



Our Offer to Safeguard and Support Children and Families during Covid-19

Core Principles for Support during Covid-19

- Children remain at the heart of any process and their wellbeing and safety remains paramount.
- Safeguarding children remains a key priority for all agencies. Further guidance regarding the Safeguarding Children's Partnership and the response to Covid-19 can be found on the [CESCP website](#).
- Keeping our staff safe is a priority. Everyone will follow [public health advice](#); and when in work, will maintain a safe social distance, and will socially isolate if they or a member of their household displays symptoms. All staff will let their managers know if they or a member of their household is in a vulnerable group to ensure appropriate arrangements are put in place.
- Direct contact with children and families will be minimised where it is safe to do so and alternative methods such as Skype and WhatsApp will be used to conduct visits and speak to children and families.
- Where it would compromise children's safety not to do so, professionals will have face to face contact with children. Responsibility for carrying this out will be shared across the partnership to ensure the risk of infection for families and for staff is minimised.
- Wherever we can, meetings involving children, families and professionals will be convened virtually. Please see the information on this on the [CESCP website](#).
- Every child will have a risk assessment which considers the risks to them and their needs. This risk assessment will be used to inform prioritisation and decision making to ensure children are safeguarded and stability is created and maintained.
- Management oversight, and the rationale for decisions made, will clearly be recorded on the child's record.
- All children's case summaries will be up to date and will be reviewed every week to ensure they are updated with any significant changes.
- There will be clear communication in place to ensure effective working to safeguard children and reduce duplication across agencies.

- Court attendance: For the majority of cases, attendance at court will be virtual. There may be a small number of urgent contested hearings that require attendance; social distancing will be maintained in these situations.

These principles are informed by the DfE [Coronavirus \(COVID-19\): guidance for local authorities on children’s social care](#) published 3rd April 2020

Key Partnership Contacts

For information to inform strategy discussions and checks

Police

DI Dave Moores – 07989659728 | 01606 364433

DS Jenny Martin – 07854719893 / 01606364405

DS Jim Boulton – 07785592718 / 01606 364383

DS Rob Lees - 07920594296/ 01606 365373

Health

Community Paediatric Team for all requests for child safeguarding medical examinations from Children’s Social Care, on a temporary basis at Leighton Hospital – Contact Leighton Hospital Switchboard on **01270 255141**

ecn-tr.paediatrics@nhs.net - North Macclesfield

Named nurse for Safeguarding Children - **nicola.wycherley@nhs.net**

Schools

Schools currently remain open and available for our vulnerable children and children of keyworkers. There is regular contact with schools and Virtual School about attendance and how we can jointly support vulnerable pupils. Social Workers should regularly liaise with schools (once per week) linked to children on their caseload.

For any issues regarding school places for keyworkers or vulnerable children please contact Covid19schoolplaces@cheshireeast.gov.uk

Agency	Designated Contacts
Police	Child Exploitation South: claire.jesson@cheshire.pnn.police.uk Child Exploitation North: Duncan.Gouck@cheshire.pnn.police.uk MARAC - louise.mosley@cheshire.pnn.police.uk MFH - Kate.Long@cheshire.pnn.police.uk CSE - liz.condon@cheshire.pnn.police.uk PDD - eastern.ppu@cheshire.pnn.police.uk
Health	Cheshireccg.safeguardingchildren@nhs.net www.cheshireccg.nhs.uk

OFFICIAL

	Sue Pilkington -07584 333897 Ruth Tucker - 07880 095849
IDVA	emma.storey@cheshireeast.gov.uk
Youth Justice	South Youth Justice: Emma.Lawton2@youthjusticeservices.org.uk North Youth Justice: Stefania.dalman-tracey@youthjusticeservices.org.uk Tom Dooks – Service Manager Youth Justice Tom.Dooks@youthjusticeservices.org.uk

Service Arrangements during Covid-19

Front Door

How to Contact:

0300 123 5012 (Option 3)

As usual, professionals making a referral should use the **screening tools** to assess the level of risk and identify the focus of concerns before contacting the Front Door.

Our offer:

The Front Door continues to operate as usual. There have been no changes to our thresholds. All contacts should continue to be actioned within 24 hours, and any that go beyond this timescale should contain clear management oversight and rationale for this.

A core number of staff continue to operate from Delamere House observing social distancing, and other workers are working from home. As many staff as possible will continue to work remotely with a small agreed number coming into the office on a rota basis for tasks such as post / printing etc. Management oversight continue to be offered in the same way as before and cover will be identified from across CIN/CP management team if there was need to deploy staff differently.

Emergency Duty Team (EDT)

How to Contact:

0300 123 5012

Our offer:

EDT continues to operate as usual and have adapted their office base to be able to effectively observe 'social distancing'. Back up rota has been developed for EDT frontline staff and on call Senior Manager rota.

There will be support offered from daytime staff in both Adults and Children's Social Care if staffing at its currently level was not able to be maintained.

PPE is essential for EDT staff as they are assessing mental health in hospital environments.

Police Public Protection Unit

How to Contact:

Detective Inspector 37046 David Moores david.moores@cheshire.pnn.police.uk 07989659728 or 01606364433

Public Protection Detective Sergeants

DS Rob Lees (Crewe) Robert.lees@cheshire.pnn.police.uk 07920594294 or 01606 365373

DS James Boulton (Crewe) james.boulton@cheshire.pnn.police.uk 07785592718 or 01606364383

DS Jennie Martin (Macc) jennie.martin@cheshire.pnn.police.uk 07720997080 or 01606 364403

DS Andrew Collier (Referrals unit) Andrew.collier@cheshire.pnn.police.uk 07831245337 or 01606 362698

DS Zoe Bowden (MFH/CSE/CE) zoe.bowden@cheshire.pnn.police.uk

DC Liz Condon (CSE/CE spoc) liz.condon@cheshire.pnn.police.uk

PC Kate Long (MFH spoc) kate.long@cheshire.pnn.police.uk

Our offer:

The response from the Public Protection Department is business as usual. Meetings are being attended virtually. If agencies become aware of any response issues this must be escalated through your safeguarding leads immediately.

