



Our Children's Centre COVID-19 Journey



North Somerset Council

Strategic Direction of Early Help

1. **Introduction** - Jenie Eastman, North Somerset Early Help and Early Years Lead

- North Somerset Pen Portrait & The Team
- Background
- Where we were at on 23 March 2020 in terms of Early Help development
- Strategic progress during Lockdown

2. **Key learning from Lockdown** - Tracey Wells, Community Family Team Leader

3. **6 months in 6 minutes** - Tracey Lewis, Community Family Team Leader



16 March 2020

Our response to COVID-19



Questions the Leadership Team asked

- How can we ensure effective communication with our teams / partners / service users?
- What can we continue to offer remotely?
- Protocol – what do we need to do differently?

How we communicated to our teams, partners and service users

- WhatsApp, Microsoft Teams, Skype, Zoom and conference calls
- Created guidance:
 - Operational Response to COVID-19 Practice Standards Guidance and
 - Lifting Lockdown – June 2020, How to approach a Coronavirus Recovery Strategy for Children's Centre

What we continued to offer remotely

Family Support

- RAG rated all case-held families
- Created a hint and tips sheet on how to capture the child's voice
- Held our allocation meetings more frequently
- Created activity packs for families
- Focused on Facebook content
- Organised food parcels
- Continued to work in partnership with our CSC colleagues re safeguarding concerns.
- Continued to co-ordinate TAF meetings
- Created an Exceptional Risk Assessment on our Early Help Module

Measuring the impact of our case held work

- 1829 telephone / video contacts made with case held families
- 29 TAF meetings held
- 93 foodbank vouchers distributed
- 12 successful applications for grants made
- 71 activity packs given to families
- Secured washing machines, beds, fridges home essentials etc.
- The average score at the beginning of intervention was 5 and at the end 6.

Parental Feedback

"Thank you so much for the activity packs, it means such a lot. I have 3 happy children today."

"Thank you so much for your empathetic, non-judgemental approach with our family. Your support has been invaluable."

"Thank you, the girls are very happy with their packs and it is keeping them busy."



Valuable lessons learnt from COVID-19

For our case held families

- Do not assume that a family RAG rated green will not require more than 1 call a week.
- Ensure coordinated approach for families with a team around them and who will call them. Some families disengaged due to the volume of weekly calls.
- The hints and tips help sheet on how to capture the child's voice was key
- The Operational guidance was key to measure timescales .
- Our families were more resilient than we anticipated .
- We CAN support our families remotely
- That our closed case held families contacted us for support – knew where to go when they needed help

Going forward

Group / Activity	Frequency	Live stream / pre-record	Universal / Targeted
Home learning activities	Daily	Pre-record	Universal
Makaton	Monday AM	Pre-record	Universal
Move and groove	Thursday	Live stream / pre-record	Universal
Saturday Dads group	Saturday	Zoom	Universal
First aid	Friday	Zoom	Targeted
Baby massage	Tuesday AM	Pre-record / Zoom	Targeted
Brilliant babies	Tuesday PM	Live stream	Universal
5 to thrive	Wednesday PM, Thursday AM	Pre-record / Zoom	Targeted
CAP - money management	Monday AM	Live stream	Targeted
Eat Well for less	Monday AM	Pre-record	Universal/Targeted
Little steps (Healthy lifestyle and wellbeing)	Wednesday PM	Live stream	Targeted
Food ideas	Friday	Pre-record	Universal
Young parents	Wednesday AM	Live stream / Zoom	Targeted
Time to Shine	Thursday	Live stream / Zoom	Targeted
Mellow bumps/babies	To be decided	Live stream / Zoom	Targeted
Incredible Years	To be decided	Live stream / Zoom	Targeted
Traveller Tots	To be decided	Live stream / Zoom	Targeted
Family support drop in			
Breastfeeding support	Wednesday		

Additional successes

- In last 28 days our Facebook page has had a 528% increase in reach, 255% increase in post engagements and 883% increase in page likes.
- Continued to provide online support for our breastfeeding mothers and gained our Baby Friendly Initiative, Gold Award on the 17 July.
- Moved Midwifery services into two of our CCs due to Weston hospital situation and GPs moving them out of their surgeries.
- Supported Health Visiting to provide new-born feeding and hearing clinics and weight faltering clinics from our buildings.
- Portage continued to support their families via Zoom and provided a weekly newsletter.
- Continued with our 0-2 Funded and MAISEY Childcare process remotely.
- Some of our inter-agency relationships are stronger now than before COVID-19.

Additional lessons learnt

- Having a Team Leader who led on reading, understanding and implementing Early Years Guidance for our LA run nurseries was hugely beneficial as this knowledge was shared with our CC teams and included in practice guidance.
- The situation allowed us to be flexible / responsive due to not having other commitments in place.
- Our collective approach to understanding and planning forward was key.
- Be clear on how you will measure impact.