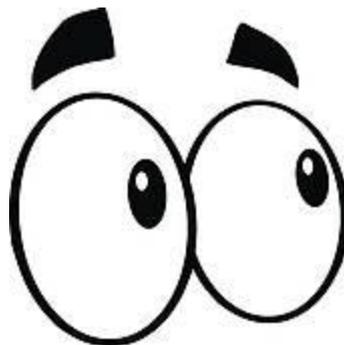




Covid -19
Response
Report
March –June 2020

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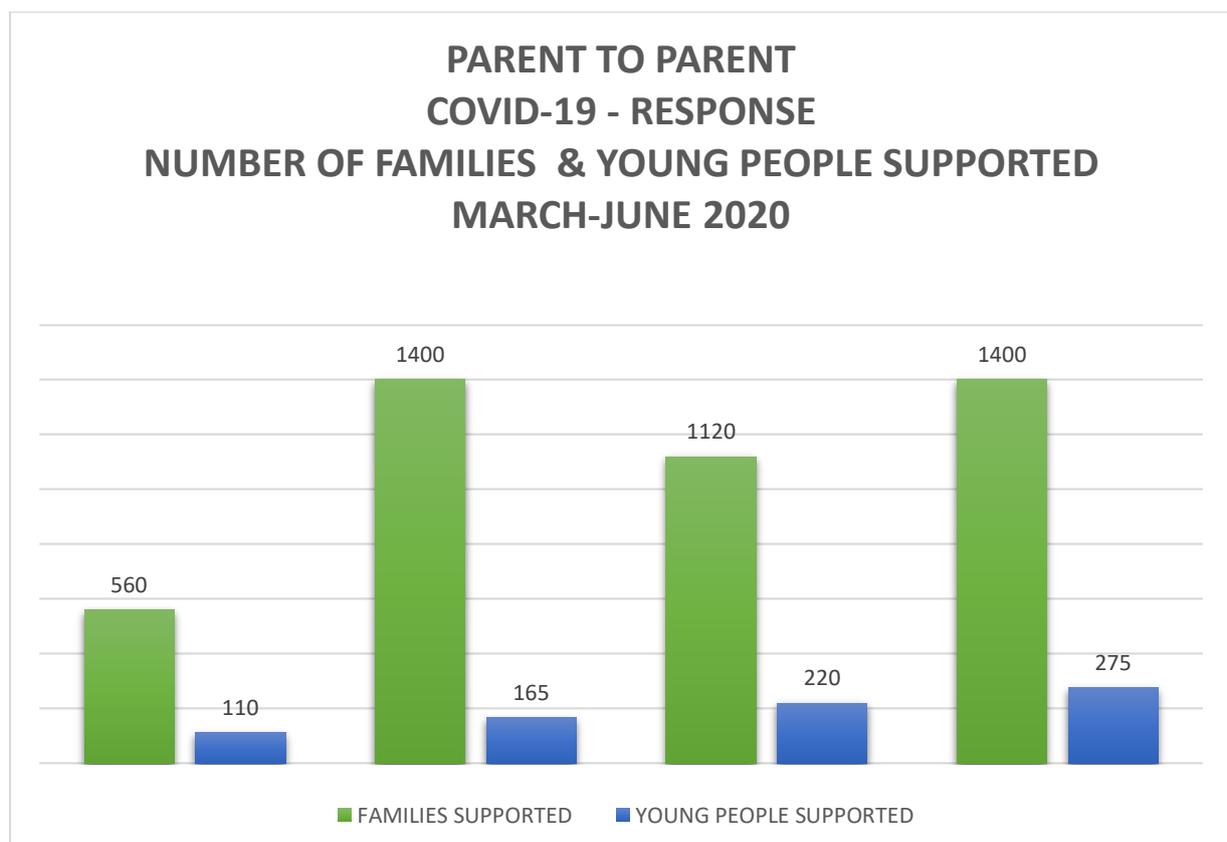
Background

STAY HOME
STAY SAFE
SAVE LIVES

On 19th March 2020 all Parent to Parent staff were instructed to work from home and cease all face to face contact with the families they supported. This was a difficult decision to make but essential to maintain the safety of the staff and families we support. The support workers maintained the same level of support through phone calls and video calls and established WhatsApp groups to replace the many support groups they run. They were able to give emotional support, signpost parents to other agencies for specific help, apply for grants on their behalf, inform them about initiatives that could benefit them and provide resources that helped parents keep their children occupied and helped them explain the situation to their children. They also joined virtual Team around the Child meetings when they were held.

