



# COVID-19

Reflections on Transition and  
Resiliency Planning

Claudia Megele

# Increased Face-to-Face Work

- Increased face-to-face work is being undertaken.
- Preparing Children, Young People and Families for Face-to-Face Contact & Contact.
- Reassurance to children and families about the need to undertake visits in the community and home as appropriate.
- Updating risk assessments, protocols and practice standards to ensure clarity around home visits, contacts and other activities.



# Rethinking Physical Space / Office Space

- Due to social distancing measures, it means that office space will need to be used differently. Presence in the office and meetings will be configured differently.
- Identification and consultation regarding which roles need to be in the office, which roles can use a hybrid method of working.
- Creation of hybrid models to combine face-to-face and virtual working.

# Wellbeing



Daily Check In's and Weekly Check In's for managers and teams.



Emotional and Digital Wellbeing discussed at all levels within organisations.



Staff and practice forums to support transitions and recovery as issues arise.



Importance of visible leadership and empathetic leadership.



Difference, Diversity and Inclusion



# QUALITY ASSURANCE

## Quality Assurance

Range of Methods and Approaches  
Important Check and Balance to examine any practice changes.

# COVID-19 Impact Analysis on Children's Services Demand

- Undertaking data modelling to examine current demand and projections of demand going forward.
- Using data and audits to understand and examine the current impact on children's services demand?
- Identifying Predicted Areas of Need (not an exhaustive list), and hidden harms:
  - Domestic Abuse and Family Conflict
  - Homelessness
  - Poverty
  - Mental Health
  - Substance Misuse
  - Gangs and County Lines Activity
  - Increase in Hidden Harms and Online Abuse

Using National and Local Intelligence: The number of calls to Domestic Abuse helplines during the pandemic has significantly increased – ***Refuge reported a 700% increase to their helpline in a single day***

# COVID-19 Impact Analysis on Children's Services Demand

- Modelling Theories for each part of children's services and projections around workload and service needs.
- Findings and projections will allow for planning of workflow, work process, predict case loads for staff and planning for workforce.
- Financial Modelling: Cost of Additional Activity and Service Impact

# Adopt, Adapt and Innovate

- Forums for discussions on what works? What needs to change? What do we need more of? Less?
- What have children, young people and families told us about what works? What does work etc.
- What have we learnt? Framing our learning within the Adopt, Adapt and Innovate framework.

