

EH Hub processes regarding direct contact with children and families in light of COVID-19

Targeted Family Support

PPE is now in place and doorstep visits are taking place where children are part of the identified cases of concern list which are primarily cases where the following concerns are present;

- Current and ongoing domestic abuse inc. adult to adult, child to adult
- Parental alcohol/ substance misuse
- Parental mental ill health
- Child mental health where self harm or suicidal thoughts are present
- Neglect concerns
- Physical chastisement
- Children not seen or contactable either from initial point of referral or concern raised by partners agencies

Keeping in regular contact with children and their families during this challenging time will be paramount to the support that is provided by Early Help. In light of reduced home visiting, all case holders will;

1. Ensure all families, and children (if appropriate) have your work mobile number, your work email address and the EH Hub number 01753 476589. If they need urgent support out of the hours of 9 to 5, they should call the Emergency Duty Team on 01344 786543
2. A minimum of 1 contact with each family per week by phone, face time or email, to include speaking to the children if possible and appropriate
3. Maintain regular contact with partners throughout as per usual processes who last saw the child where possible to check on presentation and any concerns

TAF meetings must still go ahead within the first 6 weeks of a case being allocated to a Family Support Worker and should still occur every 6 to 8 weeks there after. TAF's will go ahead via;

- A conference call with all parties dialling in
- Individual calls to all parties where the FSW will collate the information
- A proforma for the TAF to be sent to some or all parties and sent back to Lead Professional within a specified timescale, no more than 3 days after it is received

SENDIASS

Slough SENDIASS are preparing contingency measures to ensure our service remains available to families in need over the coming weeks and months. Slough SENDIASS will endeavour to continue to provide some casework by virtual appointments. Please see the information below that explains the differences you will see in the service;

Information: Information and resources available through the Local offer or the SENDIASS page on the Slough Services Guide and via telephone.

Helpline advice: within 48hrs via email phone 01753 787693 and email sendiass@slough.gov.uk

Email or phone advice and support from a SENDIASS officers - available but may take up to 4 working days to respond.

Family Information Service

The Family Information Service will continue to provide information, advice and guidance to families and residents in Slough via telephone, email and via the website. No outreach activities will go ahead as this contravenes the recommendations for social distancing. Contacts with the service can be made through the following means;

Telephone: 01753 476589

Email: FIS@slough.gov.uk

Online: www.sloughfamilyservices.org.uk

Children's Centre Services

Penn Road Children's Centre remains open Monday to Friday 8.45am to 4.15pm as the main hub for Children's Centres.

Call 01753 574420