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Each week the team of support workers supported approximately 280 parents and 55 children and young people.



Parent to Parent- Angus Dundee and Perth - Covid-19 Support Offer
During Lockdown - Admin@parent-to-parent.org www.parent-to-parent.org

Text Messages

If receiving support via text is Enough for you, your support worker will send you a regular check in text and reply to texts you send them.



Parent to Parent
Emergency
Support Fund
GOFUNDME
PAGE
To support
families in crisis

Signposting

Your support worker can signpost you to other services where specific needs or enquiries can be met.



Facebook Page

We have our Facebook page which we will regularly post useful links on that we think may be helpful or an interactive read.



WhatsApp Groups

We have individual WhatsApp groups for each of our regular peer support groups and drop-ins. If you would like to be added to one of these groups contact your support worker



Ask A Question Anytime

We are here for you in as many ways as we can be while lockdown is in place.

You can contact your support worker about parenting support, behaviour strategies, sleep and eating hints & tips or even if you need a listening ear!



Telephone Calls & video Chats

If you would like your support from your worker via telephone calls or Video chats then ask her. Arranged telephone appointments can be made



What else the team did!!

Covid-19 created difficulties for many families and during the first few weeks several parents called their support worker to ask for help. The support team frequently went out of their way to help their parents and often small gestures relieved a lot of stress and anxiety. Examples of their actions are:

- Collected surplus food from Morrisons in Arbroath on two occasions, split it into parcels and delivered to 6 families

Support Worker with food donated by Morrisons Arbroath for Parent to Parent families



- Sourced and sent information about Coronavirus and lockdown to 4 parents of children who were struggling to understand what was happening
- Shopped for 2 families who were unable to leave their home
- Delivered household equipment to one family
- Re-made a written school timetable into a pictorial one and laminated it for a child who was struggling to follow it
- Made fabric face masks for several families who were nervous about leaving their home
- Located out of stock toothpaste and delivered to a family



- Contacted a school and secured a place in a hub for a child who was becoming aggressive due to lockdown

- Collected and delivered medicine for 2 families
- Made 31 applications to foodbanks
- Delivered sanitary products to 15 families
- Collected items from foodbanks and delivered to 24 families

One of the Support Worker's husband's Dean helping out with foodbank deliveries



- Made successful applications to Cash for Kids for 101 children in need
- Applied for and distributed £5,500 worth of supermarket vouchers to families in need



- Collected empty oxygen tank from a family, took it to Perth Royal Infirmary to be filled and then returned it to the family
- Collected clothes for a new born baby born prematurely and took to parents

- Loo rolls sourced and delivered to families



- Liaised with Council re Welfare Fund payment to ensure parents were able to buy a carpet to suit their needs rather than the one provided by the Council
- Established 5 WhatsApp groups for parents so they could support each other
- Collected prescription from mental health team, took to pharmacy and delivered to parent who could not leave home
- Queued for one hour to buy energy and food vouchers for families who could not leave home.
- Updated Facebook page with tips for parents to help their children
- Created social stories, laminated and delivered them to 2 families for anxious children
- Visited emotional parent at weekend to give support, socially distanced in garden and gave reassurance
- Visited parent to take photo of medicine bottle label to show to paediatrician who was unsure about dosage
- Identified potential Open University course for young person who would have been leaving education – end of May 2020
- Facilitated virtual Pizza making session with young person
- Supported a young person who was extremely anxious about leaving her home to try dog-walking – undertaking virtual dog-walking FaceTime sessions
- Sourced and provided worksheets and mini courses to support young people's mental health, and how to reduce anxiety.



Sending love & hope to families struggling with their mental health: Fabric hearts made by Support Worker and distributed to families

Parent –to-Parent Emergency Support fund

For some time, the management team has been keen to create an emergency fund so that money can be given quickly to parents who need financial help urgently. The staff often apply to trust funds for their families but these can take a while for Trustees to meet and approve applications. When lockdown began the need became even more apparent and a Go-fund me page was established which raised over £500. One of the support staff asked Ben Carscadden, a local musician who was giving regular concerts from his house, if he would promote the Go-fund me page on his next show. He agreed and the public generously donated over £1000. This was a tremendous boost and the staff were asked to nominate families who were in need of extra help to buy essential items



<https://www.gofundme.com/f/parent-to-parent-emergency-suport-fund>

TESCO
Bags of Help

Tesco Bags of Help Appeal also donated £500 towards this appeal.

