p>	<p>Antony Mee 01685 727395 Antony.mee@merthyr.gov.uk</p>
<p>Youth Support</p>	<ul style="list-style-type: none"> • Staff continue to work with all open cases, so all plans are up to date and recorded. This work includes signposting, referrals to other agencies, one to ones, completion of CAF's reviews etc. • Staff are completing weekly Keeping in Touch (KIT) and tasks are being allocated from the weekly Vulnerable Families

	<p>meeting.</p> <ul style="list-style-type: none"> • Ula has been supporting vulnerable Polish families in order to assist other agencies with translation due to language issues. Ula is directly delivering support and KIT to some of these families as well. • Development of new interventions is on-going. • Staff are regularly linking with other agencies and specialist services. • One to ones are being offered via telephone / video call • Staff are working all their contracted hours. They have full access to IT and phone • 2 online resources have been developed and sent out to young people. 1 on Emotions and worry and another for pupils who are transitioning from Year 6 into Year 7. • It is worth pointing out that video calling costs families and not all families have wi fi / data to allow this to happen so we are finding that the majority of our families only want phone calls / texts as they are no cost to them and do not use their limited data allowances
Contact Details	<p>Lisa Bruford 01685 725197 Lisa.bruford@merthyr.gov.uk</p>
Early Language Development	<p>The ELD team quickly adapted a new model of working to try and ensure that families across Merthyr Tydfil received up to date information and advice on early language development.</p> <p>Throughout the whole period staff remained in weekly contact (KIT) with all families who had previously attended early language programmes or received one to one intervention since January 2020.</p> <p>The team have endeavoured to signpost to appropriate services and make referrals where necessary.</p> <p>A monthly newsletter has been sent to all KIT families with top tips for language development along with a free resource to encourage families to actively participate in their child's early language development.</p> <p>The use of Facebook has been an extremely successful media platform to share early language messages, ideas and resources with families, used to deliver sessions of Elklan Let's Talk to your Baby to families and following the positive response from families, we are currently piloting 'Live sessions' via Microsoft Teams for both the Rhythm & Rhyme and Little Stars programmes</p> <p>Face to face group work interrupted, replaced with online sessions being produced by the ELD team</p>

	Any new referrals from Health Visitors or Educational Psychology will be prioritized following the summer break.
Project Contact Details	Kath Bowen 01685 727381 Kath.bowen@merthyr.gov.uk
Inclusion	<ul style="list-style-type: none"> ▪ Families are now able to access their childcare settings such as pre-schools and day nurseries. ▪ Children who have been granted 1:1 support will still have that support when in setting. ▪ Referrals for enhanced support can still be made for consideration at panel. ▪ Keeping In Touch still taking place. ▪ The amount of hours the child attends may be different as the number of children attending each session is restricted. Each setting is different and implementing the relevant guidance in their own capacity to do so. ▪ Referrals into Early Years Inclusion have continued and panels have also continued over the past few months. ▪ 15 hours staff capacity has continued ▪ Social Media will be used to promote the project and also deliver key messages on the services available to families. ▪ Will start to deliver face to face support from September. ▪ As most of the families known to me have children with significant disabilities there may be a reluctance in me visiting their home as these children have shielding letters
Project Contact Details	Carly Smith 01685 727374 Carly.smith@merthyr.gov.uk