

Summary of Children and Families Organisations Survey Responses Regarding COVID-19

1. What are you doing differently in your Organisation that has worked well?
 - Using technology in a more flexible way to deliver services remotely. Using Team, Zoom to recreate group sessions and activities.
 - Maintaining contact with families to provide support via phone/text/video calls.
 - Working much closely with other agencies to support families in crisis
2. What has been the key learning about this different way of working?
 - Virtual meetings are better suited for families who have hard time engaging in face to face appointment.
 - Virtual group meetings prove easier for clients who are known to staff and is cost saving – travel, venue, etc.
 - Flexibility and adapting to any situation. Easier and quicker access to meetings with no travel time/cost.
 - Relationships between organisations and partnership work is very important
3. How has it impacted on your service and the people you are supporting during this time?
 - Long/broken work patterns for staff
 - Lack of face to face support and group activities/meetings, no peer support
 - Loneliness and isolation, impact on mental health
 - Financial struggles for families
4. What is not working so well during this time?
 - The lack of face to face contact doesn't show the full picture of how service users are coping
 - Not being able to accept new referrals
 - Lack of support from local authorities
5. What services have you not been able to deliver as a result of COVID-19 in line with your SLA?
 - Home visits/face to face support – but they have been replaced with remote services
 - Respite/ day care/ group activities
6. What would be needed to continue to develop these new ways of working successfully e.g. resources, management support, technology etc?
 - To provide better IT equipment to staff in order to support service users
 - Recourses/training to create more online support for families
 - Better support for staff from management
7. What do you need from your organisation to help support working towards 'a new normal', to build on these new ways of working and address the challenges ahead?
 - Updated technology
 - Staff training on how to work better remotely

- More flexible working for staff – part home work – part office based
- Long-term funding will give more stability
- Support from the Board of Directors and local authorities, feedback on the service we deliver

8. What do you think your organisation/service needs to focus on as a priority over the next 3/6/12 months to develop the 'new normal'?

- Focus on strong management and support of staff who are experiencing difficulties
- Recruiting more volunteers/staff
- More robust Risk assessment policy in order to deliver services, provide home visits, etc.
- Creating a plan for group activities/respite/short breaks
- Protecting staff and service users while moving back to face to face contact
- To continue to develop online support/resources

9. Is there one thing your service has stopped doing that needs to re-start? Is there one thing your service has stopped doing that you do not feel needs to re-start?

- Home visits must restart
- Face to face/group activities must restart
- Recruiting new volunteers
- No services that doesn't need to restart when possible

10. How have you ensured the voice of service users is at the heart of day to day practice and what is current feedback telling you about future support?

- Weekly conversations with families and feedback regarding the services
- Surveys with service users
- Service users are in a need of face to face/home visit support