The fund has contributed to:

- The erection of a fence surrounding a garden to allow children to play outdoors.
- Underlay for a carpet for a family whose child frequently hurts himself on the floor
- A replacement buggy for a child
- General household expenditure for a family who had very little income and not entitled to benefits
- The purchase of a second hand sofa
- General household income for two families whose income had dropped substantially

We are keen to continue this fund and are looking for ways to boost its income so more families can be helped in the future.

Radio Tay Cash for Kids

Radio Tay's Cash for Kids Appeal created a short-term fund for families who needed help during the Covid-19 pandemic. Applications could be made for children in need and parents would receive £35 per child. The support staff nominated 76 children with some receiving more than one grant. We bought supermarket and energy vouchers with the money and posted these to the parents. The parents used them to buy food, clothes and toys and they made a big difference to the household budget. The payments were made very quickly and parents were deeply appreciative of the help from Cash for Kids.



Well-being Fund

Parent to Parent applied to the Government's Well-being Fund to buy 80 £40 supermarket vouchers for families in need. This was approved and the support workers were asked to nominate their parents who needed help. 42 families were put forward with a total of 93 children. Families with more than one child received two or more vouchers and these were greatly appreciated.

Feedback received from Parents/Carers/Young People

Comments from parents after receiving supermarket vouchers from Cash for Kids and The Well-being Fund

- I really appreciate this; it will help so much
- I am lost for words, thank you so much"
- You have no idea how much this means to me, thank you
- Thank you so much, this is such a big help just now"



Comments from parents after
receiving supermarket vouchers
from Cash for Kids and The Well-
being Fund

- When I opened the letter and saw the gift cards from Cash for Kids I was overwhelmed. Thank you for thinking of us
- This will make such a difference; I can buy a few treats for the children now.
- That's amazing, thanks so much
- I won't have to worry about my meter for a bit.
- Going through lots of gas with being at home. Thank you
- Thanks very much for the vouchers they are much appreciated.
- Brilliant, that's a great help.
- You are a star; I can go shopping now. I can't thank you enough for your help.
- Thank you so much this will help us as a family.
- I really appreciate this, we are excited to do a nice food shop and fill the fridge and cupboards.
- So appreciative thank you so much. This has taken a bit of pressure off me.
- Thank you, this will help so much the boys are eating me out of house and home.
- I will never forget what you have done for me
- Can't thank you enough, it's just amazing
- You've been a Godsend
- You've been a great help
- Thank you so much, I really appreciate it. May God give you all happiness in your life
- Thank you so much, it means a lot to have this support
- Just to let you know I received the Asda card today. Thank you so much for thinking about us, this will be a great help. Thank you so much again.
- Thank you so much. I received the Asda tokens today, really really appreciate your help and support always. Would be lost without you. This will allow us to do a bigger shop than usual and will take away some of the pressures. Thank you again.
- Thanks, Parent to Parent is the best. Wendy, you're a Godsend.
- Thanks, fab help
- Received our vouchers today, this is going to help hugely as a family of 5
- Thank you so much for the Asda voucher, it will really help us to do a bigger shop than we usually do, thank you again
- I just got the Asda card in the post. Thank you so much for putting us forward for that. I honestly didn't have any money for shopping this week, this will make a huge difference. Thank you
- Thank you for my voucher, very much appreciated

