



## RBKC Family Hubs newsletter for professionals (COVID-19)

This newsletter summarises the recent activity across the Family Hubs partnership in Kensington and Chelsea for partners, the voluntary sector and youth providers throughout our partnership response to the coronavirus (COVID-19) pandemic.

Over 250 local partners and voluntary organisations have been contacted to input their service updates, contact details and online resources into a dedicated COVID-19 webpage on the [Family Information Service \(FIS\)](#). This webpage acts as a single point of information for families to access support during the pandemic; our partners have been sharing the FIS with the families, children and young people they work with. By taking a partnership approach to respond to the pandemic, partners have shared with us important service updates and common issues families and professionals are facing during this period.

### Service updates from across the partnership

- Venture Centre:** Golborne Community Champions are offering a storytelling for under 1's and parent/ baby yoga. Young children can join with a teddy if they so wish @GolbourneChamps. There are several Yoga, Pilates classes and a box fit (over 18) class. There will also be a weekly safe space to talk with our GP followed by a workshop (with partners in the area) on specific topics each week with signposting. For more information visit the [Venture Centre website](#) or call **020 8960 3234**
- SPID Theatre Company:** A new initiative providing online weekly creative fun activities for young people ages 8-25. This exciting programme runs every Tuesday and Saturday, with our drama workshops taking place on Zoom! More info can be found here: <https://spidtheatre.com/> If you require further information we can be reached via email: [youth@spidtheatre.com](mailto:youth@spidtheatre.com) or by calling **07903 861674**
- Youth Participation Team** is working with the newly appointed Youth Mayor; Imaan Abdi and the Youth Council to gather views of young people in the community and explore how they are being affected by the current Covid-19 circumstances. The Youth Council's focus is on identifying what additional support may be required for young people at this time, using social media platforms to engage young people across the borough. The Youth Participation Team are using virtual meeting platforms to hold regular Youth Council meetings where they are considering youth engagement on a range of issues across the borough.
- Place2Be:** Place2Be continue to provide therapeutic support, 1:1 weekly check-in with either the young person themselves (Secondary Schools) or the parent/carer (Primary Schools) as well as school staff. ThinkNinja is an app-based service, being offered free of charge to Place2Be partner school students (aged 10-18 years). Kooth: online services which offer counselling /wellbeing support. Young people can sign up themselves with no referral needed: [www.kooth.com](http://www.kooth.com) Shout: A 24-hour crisis text service which Place2Be have been working with for over eighteen months. This service is primarily aimed for students aged 10 years+ [www.giveusashout.org](http://www.giveusashout.org)
- Bereavement support services:** FIS signposts families to the Council's [bereavement support and registrars service](#), Bereavement leaflets now sit on the Family Information Service webpages in the bereavement support section: [Westminster RBKC](#)



- **Mental Health** Please see info about new MH services available to 18+ RBKC residents – they are open Mon-Sun until 8.00 PM, so it may make it easier for some parents to access. <https://www.cnwl.nhs.uk/news/five-new-support-services-open-london-mental-health-needs-rise-during-pandemic> Referrals to the service can be made through the Single Point of Access (SPA).
- **Targeted Prevention Team - NEET Support for 16 – 19 (up-to 25 with SEND and an EHCP)** are a team based in RBKC, support mentoring and coaching to young people within the borough, providing support around NEET (Not in Education, Employment or Training) <https://www.rbkc.gov.uk/footer-links/data-protection/privacy-notice-neet-not-education-employment-or-training-tracking> During COVID-19 TPT will provide regular communication with NEET young people from their allocated TPT worker, 1:1 career information, advice / guidance sessions to help with next step planning. Communication by telephone calls, video, email, text message and WhatsApp
- **New Child Abuse awareness campaign:** If you're concerned a child is being harmed or abused, contact Children's Services on **020 7361 3013** (RBKC) or **020 7641 4000** (Westminster) 9am to 5pm on weekdays. Outside of these times, contact the Emergency Duty Team on **020 7373 3227** (RBKC) or **020 7641 6000** (Westminster). If you'd like to support the campaign, please share our posts on the [Council's social media](#) to spread this message.
- **Virtual Parenting:** A new programme called 'Building Relationships for Stronger Families' has been launched in your area. The programme offers free support for parents, via a helpful course selected to suit your circumstances to address conflict within your relationship as well as strengthening your parenting skills to bring up your children. Appointments are offered flexibly during the day or evenings, using video calls, to work around your work or care commitments. Please call or email for more information or to refer yourself: 020 7380 1975 or [referralsbrsf@tavistockrelationships.org](mailto:referralsbrsf@tavistockrelationships.org)
- **Total Family Coaching & Parenting:** All services remain open to virtually support parents and families at this time through the difficulties they face. We have been able to achieve this through the dedication, commitment and innovation of our staff and volunteers who have worked tirelessly to continue to put vulnerable families first and ensure there is always someone to talk to during this challenging time. If you are struggling and need someone to talk to, or want to join our online live sessions on a group or 1:1 basis contact us on **07397 871 877** or alternatively email us on: [info@totalfamilycoaching.co.uk](mailto:info@totalfamilycoaching.co.uk)
- **Public Health Child Health Campaign during Covid-19:**