Early Years Provision

How to Contact:

For any issues regarding places for keyworkers or vulnerable children please contact the Family Information Service

0300 123 5033 Monday – Thursday 8.30am – 5.00pm and Friday 8.30am – 4.30pm

Fis.east@cheshireeast.gov.uk

To access lists of early years providers who are open please visit www.cheshireeast.gov.uk/livewell

Our offer:

We are committed to providing early years places for our vulnerable children and the children of keyworkers. We are working with families and settings to encourage attendance for our most vulnerable children

Early Help Assessments and Plans

How to Contact:

For help and advice on completing early help work please contact our Locality Support Officers:

North – Sarah White sarah.white@cheshireeast.gov.uk

Central – Natalie Taylor Natalie.Taylor2@cheshireeast.gov.uk

South – Kirsty Brudenell Kirsty.Brudenell@cheshireeast.gov.uk

Our offer:

Early help assessments and plans should continue to be carried out. Where it is safe to do so, this can be completed virtually. Some families may require face to face support, where needed this should be provided

in line with government guidance, using PPE where appropriate. Work with families should continue to be recorded as normal

Cheshire East Family Service

How to Contact:

Referrals to the Family Service are made through the Front Door. Please contact workers by phone or email.

Our offer:

Support from the Family Service is continuing to be carried out as normal but all work with the family and other professionals is completed virtually.

Youth Support Service

How to Contact:

Referrals are made through the Front Door. Please contact workers by phone or email.

Our offer:

Youth Support services are being offered virtually. The team are providing live streaming sessions with young people on a daily basis. Face to face engagement work will be carried out to disrupt anti-social behaviour.

Midwifery

How to Contact:

Mid Cheshire Hospitals NHS Foundation Trust Leighton Hospital

Elizabeth Thompson

Named Midwife for Safeguarding Children

01270 273830 / 273148

Out of hours 01270 612144 Labour Ward Suite

Macclesfield Hospital

Cheryl Glover

Named Midwife for Safeguarding

Tel: 01625 661774

ecn-tr.safeguardingmacclesfield@nhs.net

Our offer:

Macclesfield Hospital

In March 2020 a decision was reached by the Trust Board to temporarily suspend births and neonatal care at Macclesfield hospital for a period of six months. On the 10/08/20 the Board announced that it had taken the decision to extend the temporary suspension until April 2021.

Antenatal and post-natal care will continue at Macclesfield along with the delivery of community midwifery services. The Safeguarding Midwife has worked with the midwifery team and the other

health Trusts and partner agencies to ensure information sharing and safeguarding processes are in place to maintain continuity of care and safety. The Vulnerable Families Midwife who is co-located with the safeguarding team continues to receive referrals and to case manage these families and work with the appropriate professionals.

Leighton Hospital

During the COVID-19 outbreak Midwifery services are currently following the Royal College of Midwives (RCM) and Royal College of Gynaecologists (RCOG) guidance; we are providing a minimal requirement of routine Antenatal and Postnatal Care. These changes have been made to reduce the amount of face-to-face contact whilst maintaining the safest possible care. We have included Routine Enquiry for Domestic Abuse and ICON (Babies Cry, you can cope) as an additional requirement. During the postnatal period 'other essential visits' includes visits as per agreed safeguarding children plans.

The Enhanced Midwifery Team, which comprises of 6 Midwives continue to receive safeguarding referrals and work alongside relevant professionals.

0-19 Service

How to Contact:

Nicola Wycherley
Named Nurse for Safeguarding Children - Cheshire East
Wirral Community Health and Care NHS Foundation Trust
0151 514 2888 (x1999)
07778368337

Our offer:

Safeguarding remains a priority. The 0-19 service are working in line with national guidance for restoration of community health services. As such many face to face contacts are taking place. New birth visits and 6 weeks visits are taking place universally within the home following appropriate risk assessments. Universal development checks are continuing. School based immunisations have resumed and are taking place over the summer. Contacts with vulnerable families are prioritised and all children with a safeguarding concern will receive a home visit.

Drop-in clinics cannot yet be resumed but a number of appointed clinics are in place and any family with a concern can contact the service for advice and will be offered an appointment if required. We continue to support our face to face work with our virtual offer. Appointments can take place via video technology and advice leaflets can be sent direct to mobile phones. Our social media coverage is gaining, and we have had successful live Q & A sessions on Facebook. Both breastfeeding, health visiting and school nursing have made public health videos to replace group activities such as the Parenting Journey and school assemblies.

Emergency Care / Paediatric Wards

How to Contact:

Mid Cheshire Hospitals NHS Foundation Trust Leighton Hospital

Jo-Ann Carnwell
Named Nurse for Safeguarding Children.

Tel: 01270 27 8057 / 07787 501671

Jo-Ann.Carnwell@mcht.nhs.uk

SafeguardingChildren@mcht.nhs.uk

Macclesfield Hospital

Mel Barker

melaniebarker@nhs.net

Named Nurse for Safeguarding Children East Cheshire Trust.