- Just wanted to say thank you so much for the Asda tokens, we really appreciate them
- Thanks so much, I can go for a big shop
- Just got vouchers through the door, thank you so much. I am a greeting mess just now. Thank you very much
- Thank you so much for putting my name forward for the vouchers. These will help me out so much. Really appreciate all your help
- Voucher arrived today, thank you so much
- Thank you so much, this will be a great help
- Thank you so much, we really appreciate what you do and the vouchers are greatly appreciated
- Thank you so much, they will be a great help. I was able to use the voucher on-line for my shopping and as I don't drive having it delivered is really helpful
- Thank you so much, this will help get fresh food and our freezer filled
- Thank you so much, it is a great help for us
- Thank you so much, this will help so much, we have been struggling and budgeting, we can get a few treats for the kids with this extra money
- Thank you so much, this will help especially with 2 constantly hungry boys in the house
- Just received the vouchers, thank you so much, that will really help a lot
- Thank you, I really appreciate the help
- Thank you for the vouchers
- Thank you so much for the Asda voucher, it will really help us to do a bigger shop that we usually do, thank you again
- My post has just arrived and I can't thank you enough for the voucher. It's a big help, thank you
- Thank you so much for the vouchers, they came last week. Such a big help so thank you all very much
- Thank you so much, I got a big huge shop, you are the best
- Thank you so much, that's a great help
- Thank you for getting me vouchers
- Thanks so much for the vouchers
- Thank you so much, this was a great help. I really appreciate all you are doing for us
- I am so grateful for the shopping vouchers it will help so much with nappies and toiletries Lynn, you are an angel.



Comments from
parents after
receiving
supermarket
vouchers from Cash
for Kids and The
Well-being Fund



E-mails from parents to Head of Service thanking her for support received from Parent to Parent

“I have been meaning to e-mail for such a long time now in regards to the support I have and continue to receive from Lynn Stewart.

I’m honestly not even sure where to start but I felt compelled to send a message because without Lynn’s support I literally do not know how I would cope.

When I was first referred a few years ago I went to attend the FAB workshop and I was invited to attend the Wednesday group. I find it quite difficult to socialise so I was wary but I did go to a few before I was very far on in my third pregnancy. When I had my daughter and the weeks after where I stayed at home, Lynn kept in touch regularly and visited a few times. Always checking I was okay. When the time came for me to be able to go out and I still wasn’t keen she continued to encourage me to attend the group and finally I returned. During the last 2 of attending it has been my saviour. Lynn is one of the sweetest women I have ever had the honour of knowing. She is so caring, so intuitive and so committed. I have gone in week after week with what feels like an armful of I can’t cope and walked out howling with laughter ready to take on the next week. Every single group meeting. She’s given me help with issues at school, attending meetings I have found daunting, ensured I was able to get an ABL plan for my son, helped me apply for funding for things I wouldn’t otherwise be able to provide him. She’s given me countless advice on how to tackle difficult and tricky situations. Lynn has been honest and helped me manage my expectations and most of all she’s just become this enormous ray of sunshine that helps me through the roughest of times. I have discovered a way of life with my children, I have even discovered things about myself and made sense of everything. I have made a couple of lifelong friends in the group. When lockdown was announced I was worried. I did not know what on earth I would do without my group or how I’d get by having the kids home 24/7 but Lynn has gone above and beyond. She’s literally always at the end of the phone with the same bubbly cheery attitude ready to help no matter what and honestly as I’m sure it’s been for many parents, lockdown has been such a challenge and as per usual she’s been such a source of happiness and strength during this strange time. As you can imagine I felt really compelled to take some time out and tell you how much of a help Lynn has been. She’s an absolute gem and at times is honestly the only person around me who just gets it and makes it better.

Thank you for reading such a lengthy email!”



“Hi Trudy, I'm a single mum of 3 but 2 of my children have worked with Lynn Irving (Young Person's Support Worker) my middle son is away to be 18 in August and Lynn worked with him all through high school. Having Lynn for my son to talk to helped him amazingly because Lynn built the trust with him and he was able to say anything to her and get things of his chest with school he couldn't with me. Lynn also was there for myself as I struggled to communicate with his high school but Lynn helped me and came to every meeting and helped me and the guidance teacher build a relationship. Lynn now also works with my youngest son, he is 11. This is great because Lynn knows me as a mum and a family. Lynn has helped us out loads over the years gone above and beyond for myself and my kids. Lynn has helped me out over the years as well listening and helping me build a great relationship with my sons. I even use some of Lynn's advice over the years with my older son. Even through this lockdown I have had calls texts etc. from Lynn asking how myself and boys are and if something happened she has been there helping and advising. I did have a dip with one son, phoned Lynn and Lynn advised me and text me every day. Her advice was spot on and even today I use the techniques. I feel from a mum's point of view Lynn has helped me understand my children. Lynn also there to help me especially through my depression and when I was having a really hard time last year with my son which resulted in my son staying with his dad full time. Lynn also helped me have a communication network with the schools my kids are at because they wouldn't listen to me but having Lynn fight my boys corner stopped me losing my head and getting frustrated. Lynn isn't just a worker she is my friend who I value the opinion of. Lynn is firm but fair and myself and my kids would be lost without her xx”





E-mails and texts to support staff thanking them for their support

“Thank you so much for today and for sending through these resources. It’s been so good to talk to someone and I feel better having something new to try with the thank you book and visual timetables – *email to Head of Service for her support while her own support worker was unwell.*

“I’m sitting in the living room having my tea this morning after having the busiest day yesterday, having carpets fitted with brilliant underlay throughout.