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How to help your unwell child.pdf



Advice for parents during coronavirus.pdf



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### **Service updates from RBKC Early Help:**

- **The Team Around the Family Hub:** meets on a monthly basis across both the North and South Family Hubs and the next meeting will take place on **24<sup>th</sup> June 2020**. This will be a virtual meeting and invites will be sent out in due course to all Team Around the Family Hub Members. The aim of the Team Around the Family Hub is to work in partnership to achieve a number of key goals for our families which include reducing referrals to higher cost/more intrusive interventions, understanding that by reaching families earlier there is an increased likelihood to make lasting change.
- **Early Help practitioners** have maintained regular contact with vulnerable families via phone or video call. They are receiving new referrals for families in need of support: you can make referrals by calling **020 7598 4608** or **020 7361 4129**.



### **Children's Centre Update**

- Our Children's Centres continue to offer support to families through wellbeing calls, online activities and resources. To support children's communication development, 20 videos of Sign and Rhyme Activities have been recorded by staff in 6 different languages, reflective of the families in the community. In partnership with our colleagues in the midwifery and health visiting service, we have identified a 'safe space' at Holmfield House for vulnerable women and families to be seen by a professional on an appointment only basis in order to address any safeguarding concerns or issues that will impact the health and wellbeing of them or their children. Holmfield House continues to be our operational Hub and distribution point for free vitamins and food vouchers. To contact the Hub call: **020 7938 8400**

### **Council Covid Response**

- **The RBKC COVID-19 Hub helpline is now referring vulnerable residents to the FIS and Children's Services:** officers answering the COVID-19 Hub helpline can now refer families if they require additional support, information or guidance.
- **Food bank** vouchers can be obtained from the Early Help team, or by contacting the local food banks directly: <https://www.rbkc.gov.uk/kb5/rbkc/fis/advice.page?id=sdjOVirPxtU>
- **Under 65s** food and essential supplies can be accessed via the [Under 65 Food Distribution Service](#). This service is provided by the Council in partnership with Kensington and Chelsea Social Council and the Venture Centre. If your referral meets the criteria, an emergency support parcel of essential dry foods, toiletries and cleaning products aimed to help residents on a one-off basis, will be distributed as soon as possible. The referral form for this service can be found online at [www.rbkc.gov.uk/coronavirus](http://www.rbkc.gov.uk/coronavirus) and can also be completed over the phone, by organisations or individuals calling Kensington and Chelsea's Food Support Service on **020 7361 4326**.

### **Common issues**

The pandemic will impact the lives of families, children and young people living in Kensington and Chelsea – whether that be in the immediate or longer term. To address the impact **The Family Hub Partnership Board** is meeting every fortnight and have raised some immediate issues commonly faced by families and professionals during this unsettling time:

- Increase in domestic abuse and family conflict (relational and parent-child) -see campaign.
- Lack of digital access for families, children and young people – let us know if this continues to be an issue
- Lack of access to safe spaces for families – we have developed a safe space at Holmfield House
- Possible late identification of child development delays - we have developed a safe space at Holmfield House
- Significant impacts on child, youth and parent (including perinatal) mental health
- Possible delayed increase in the demand of Early Help support for families, beyond the initial lockdown.

**Please contact [Natasha.Bishopp@rbkc.gov.uk](mailto:Natasha.Bishopp@rbkc.gov.uk) if you have issues that you wish to think with the group about. The next meeting will be thinking about the challenges of the phased return to schools – for families and schools and what is being put in place to support this. We will also think about the summer holidays and keeping children and families safe and supported. We will feedback.**



### **Communications**

We are communicating with and reassuring families, children and young people regularly during this unsettling time. We are signposting them to the COVID-19 FIS webpage via the following digital channels: For **general information regarding the coronavirus (COVID-19)**, please visit the [Kensington & Chelsea](#) Council website. For resources and support relating to **families, children and young people**, visit the Family Information Service COVID-19 website for [Kensington & Chelsea](#). For support available for **children and young people with special educational needs and/or disabilities (SEND)**, visit the COVID-19 page on the SEND Local Offer website for [Kensington & Chelsea](#).

Two Bi-Borough communications campaigns have also been launched to raise awareness about domestic violence and child abuse during the lockdown: we are asking the community to pay attention to signs of abuse and report where suitable. Please share posts from the Council's [social media feeds](#) to support the campaign.

If you would like to be added to the distribution list to receive these updates, please email [earlyhelp@rbkc.gov.uk](mailto:earlyhelp@rbkc.gov.uk). If you want to share service updates or resources to support families during the coronavirus pandemic, please email [fis@westminster.gov.uk](mailto:fis@westminster.gov.uk).