01625 661770

ecn-tr.safeguardingmacclesfield@nhs.net

Our offer:

Safeguarding remains a priority. The adult and children's safeguarding teams continue to provide safeguarding support to staff including supervision and training. The team promotes a 'Think Family' approach and continues to monitor all emergency care presentations to identify parents who have attended where there may be implications for their children.

CPIS remains fully operational and indicates to staff, children and young people with additional vulnerabilities; alongside the organisation internal risk marker system. Communication pathways with partner agencies remain robust; such as liaising with Children's and Adults Social Care, Mental Health services, CAMHS and the Domestic Abuse Hub around hospital presentations. Discharge planning, escalating concerns and contributing to MARAC and Contextual Safeguarding meetings continue. Health information is still being disseminated to the 0-19 service via the Paediatric and Safeguarding Liaison Service.

Initial Health Assessments (IHA's) are being undertaken over the phone by a paediatric doctor who has undergone training to complete the IHA. Where it is deemed necessary that an examination needs to take place and is assessed as not putting the child at unnecessary risk (of catching COVID-19) children are being seen face to face whilst adhering to social distancing and PPE guidance.

CAMHS and Adult Mental Health Service

How to Contact:

Jill Cooper - Named Nurse for Safeguarding Children 01244 393330 or 07876 137465

Our offer:

On the 6th April Cheshire and Wirral Partnership (CWP) launched a new mental health helpline for residents of Cheshire West, Cheshire East and Wirral. Open 24 hours a day, seven-days a week, it is open to people of all ages; adults, children and young people who need urgent mental health support.

The helpline is part of the NHS Long Term Plan to improve access to mental health support. Originally due to go live next year, it has been fast-tracked to be available to support local people during the Covid-19 pandemic.

Details of the helpline and how to access it is available via the link below

<http://www.cwp.nhs.uk/news-and-blogs/news/new-helpline-goes-live-to-support-people-s-mental-health/>

Both CAMHS and adult mental health services will continue to offer a triaged service dependent on an identified mental health issue, whether that is for a child or a parent. This will be offered by phone and face to face where necessary.

Youth Offending Service

How to Contact:

Please contact individual youth justice workers directly via email, their mobiles, or via Youth Justice Service main line on 0345 1450055.

Single point of Contact - Team Manager for Cheshire East partnership:
Emma.Lawton2@youthjusticeservices.org.uk

Senior Manager for Youth Justice: Tom.Dooks@youthjusticeservices.org.uk

Our offer:

Youth Justice Service continue to provide the primary statutory remit of supervising all children and young people sentenced by the courts to community or custodial sentences. YJS are also continuing to triage and assess Divert referrals from Cheshire Police in line with the out of court disposals framework for children and young people. Assessments, pre and post sentence reports and intervention planning is all being done remotely.

Visits

All staff are home based and the vast majority of contact with children and young people is now virtual with only the 'critical few' receiving face to face contact following assessment and approval by a manager. All YJS staff continue to work with partners in supporting early help, CIN, CP and Cared for Children in contact with the criminal justice system and will contribute to virtual strategy, planning meetings and conferences when invited to do so.

Multi-Agency High Risk Meetings ('junior' MAPPAs)

YJS are still convening Multi-Agency High Risk Management Meetings chaired by YJS senior manager to ensure robust risk management planning on the young people who present the highest risk of harm and/or where there are high concerns the child's safety. These are now facilitated virtually via Skype and partners with involvement in families are being invited to contribute as normal.

Courts

The magistrate's courts across Cheshire (and nationwide) are having greatly reduced sittings, with Crewe Magistrates now effectively closed with all defendants, including children, who may be in Police custody being presented to Court via video link and all Cheshire hearings now taking place in Warrington. This may create some safeguarding issues but YJS and Police will continue to work closely to address these in the normal policy and procedural framework. Magistrates' court sitting time has been reduced to remand hearings only, with breaches of court order limited just to those where there is a clear public protection need. It is unlikely many young people will fall into this category, so the emphasis for YJS multi-disciplinary team will be on motivating and supporting children and families to remain safely indoors and work through their sentence plans remotely.

Appropriate Adults

Where a child or young person is arrested and requires an Appropriate Adult under PACE then the Youth Justice Service have extended their duty manager and duty officer rotas in order to provide this role instead of Local Authority Emergency Duty Teams across Cheshire (Note: this is in partnership with our commissioned provider for Appropriate Adults - Child Action North West).

Child in Need and Child Protection

How to Contact:

Please contact Social Workers directly on their mobiles.

The office number remains **0300 123 5012** and then the following option: Macclesfield CIN/CP – Option 2, Crewe CIN/CP – Option 2.

Our offer:

A core number of staff continue to operate from Delamere House and Macclesfield Town Hall observing social distancing, and other workers are working from home.

Duty

There is a Team Manager on duty in Macclesfield and Crewe every day for new referrals which come in via ChECS. Social Workers will also be on duty but working remotely. Decisions will be made on a case by case basis as to how the risk is assessed safely and effectively such as the need for face to face direct visit or a virtual call.

Open cases will continue to be managed by the allocated Social Worker. Each team across Crewe and Macclesfield have a daily duty worker to be able to respond to open case issues if the allocated Social Worker is not available.

Visits

Statutory Guidance has not currently changed and therefore children are to still be seen within the relevant timescales of which we all currently work.

Risk assessments have been carried out for all children and young people. Where we can, visits are being carried out virtually by phone, Skype/ video calling, or WhatsApp. To minimise the risk of infection, other professionals that already have contact with the family may be asked to conduct visits to the home, or doorstep visits may be carried out where social distancing can be observed.

