

Derbyshire Childrens Services Early Help Offer during COVID-19 Lockdown Period 1st April 2020

(Please note the arrangements may be subject to change in response to government guidance)

Derbyshire Community Response Unit (see appendix 1 and Derbyshire County Council website for details.)

As people become ill with COVID19 and need to self-isolate their personal circumstances may mean they need some additional help.

The CRU is for people who have no one else to support them. The CRU will be helping people to access food banks or shopping depending on their financial resources; they will help people access support for prescriptions; they will be signposting people to financial advice; and they will be offering support for those in social isolation such as telephone befriending. This will be delivered by the CVS generally.

As CRU requests for help are triaged if any children are identified as being vulnerable the CRU hub will liaise directly with Childrens 'Starting Point' to support the triage of children's needs.

The CRU is not a service as such it is an enabler to help people who have no other support to be able to access local support through the CVS network . The CRU has linked up with District /Borough Councils, locality CVS's and key voluntary sector organisations who are coordinating voluntary support in communities.

Anyone who requires support can use the online form:

<https://www.derbyshire.gov.uk/social-health/health-and-wellbeing/health-protection/disease-control/coronavirus/community-response-unit/if-you-need-help/if-you-need-help.aspx> or telephone 01629 535091

Early Help in communities supported by the Early Help Transition Team

The Transition Team continues to support partner agencies with Information, Advice and Guidance in Early Help, this includes:

- Collating a list of local voluntary services in each community; e.g. Foodbanks, CAB sessions and family support voluntary organisations.
- Contact details for a wide range of validated national organisations has been compiled for partners; including the full range of parenting support and mental health support services.
- Early Help Advisors continue to provide support for partners online and have produced bitesize support sessions that partners can use online with children & families.
- Early Help Advisors maintain links with school early help leads.

- Children Centres: provide online support for 0-5yo and have posted on their Facebook pages updated information advice and guidance for parents including signposting to key support agencies.
- Youth & Community Engagement Workers and Education & Employment Workers, have volunteered to support Starting Point with the triage of referrals from CRU and this area of work will develop over the next few weeks.

Locality Early Help Teams (0-19yo) providing targeted support including Childrens Centres

Our teams continue to offer targeted early help across the county. We have now closed community based groups in centres and youth groups in accordance with COVID-19 guidance. Our contact with Children, Young People and Families has moved into using technology to provide online e.g. Skype, WhatsApp or FaceTime and phone call support.

Practitioners have developed creative solutions to maintain engagement and also provide interactive resources for children and families to use. Regular appointments are made to continue the family support work and the video conferencing & facetime facilities enable a tour around the home to support with maintaining family routines.

Practitioners are converting many evidence based tools into online interactive resources and finding new ways to deliver programmes such as:

- ECAT: Every Child A Talker, speech and language development.
- School Readiness programmes
- Solihull Parenting Approach.
- Stronger Families Safer Children: Systemic approach.

As time moves on our ability to engage effectively with families in this way is improving and parents and children are participating in these sessions.

A range of Mental Health resources have been made available to the Early help teams to provide guidance to parents and carers on managing the anxiety and family dynamics of social distancing and self-isolation. These resources will become good guides for practitioners and parents if families begin to experience inter-parental conflict or conflict with children.

Childrens Services has clear guidance on home visit arrangements and if a family does require home visits, then practitioners will undertake these where appropriate and in adherence to the current COVID-19 home visiting guidance.

Maureen Evans: Principal Practitioner Early Help

Derbyshire Community Response Unit

If you need help

There's information here for those who need help during the coronavirus outbreak and how to get it.

We can help you if you have no friends or family you can call on and:

- you are self-isolating because you or a member of your household is at risk
- you are struggling to meet your basic needs because of financial, social or health restrictions
- you are pregnant
- you have underlying health conditions
- you are aged 70 or over.

We can help you with shopping, or fetching your prescription or finding someone to have a chat with.

How to get the help you need

If you need help you can use our online form to register for it.

Register for help

Or you can phone us on tel: 01629 535091. Our phone line opening hours are:

- Monday to Friday 9am to 5pm
- Saturday 9am to 1pm.

One of our approved partner volunteer organisations will be in touch with you as soon as possible to offer you the help you need.

Don't give your bank details, bank card or PIN to anyone, and don't give cash to anyone who is not part of this volunteer scheme or you already know.

Check that the person who comes to help you is from the voluntary organisation who contacted you. If you feel unwell please seek advice from [NHS 111](#).