

# THE RED HEN PROJECT

## COVID-19 Family Work Guidelines (January 2021)

In speaking to families and assessing their needs, the Project recognises the many support needs families have during the COVID 19 pandemic. We are adapting our response to offer the best possible family work while maintaining safe social distancing in line with government guidelines. These guidelines follow the NYA Readiness level which is currently RED.

**Government guidance changes regularly, and therefore our family work response will continuously be under review.**

The Red Hen Project will continue to provide support in the following ways during this challenging time.

### 1. Food and other deliveries

- 1.1. Food and resources, when available, delivered by Red Hen Project Workers, as and when needed, to
  - a) Existing caseload
  - b) Outreach families (referred by schools for deliveries or self-referrals through social media/phone call)
- 1.2. Project Workers will maintain safe social distancing guidelines and Family Workers will offer 1:1 support at time of delivery, if needed (subject to risk assessment).

### 2. Outreach Support

- 2.1. This support, including signposting to other services and help, is available to any family in our community, whether self-referred or where school has asked for us to support a family.
- 2.2. Ad hoc support will be delivered on the phone, online and during deliveries of food and resources.
- 2.3. An online group will happen weekly at a time most suitable for families, providing peer support to build community and resilience for the families online.
- 2.4. We recognise that for parents' mental health, there may be a real need for face-to-face conversation. Family workers can offer to meet 1:1 with a maximum of one parent in an open space at a safe social distance. This will be risk assessed and will only take place if safe to do so for children, parent and Family Worker.

### 3. 1:1 Casework

- 3.1. Family casework will be delivered on the phone, online and on the doorstep at a safe distance and during deliveries of food and resources.
- 3.2. Phone calls and online support will be offered at times suitable for the parents and there will be the option of speaking with a family worker in an evening, once a week.
- 3.3. Where deemed of value, the Family Worker can offer to meet 1:1 with a maximum of one parent in an open space, at a safe social distance. This will be risk assessed and will only take place if safe to do so for children, parent and Family Worker (see risk assessment).
- 3.4. New referrals from schools will be assessed by Rachel Bennett and accepted on a case-by-case basis.
- 3.5. We will strive to respond to all referrals, however, if we assess that the needs are inappropriate for the service provision possible within the current COVID 19 restrictions, we may defer the referral.
- 3.6. We will avoid opening cases where a piece of work is highly unlikely to be productive and successful. Instead, we would prefer to support the family on the Outreach basis above. These situations will involve discussion in greater depth with the referring school.

### 4. Communication and reporting

- 4.1. At this time, we will endeavor to reply to emails within 48 hours, unless clearly identified as urgent.
- 4.2. All casework referrals must be made via our online form at <https://www.redhenproject.org/schools>
- 4.3. Before opening new cases, school feedback needs to be completed for all closed cases and should be completed via our online form available via the same link.
- 4.4. The Project will keep the school updated with open cases via monthly link meetings for Red Hen cases which will take place online via Teams.
- 4.5. Where there is a particular level of concern regarding a family, and more regular updates by phone or email are required, these should be discussed with, and agreed by Rachel Bennett.

### 5. Also to note

- 5.1. Maria David (Family Worker) is full-time and Sarah Crick (Project Lead) works flexibly 15 hours a week. Rachel Bennet (Senior Family Worker) works Monday, Wednesday, and Thursdays and Theresa Quarmby (Family Worker) works Tuesday, Wednesday and Thursdays. All staff have children under 16 so may be impacted by the challenges of home-schooling and any isolation requirements.
- 5.2. All Red Hen staff, including project workers, are enhanced DBS checked, have safeguarding training, sign confidentiality agreements and work within our policy framework.
- 5.3. As in normal times, the Project reserves the right to decline to work with any family or individual if we decide it is not safe to do so, it does not fall within our charitable objects, and/or it is not in the best interests of the charity or its staff and volunteers.