Responsibility for carrying out visits is shared across the partnership to ensure the risk of infection for families and for staff is minimised.

Where a risk assessment identifies that a child would likely experience **significant** harm as a result of a social worker or other professional not visiting to complete a statutory duty, and an indirect visit would not safeguard the child:

- **Where a child or family member in the same household is self-isolating and are symptomatic:** this will be assessed by the Team Manager and Social Worker on a case by case basis to assess if this is a genuine self-isolation, or an avoidance of Social Care.
- **Child or family member in the same household are being shielded as they are defined under medical grounds as extremely vulnerable:** the child will not be visited unless this has been agreed by the Team Manager. Specific additional advice will be provided in these circumstances to ensure that the

extremely vulnerable person being shielded is protected whilst also ensuring that we are able to take necessary actions to safeguard children.

- **All children or family members in the household are asymptomatic.** Visits will be undertaken face to face observing the following guidance:
 - A screening conversation will take place with the child or family prior to the visit to check if they are symptomatic if there is anyone in a vulnerable group living in the house (for 'unannounced' visits the screening call can be completed outside the house).
 - Home visits will be kept as short as possible and social distance of two metres maintained
 - Workers will follow government recommendations in relation to washing hands and using hand sanitiser before and following visit. If you there is no access to hand sanitiser then a paper towel, bottle of water and soap will be taken on the visit to be used before and afterwards.

Education

Vulnerable children have schools' places to ensure they are safeguarded through attendance at and contact with school. Social workers need to liaise with schools to ensure they are aware which pupils are most of risk and therefore need to be attending. Support from our SCiES Service will allow us to maintain this information on a daily basis to support decision making in respect of risk to those children and families.

Strategy Meetings

Strategy meetings will be conducted virtually. Professionals will be required to complete a short form mapping the situation before the meeting to support accurate decision making and recording. Call conferencing facilities are to be used.

Child in Need Meetings and Core Groups

Child in Need meetings and Core Groups will be conducted virtually. All timescales still apply, and conferencing facilities are to be used.

Child Protection Conferences

The Independent Reviewing Officers (IROs) are conducting business as usual but all activity is being carried out virtually, including Child Protection Conferences. For more guidance please see the [CESCP website](#).

Prioritisation (RAG rating) of children/young people

Team Managers have risk assessed all children open to the service to inform safety plans and visiting arrangements.

Children on Child Protection Plan's and those 'Cared For' by their own family and in the Court, arena are to be considered **high risk** unless assessed differently with a clear rationale.

Some Child in Need cases will also be considered **high risk** such as children at risk of exploitation, family breakdown etc. On a case by case basis they are to be assessed and co-ordinated on the COVID-19 SharePoint site.

Regular auditing of these assessments are being completed by the Quality Assurance Unit to ensure consistency, compliance and continuity.

There will also be a regular meeting between Service Managers, Heads of Service, and the Safeguarding Unit to discuss cases and jointly consider risk management and mitigation.

Child Safeguarding Medical Examinations

How to Contact:

At Leighton Hospital:

Between 9am – 5pm 01270 278 293

Out of hours 5pm – midnight on weekdays, and 9am – midnight on weekends 01270 255 141

Out of hours midnight – 9am

At Macclesfield Hospital:

Macclesfield Hospital In Hours and Out of Hours Contact the Hospital Switchboard on 01625 421000 and ask to speak to the on-call Paediatrician

Our offer:

Child safeguarding medical examinations will continue. Screening questions will be asked about covid-19. If we have significant concerns and both parties (Social Care and Medical team) decide that the child must have face to face medical, then we still go ahead irrespective of the Covid concerns as clinical concerns will take priority in such a case.

At Leighton Hospital:

Now reverted to the normal arrangements that were in place pre Covid-19.

9am-5pm Mon-Fri will be provided by the Community Paediatric Team. Out-of-hours service will be provided by hospital Acute Paediatric Team.

At Macclesfield Hospital:

Child Protection Medicals will continue to be provided although these may not always be face to face. COVID-19 screening questions will be completed. If both Children's Social Care and the medical team have significant concerns and decide that the child must have a face to face medical, then this will still go ahead irrespective of COVID-19 concerns as clinical concerns will take priority in this case

Immediate Protection (PPOs)

How to Contact:

eastern.ppu@cheshire.pnn.police.uk

Our offer:

When information is received by the Police or EDT prompting a callout that could lead to the making of a Police Protection Order, wherever possible consultation between Police Staff and EDT should take place in advance of exercising the PPO. This will allow Social Care to make alternative care arrangements for the children before action is taken.

When access is being gained to a property it is important to ask in advance if anyone in the household is symptomatic or self-isolating. When families confirm that someone in the home is symptomatic a conversation between the Social Care Team Manager (CSC staff) and/or Police Inspector (Police Staff) must take place to agree the action to be taken.

Any face to face contact must follow the Public Health Guidance.

Drug and Alcohol Service CGL

How to Contact:

01625 464995

EastCheshire.Info@cgl.org.uk

Our offer:

CGLs main Hubs in Crewe and Macclesfield are open and have reduced staff teams present but staff are also home working. CGL are still operating a 24-hour phone line that can offer advice and guidance and take referrals for support from adults, young people and carers. Further information and contact details can be accessed via the Cheshire East Live Well site or CGLs main website.

CGL are still operating their Young People Service with the team engaging most young people using phone and video. The team can still be accessed, and new referrals are still being accepted. The team is also using social media outlets to engage with young people. Young people can also access the 24-hour support line if needed or their support worker directly.