(Our son) can now bounce round the house happy as Larry with the chance of injury greatly reduced, I no longer have to restrain him when he is having a melt-down or sensory overload to stop him causing injury on the previous hard floors.

I honestly feel without your support this would have been a very long hard battle to get this help on my own. Making it clear to the welfare fund that we were a genuine family in need for carpets and underlay made all the difference and having the £100 gifted to us from Parent to Parent allowed me to get a better underlay for (our son’s) safety which has been paramount throughout.

Mairi since meeting you and having my eyes opened to all the help available to (our son) and us as a family has been monumental to us.

Having your help also to get a blue badge for (our son) has also been an amazing help, having met him and you fully understanding why this was vital for his safety you were also able to help in this way which I do not have enough thanks for, we are eternally grateful.

Mairi yourself and the Parent to Parent service is invaluable to say the least, having you there has been amazing since we first met and the wealth of knowledge and information has been great for me and my little family.

Thank you so very very much" – email to Support Worker



Thank you!

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"I know you always say this is what you're here for but what you've done for me by messaging, calling, listening to me talk, you just go above and beyond and I am so so grateful, thank you, this is all truly appreciated☺" - email to Support Worker

"I checked account this morning and I have received the £250 grant from Parent to Parent as well. It really is a massive help for us especially in this difficult time. I really thank to all of you from my heart and God bless you all". Email to Support Worker

"You are a Godsend, thank you so much" – text from parent after her Support Worker organised a weekly food bank delivery

"I don't know what I would have done without you, you're always there to listen and help" text from parent to her Support Worker

"You've given me some good ideas, thank you. I'd be lost without your support" text from parent to Young Persons' Support Worker

"Thank you. Encouragement means a lot to this mum. Sometimes it can be very difficult to see the big picture." – text to Young Persons' Support Worker from Social Worker

"Yes you did help him, thank you for calling, you make a big difference." – text to Young Persons' Support Worker from parent

"Hi Sally, just wanted to let you know that (my son) said he enjoyed speaking to you today so thank you." – text to Young Persons' Support Worker from parent

"Thanks Sheila I really appreciate your texts. Having a person there has made such a difference. I've been running away a bit from speaking to you just because it is all a bit difficult but it is great to know you haven't given up on

me. On the plus side my garden is looking good. Please keep in touch. I'm hoping next week might be better". – *text to Support Worker*

"You could not know just how much of a support you are for me and with your kindness and guidance for me, I'm then able to apply that with (child's name) with my confidence refreshed.- *text to Support Worker*

"When you call I change from being stressed and anxious to normal. I have a laugh with you, it makes such a difference" – *text to Support Worker*

"Thank you, you are just great, I feel so much better. Knowing you are there really helps" – *text to Support Worker.*

"Thank you so much Sally. I am so grateful for all your support. Hopefully he will get his place at college and can move on to a new exciting part of his life. We are still struggling with lots of things but I am sure he will overcome them. Thank again for everything xxx" – *text to Support Worker*

"Thank you for calling me today. I didn't think I would get much benefit from a chat but I'm really glad we talked, it made a big difference as I now have some new strategies to try and feel more positive about my situation. You lifted my mood, thank you. – *text to Support Worker*

"You're like my guardian angel, thank you so much" – *text to Support Worker*

"Thank you so much. Such an unsettling time for the kids. Really appreciate knowing I've got you at the end of a phone x" – *text to support worker*

"Thank you. You're such a great support." – *text to support worker*

"I cannot thank you enough, and I don't mean to message you as much as I have." – *text to support worker*

"Parent to Parent has been a great support to my family, we are very grateful to you Jackie for all you have done"

"It's great to have you and know I have someone to always speak to and also can't wait to see you again soon"

Thank you!