CGL are still able to safeguard families and children and young people by engaging in multi-agency meetings remotely. These also include MARAC and pregnancy liaison meetings. CGL attend weekly the Cheshire East Safeguarding Meeting to work together with partners to safeguard families. CGL are still implementing all of their family prescribing and safeguarding policy's in line with their core offer. The team at CGL still continue to engage with the team at the integrated front door to best assess and support families.

CGL still want to have a community-based recovery support offer and although group delivery and recovery support is currently not taking place in our community settings it is now offered remotely on an individual basis using technology. CGL are currently exploring options to set up the family group support for parent/carers remotely that is in a way that is accessible for service users.

The needle exchange offer is still functioning and available at both hubs in Crewe and Macclesfield offering harm reduction. Assertive outreach is undertaken by the team in the form of delivering prescriptions and needle exchange. CGL are linking with some supported housing providers to support their residents. All families have been offered safe storage solutions and home drop offs.

The service are still able to offer alcohol support in the form of harm reduction, drink downs, community and home detox. Access to in-patient detox is still available via the service.

Service Users prescribed supervised Medically Assisted Treatment have changed prescriptions to unsupervised with many users having a 14 day pickup, to mitigate as much of the risk as possible the provider has increased phone contact made with service user's by phone and is distributing safe storage boxes. All service users have been delivered naloxone. Individual Risk factors are assessed. These are reviewed and reassessed weekly with any needed adjustments to prescriptions being made that best safeguard individual service users and their families. CGL have sent out a briefing on changes to Cheshire East Social care teams so professionals are aware of changes that may impact on individual families.

Domestic Abuse

How to Contact:

Domestic Abuse HUB

0300 123 5101

cedah@cheshireeast.gov.uk

IDVA Service

eastmarac@cheshireeast.gov.uk

MyCWA

info@mycwa.org.uk www.mycwa.org.uk

Our offer:

Our revised offer continues to be based on the following principles:

- Children, young people and adults at risk of immediate harm will continue to be a priority
- We will continue to work in partnership with all our key agencies and rely on a shared approach and responsibility for responding to need
- Priority will be given for 1:1 work for people with the following assessed needs
 - High risk MARAC cases
 - Families where one or more child is open to Child In Need or Child Protection Plans.
 - Clients who want to end the abusive relationship.
 - Clients who are concerned about their own behaviour in the relationship.
 - There is a known counter allegation of domestic abuse.
 - Men and Women who have multiple complex vulnerabilities and who score above three on the chaos index.
 - Women who are justice linked or those on the edge of/at risk of offending.

Taking into consideration the points above and in discussion with commissioned services and our own Council provision the following offer has been agreed.

The arrangements below will be reviewed at the beginning of March 2021 and as new information, guidance and instruction emerge.

DA HUB: (0300 123 5101); CEDAH@cheshireeast.gov.uk

The increased staffing in the DA Hub will continue so that the substantive piece of work undertaken there will meet the needs of most people and only those in the above priority categories will be referred for further support.

All of those who engage will be assessed for risk, have a comprehensive safety plan, a piece of work around the dynamics and cycles of DA and support in relation to maintaining their emotional and mental wellbeing. We know from previous experience this allows those who need the service to get the help they need faster and promotes use of self-help tools which allows us to focus on those in greatest need.

We will continue to work with colleagues in the Integrated Front Door to focus on a whole family approach to any assessment.

MARAC

Thank you to all agencies for their ongoing commitment to the Marac process. We will continue with eMARAC using a conference line and full Marac using Teams. It is important that agencies continue to note their actual, up to date capacity to undertake safeguarding measures on the information form returned for eMARAC. With this realistic picture we will be better able to make sound risk management decisions.

IDVAs eastmarac@cheshireeast.gov.uk

Contact with high risk clients will be via the phone, using online platforms and with an offer of face to face support with appropriate safety measures in place for clients with complex needs or barriers to accessing remote service.

We are aware of the backlog in court hearings and will continue to support victims through this process by providing honest information about expectations. It is important that the relevant criminal justice agencies continue to share information to enable timely conversations with victims.

MyCWA info@mycwa.org.uk www.mycwa.org.uk

Priority will be given to working with the client groups identified above and co-delivering the HUB service. MyCWA will continue to offer consultation with professional staff to increase confidence in any work they may need to do.

Police

Referral Unit will be operating a normal service during Lockdown.

Uniform Response is operating as normal during this period. Risk assessments are completed as part of attending incidents / visits and appropriate PE is used by all officers. There is strict adherence to COVID restrictions and strong governance around ensuring officers and the public's safety. Domestic abuse and Child protection remain high priorities for the Force.

Please do not hesitate to contact the named worker or service, preferably by email in the first instance, if you need to discuss further.

HUB cedah@cheshireeast.gov.uk

IDVA service eastmarac@cheshireeast.gov.uk

MyCWA info@mycwa.org.uk www.mycwa.org.uk

emma.storey@cheshireeast.gov.uk

OTHER USEFUL SITES AND APPS FOR CLIENTS

Bright Sky - Bright Sky is a free to download mobile app, launched in partnership with the Vodafone Foundation, providing support and information to anyone who may be in an abusive relationship or those concerned about someone they know. Download from your app store.

[Women's Aid's online chat service](#), open from 10am-12pm Monday-Friday.

[Chayn](#) provides online tools, information, courses and support for people experiencing abuse, all free to access. Their [Soul Medicine](#) courses provide bitesize support, delivered in disguised emails at a time that you choose. They are also launching a secure [Telegram channel](#) to provide particular support during this time.