Family Work Case Studies

Case study 1:

A parent of five children, two with Autism, called her support worker to tell her, her husband had been made redundant and they were waiting for Universal Credit. She was stressed and worried as they didn't have enough money to buy food. The worker arranged for a weekly delivery from the food bank and said she would apply to Cash for Kids. The grant was approved and the worker took Asda gift cards worth £175 to the house. The mum was thrilled and said this made a huge difference. A couple of the children were fussy eaters and this would enable her to buy food they would eat. Another application to Cash for Kids was successful which was an enormous help to the family. The mother said she felt pressure had been lifted and thanked her support worker for understanding their need and providing so much help.

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Case Study 2:

Parents of a two-year-old girl with complex difficulties were expecting another baby. They were asylum seekers and had very limited income. Until lockdown they had received some support from their family but they were no longer able to help resulting in rising stress levels and anxiety. The baby was born six weeks early and the parents were not prepared. Their support worker organised a free taxi to and from the hospital for the parents as their baby spent his first week in the neonatal unit in Ninewells hospital. She helped them apply for a nursery place for their two year old, sourced and delivered nappies and baby clothes, applied for two grants from Cash for Kids and nominated them for vouchers from the well-being fund. The management team agreed to give them a cash payment from the emergency fund to help them pay for basic necessities. The family was extremely grateful for all the support they received.



Young Persons Support:

Our Young Persons' Team mirrored the support that the Family Workers did, but quickly identified that not only were they supporting the young person, but the parents were relying on the contact from the team for advice, guidance and moral support. Sadly, we have had disclosures from the young people experiencing harm: these were reported efficiently and effectively processed through the local authorities' Child Protection reporting systems. Each young person has been supported and we were able to safeguard the wellbeing of these young people.

Young People's Projects

A lot of the young people were experiencing less pressure at home and embraced the safety and routine of the new normal of home, whilst others were extremely anxious and we saw a reduction in their mental health. Many of the young people were turning their days into nights and were escaping into the 'gaming world'. This was recognised as being unhealthy and difficult to manage so the team decided to promote a project to engage the young people and help them come to terms with this 'new world'. They approached several young people and their families to participate in developing a short video to tell us 'what Covid-19 means to them'. We asked 5 questions:

1. Lockdown makes me feel?
2. Good things about lockdown
3. Bad things about lockdown
4. Who or what helps me cope
5. When lockdown is finished I want to

All the young people's thoughts, views and answers were collated into a short video, this was then shared on our Facebook page.



**Some of our Young People
who are supported
across Dundee, Perth
and Angus would like to share
what Covid-19 means to them.**

**We hope you enjoy our
short video** ❤️

<https://www.facebook.com/watch/?v=651359982380687>

Feedback: regarding the Video development:

Text from a mum re her daughter: *This has really helped XXX to express her emotions which is a definite wow moment for me!!*

Text from sister re her younger brother for whom she had parental care: *Thank you for setting XXX his mini project: one of the few things I've seen him enthused about.*

Feedback: regarding the finished video

Fabulous video, it actually makes you a little emotional, well done to you all for making it x

Great x

That was really special, thank you, enjoyed seeing everyone's work

That is brilliant even brought a tear to my eye well done its amazing

We've watched it and its fantastic

Great video and good to see the kids transforming this moment in time in such positive ways

Fantastic

Beautiful

Great video

XXXXX enjoyed seeing the other children and what their thoughts were on lockdown

Aww that is amazing 😊 you should be so proud, big massive hugs you work really hard .

That is amazing

OMG that's amazing with that music it made me cry

It gets better every time you watch it x

Happy tears absolutely love it

Survey and toolkit:

As Parent to Parent continued to support families and young people during the Coronavirus pandemic, it became apparent that there was a great deal of anxiety around coming out of 'Lockdown', especially returning to school. We decided to gather thoughts, views and what was worrying families using a survey monkey. This was sent out to all the young people the Young Person Advocacy team were supporting, and also posted on our Facebook page. Our idea was to collate a toolkit with ideas and strategies that both parent and child could work on together or jointly over the summer holidays, and use to prepare for returning to school.

So we said:

Parent to Parent would like to put together a resource toolkit (a collections of ideas/strategies to help you cope with difficult/hard situations) to help parents, children and young people who may be worried about moving out of

lockdown and going back to school. We would like your help to identify what would be useful to put in it. If you could tell us a bit about yourself so we can gauge right age/stage, and what is worrying you and your child, and what barriers you think there might be to returning to school. The Government is ensuring that all businesses and schools will be Covid-19 secure, with risk assessments in place, however we wanted to support you emotionally, and practicably.