For more information please see the guidance on our [domestic abuse offer](#).

Rape and Sexual Abuse Support Centre (RASASC)

How to Contact:

Tel: 0161 276 6515

www.rapecentre.org.uk

www.cheshiresarc.org.uk

Our offer:

Face to face work has temporarily paused. All support for survivors will remain the same but is being carried out virtually.

@ct Team / IPT

How to Contact:

Team Manager: Leanne Cooper leanne.cooper@cheshireeast.gov.uk

Our offer:

The @ct Team/ IPT continues to support children, young people, families and carers:

- Where there is a risk of family breakdown
- Young people between the age of 10-18
- Support for families where children are on a CIN, CP or CSE plan
- Helping children and young people return home after a period of time away from their family.
- Children at risk of exploitation
- Children on the edge of care and custody

Support from these services is being provided both virtually for lower risk families, and face to face for higher risk families.

Referrals to the @ct Team will continue to be made by the Social Worker, and via the Integrated Front Door / Child Exploitation Operational meetings for IPT.

Missing From Home and Child Exploitation Service

How to Contact:

Addaction 01928 240 406

shauna.hughes@addaction.org.uk - CSE

Ellen.Breen@addaction.org.uk - CSE

lee.edwards@addaction.org.uk - MFH

joe.sharp@addaction.org.uk - MFH

janet.proudlove@addaction.org.uk - MFH

kellie.hendley@addaction.org.uk – Service Manager

Our offer:

Missing from Home and Care

Our missing from home and care service is provided by Addaction. Missing from home interviews are being held virtually. Where appropriate, follow up check ins with young people are offered and resources can be provided to support them or their parents/carers. Direct work is being undertaken virtually.

The police are continuing to do safe and well checks – some are being carried out virtually where children have returned home, some are face to face.

Trigger 2 meetings are being held virtually.

Contextual Safeguarding

Contextual Safeguarding Operational Meetings will take place with key partners virtually and with written information from others.

AIM meetings are being held virtually.

Multi-agency Missing and Child Exploitation Meeting

Weekly multi-agency meetings usually held in the Front Door are continuing virtually. These meetings consider all the child exploitation screening tools that have been completed, and all children who have been missing from home, within the last seven days, over 24 hours, and repeat incidents.

Legal Advice Meetings/ Pre-filing Meetings

Our offer:

Legal Advice Meetings and Pre-filing Meetings will continue using conference calling facilities. These will be held by Service Managers with a backup of Head of Service.

Pre-Proceedings meeting will also go ahead with call conferencing facilities

Court directed work to continue where safe and possible to do so whilst still observing social distancing. Court are clear that unless absolutely necessary, all hearings will be held virtually.

Children with Disabilities

How to Contact:

Children with Disabilities Team - Please contact Social Workers directly on their mobiles.

Short Breaks Team shortbreaksteam@cheshireeast.gov.uk

Our offer:

The Children with Disabilities team are working remotely and are continuing to offer statutory services across the spectrum of need. Face to face visits are being carried out where necessary following the public health guidance.

The short breaks team are offering direct support to families either virtually over the phone or through home visits. The team are providing advice and guidance, and emotional support, including advice on behaviour management. The team are linking families with providers that are operating and supporting during covid-19 in relation to families' needs.

Duty systems are still operating in the same way.

The services are continuing to link in with special schools, the Continuing Care service, and with LD CAMHS.

Cared for Children

How to Contact:

Please contact Social Workers directly on their mobiles.

Our offer:

Duty and Visits

Each day there is a duty team manager, social worker, family support worker and personal advisor who are all able to attend a face to face visit if this is necessary to cover the visit of another allocated social worker or

to respond to a crisis or presenting risk of harm. These authorisations to attend for a face to face visit will be authorised in agreement with the duty team manager, and the service manager is also informed. As with CINCP, the risk to all children has been assessed and visits are conducted virtually where is safe to do and the same guidance is followed for where visits are necessary.

Health

The health of our cared for children continues to be a priority and it has been possible for our initial health assessments and review health assessments to be held virtually during this time.

Education

Frontline workers have received guidance in relation to the completion of personal education plans, however recognising the public health information that children are safer at home and so where a risk assessment identifies that this should happen, the review targets from the previous terms PEPs will be authorised and reflect the current position. When schools are in a better position to focus on these plans these will be prioritised going forward.

Cared for Reviews

The Independent Reviewing Officers (IROs) are conducting business as usual but all activity is being carried out virtually, including Cared for Reviews. For more guidance please see the [CESCP website](#).

Care Leavers

How to Contact:

Please contact Personal Advisors directly on their mobiles.

Our offer:

Personal advisors and senior personal advisors have completed risk assessments for all care leavers, where young people are rated as at high risk, this is escalated to the Service Manager and Head of Service. As with other services, the same guidance for visits is followed.

We have supported some early decisions to maintain homes for 21-year-old care leavers in staying put arrangements in consultation with the ambassador for care leavers and avoiding any unnecessary moves, this would potentially include transitions from foster care and residential care. Self-isolation places additional strain in care leavers, we have agreed for all care leavers to have mobile phones or data packages in order to stay connected and are being creative in ways to engage, for example through social networking Quizzes. For some young people face to face support has been necessary.

A small cohort of our care leavers are finding it difficult to follow guidance in relation to staying and home and maintaining good hygiene practices and so we are seeking support from partners to address this issue, with the intention to support them to maintain their homes.

Family Contact

How to Contact:

Manager Sue Kara 07769 875079 sue.kara@cheshireeast.gov.uk

Our offer:

All face to face contact has temporarily stopped. The contact team is continuing to support virtual contact between children and their family members.