We received over 55 responses; the majority were from the young people themselves, but there were a couple of responses directly from the parents.

The results were collated and used to develop a toolkit to assist parents and young people with worksheets, ideas and strategies to help them manage whatever is worrying them. The survey report and toolkit were then uploaded to our website with a link emailed to those who had requested a copy, along with a post and link on our Facebook page to reach other families and young people

Link to survey

<https://parent-to-parent.org/support/getting-back-from-lockdown-survey-report-and-resource-toolkit/>



Link to toolkit

In response to our successful 'Returning to School After Lockdown' survey which was sent out to Young People and their families, we have sourced and collated a selection of printable worksheets and activities to help support some of the young people's biggest concerns and to encourage the young people to plan and set themselves goals for their return to school. Thank you to each and every one for sharing their thoughts and worries with us. Check out the toolkit resources on our website:

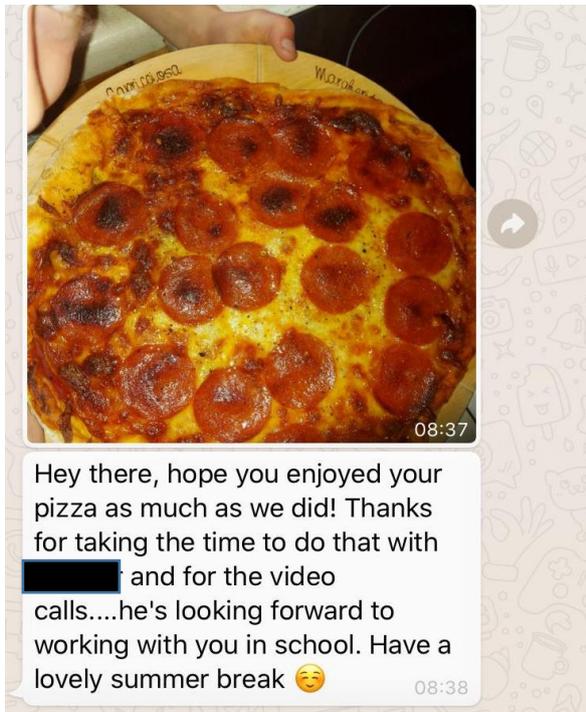
<https://parent-to-parent.org/support/getting-back-from-lockdown-resource-toolkit/>



Case Studies:

Case study 1:

The young persons' team continued to support young people and developed some innovative ways of getting them to engage.



One of the young people on the waiting list was reluctant and very anxious at first to engage in a video chat, so the worker and her daughter invited this young person and his mum to join them in a virtual cooking lesson to make pizza. This worked extremely well and below is a picture of the finished product and comments from the boy's Mum.

Case Study 2:

Another young person was extremely anxious and borderline terrified to leave the house; her Mum had tried everything to encourage her. She had also started to stay in her bedroom. The Young Persons' Worker had recently acquired a new puppy and was able to use this to gain an interest and engagement with the young girl. It transpired that the family had their own pet dog and so the worker raised the possibility to the girl's mum of the girl being able to walk the family dog, and during the walk be accompanied virtually by the worker via a video chat whilst walking her puppy. This was agreed and then suggested to the girl, who at first was reluctant but through persuasion agreed, and latterly became quite excited. Her Mum reported that her daughter was really looking forward to the walk and was discussing what to wear, where to go and what parts of her local area she could show to



her worker. The walk was very successful – the first time the girl had ventured outside since lockdown. The worker continues to accompany the young person on a virtual dog walk once a week.

Conclusion and next steps



This virus and subsequent change to normality will be with us for a while longer, so it would be prudent to gather further thoughts and views from families, young people and the staff team. We will be developing a formal evaluation process to accomplish this.

What we would like to know is?

- i. What worked well?
- ii. Is there anything we could have done differently?
- iii. What do we need to change?
- iv. How should we do this?
- v. What have we learnt from this experience?

The results of this feedback will be collated into a report and fed back to the contributors: An action plan to take forward any recommendation will be developed and incorporated into the report.

Parent to Parent is a charitable organisation, working together with parents and children with additional support needs – If you would like to discuss what support we could offer you, please contact us:

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