Carers Hub Cheshire East

How to Contact:

Telephone: 0300 303 0208 (Monday to Friday 8.00am until 6.00pm)

Email: enquiries@cheshireeastcarershub.co.uk

Our offer:

Although our face to face appointments, coffee and chats, events and training have been paused for now in line with government guidance due to the coronavirus outbreak, Cheshire East Carers' Hub is continuing to provide full support for all Young Carers. Our staff team are working from home, providing information, guidance and support to Young Carers in Cheshire East, including Carers Assessments and regular support via telephone. Practitioners are also now able to complete video calls through WhatsApp and are holding virtual support sessions via Facebook Live.

Carers Help and Talk (CHaT Line) - Are there times when you want to talk but feel that there is no one to talk to? Call our Carers Help and Talk Line. All calls are answered by Volunteers who can offer understanding with regards to the common challenges faced by Carers. The CHaT Line is available 24 hours a day, 7 days a week, 365 days a year. To talk to a Volunteer, call 0330 022 5448. In the event that a volunteer is not immediately available to answer a call, please do try again.

Social Media - Cheshire East Carers Hub have a Facebook page full of information and closed groups for Carers to enjoy @cheshireeastcarers and follow us on Twitter @ches_eastcarers

Sexual Health

How to Contact:

Telephone: 0300 323 1300 Option 1

Our offer:

Crewe and Macclesfield Hubs are currently open - Telephone appointments are available, if after your telephone appointment you need to be seen at clinic you will be given a time to attend.

The service has adapted their delivery model to deliver the services key functions mainly via a remote offer. The service offers residents the opportunity to order online services like STI Testing and Condoms that can be posted. Advice and further guidance is updated on the service webpage.

The service continues to work closely with GPs and Pharmacies. Updates are available on the service website and telephone lines.

Pharmacies – Access to Emergency Hormonal Contraception (EHC) will continue in local pharmacies where possible, although store opening times and capacity are stretched. The Axxess website will continue to link to up to date information.

The service offers a full range of online services, including:

- postal testing and treatment for chlamydia (if appropriate)
- postal contraception including emergency contraception by post
- postal condoms

People living with HIV are still able to access support: - <https://www.axess.clinic/find-service/hiv/>

If EMERGENCY CONTRACEPTION is needed this can be accessed can online from SH:24. Alternatively, an online search on the website can be used to locate a pharmacy that can provide this:-

<https://www.axess.clinic/find-service/> Pharmacies are offering telephone consultations for EHC.

Business Support to Children's Social Care

How to Contact:

Team Manager: Jacqui Hall Jacqui.hall@cheshireeast.gov.uk

Our offer:

Staff members available to support answering of phones for the CINCP, Integrated Front Door, Cared for Children and Care Leavers, Fostering, and Payment Services. Support to social work teams currently provided both in service bases and virtually, further telephony equipment will enhance the virtual support.

Staff available to minute meetings using telephone conferencing / dial in facility – such as panel and ADM meetings.

Payment for cared for placements, foster carers and care leavers continue to be processed. Cash currently remains available however alternative sources of payment such as e-vouchers, pre-paid cards have also been sourced in order to limit the handling of cash and therefore potential to spread infection.

Placement Finding

How to Contact:

Service Manager: Steve Nevitt Steve.Nevitt@cheshireeast.gov.uk

Our offer:

We continue to be able to offer a service in identifying homes for children from internal and external provision. We are suitably prepared at this time should our resource become compromised and are working across the council to further strengthen our contingency planning which would involve flex in the regulations.

Fostering

How to Contact:

Please contact Social Workers directly on their mobiles.

Our offer:

The Fostering Service are working remotely, offering support and advice to foster carers. Support visits are being carried out by Family Support Workers, collecting and delivering medical supplies and groceries to the

doorsteps of foster families. We have increased our payments to foster carers by £25 per child per week to account for the additional costs of having children at home all the time as a result of Covid -19.

We have extended our arrangement with the Foster4 collaboration by 3 months.

The Fostering Panel is continuing to operate virtually using online conferencing. Some decisions are being made by the Panel Chair as the Agency Decision Maker (ADM), such as Reg. 25 extensions and long-term matches, to help to streamline the panel while it is being undertaken in this way. Arrangements for ADM remain the same.

Covid-19 is causing pressure on placements and placement stability. We are considering using the fostering regulations to recruit emergency foster carers if required.

Adoption Counts

How to Contact:

Please contact Social Workers directly on their mobiles.

Our offer:

Post adoption support continues to be prioritised and any escalation around capacity in this area would be raised with the Head of Service. Panels are being carried about virtually.

Advocacy and Independent Visiting

How to Contact:

01925 650127

yip@childrenssociety.org.uk

The referral form for advocacy is available on Livewell at <https://livewellservices.cheshireeast.gov.uk/Services/1421>

Our offer:

Advocacy

The service is still providing support as usual; advocates are all working from home, and support is being provided virtually.

Please note: All 16- or 17-year olds presenting as homeless should be continue to be offered an advocate as a matter of course.

Independent Visiting

Face to face matches for Independent Visitors have been halted for the time being, as has recruitment for Independent Visitors, so some people who have been recently been referred may be waiting for a service.

Children and young people who already have Independent Visitors will be contacted by post by a letter or card. Independent Visitors are not currently able to work remotely but we are looking for an IT solution to resolve this. Until then they will remain in contact with children and young people via post.

Cafcass

How to Contact:

Tom Cheadle – Service Manager tom.cheadle@cafscass.gov.uk 07810 834596

Our offer:

All Family Court Advisors continue to work remotely, offices are reopening over coming months. The majority of court hearings continue to be held virtually with the commencement of some actual court attendance where required. Contact with children and families continues to be virtual in some cases with an increasing number of direct visits now being undertaken following a risk assessment.

The Chief Executive of Cafscass has been in touch with the Executive Director of People to ensure that a joint solution can be reached for any issues in capacity from either Cafscass or the LA that could impact on public or private law work.

Although it will be conducted virtually, there will be no change to emergency action that is required to protect children which involves the family courts, for example the taking of an emergency protection order or the making of an urgent interim care order.

LADO (Local Authority Designated Officer)**How to Contact:**

LADO@cheshireeast.gov.uk

Our offer:

All activity is continuing as normal, meetings are being held virtually.

Child Death Overview Panel (CDOP)**How to Contact:**

CDOP@cheshireeast.gov.uk

Our offer:

CDOP support is being carried out as usual but remotely, CDOP panels are being held virtually.

When a child dies in suspicious circumstances, the multi-agency rapid response and rapid review meetings will take place as usual but will be held virtually. We still need to notify the national panel as usual.

Cheshire and Greater Manchester Community Rehabilitation Company**How to Contact:**

Andrew Griffiths Interchange Manager – AndrewGriffiths@interservejustice.org

Andrew Toft Interchange – AndrewToft@interservejustice.org

01442296007

Our offer:

CGM CRC are now delivering services in line with our HMPPS approved Exceptional Delivery model in response to Covid19. This model has been designed within the parameters of current government guidance

whilst also ensuring ongoing focus on public protection within the communities in which we work. We are increasing our face to face appointments with Service Users whilst also maintaining remote contact, across Cheshire East.

Crewe Probation Office is a covid-19 secure site to enable service users to attend for face to face appointments. We have 2 teams of staff (bubbles) working opposite each other to enable services to be delivered consistently. We are limiting staff in the offices to reduce the risk of contact and spread of the virus. We have been able to maintain service delivery throughout all changes in restrictions including the most recent (Nov) lockdown.

Our current focus is to undertake at least monthly face to face appointments with all of our Complex cases and weekly contact with those cases where there are immediate risk issues. These cases will be DA perpetrators, DA victims, Child Protection cases and complex mental health. We will continue to work closely with our partners to manage these cases and the risks they present. We will continue to work closely with prisons to support individual's pre-release and upon their return to the community. All other contact with cases is remotely via telephone contact or doorstep visits. We are actively involved in the Cheshire Homelessness Prevention taskforce which supports anyone at risk of homelessness to secure accommodation in the community.

We have been able to reintroduce accredited programmes and have a prioritised Domestic Abuse programme delivery due to the issues in relation to risk and safeguarding.

We want to reassure the partnership that we remain committed to the accurate assessment and effective management of individuals in the community and will continue to do so during Covid-19 restrictions.

National Probation Service

How to Contact:

Danielle Whitwell - Senior Operational Support Manager Danielle.whitwell@justice.gov.uk 07971 496229
Rebecca Lane - Senior Probation Officer Rebecca.Lane1@justice.gov.uk 07971 494473

Our offer:

NPS have moved to the Exceptional Delivery Plan. Staff in the main are working from home and are attending meetings virtually, this includes partnership meetings such as CP conferences. Approved Premises remain open. High risk service users will be contacted via the telephone twice a week and video call utilised if necessary and appropriate. High Risk service users will have a doorstep visit a minimum of monthly and this will be reviewed and will be responsive to risk.

Door stop visits will also be undertaken for service users who are assessed as low and medium risk, but on a less frequent basis.

Service users will be inducted on their day of release from custody face to face through a glass. This procedure will also be followed for other service users who cannot be contacted virtually (e.g. those who do not have phones). Where we can, phones will be provided for service users.

Weekly strategic meetings between Police and NPS have been established and a process to review the upcoming release of service users assessed as Very High, and High risk, and all registered sex offenders to ensure appropriate risk management and victim safety is in place. We are also working to establish regular contact with safeguarding leads to ensure we are responsive in terms of risk management with any safeguarding concerns related to our service users.

All practitioners are aware of the need to ensure safeguarding remains a priority during this pandemic and make prompt referrals when required.

Working from Home

While working from home, there should be regular communication between you and your Manager.

Who should be working from home?

1. Those in high risk groups
2. Those self-isolating – either because they have symptoms, or a family member has symptoms
3. Those who are not required to be in the office to provide a service, e.g. those that are on a rota to work from home.

People who are not well enough to work should not be working from home and the usual procedures should be followed for absence.

Do's

- ✓ Work at home as if you are in the office
- ✓ Be available
- ✓ Complete virtual meetings
- ✓ Complete administrative tasks
- ✓ Remain in regular contact with your line manager/colleagues
- ✓ Keep healthy
- ✓ Have regular breaks
- ✓ Be flexible – work around life situations at home
- ✓ Seek support if you need it
- ✓ Look after your mental wellbeing
- ✓ Discuss with line manager if you have completed all your work and you can support others – we are all in this together!
- ✓ You can still complete visits on your cases whilst working from home but check with your line manager. This should be in accordance with the Lone Working Policy.
- ✓ Be prepared to be come into the office if you are required by the service (unless you are in a vulnerable group or need to self-isolate).
- ✓ Follow the government guidance and stay at home where you can.

Don'ts

- ❖ Don't ignore symptoms or the government guidance on isolation.
- ❖ Don't book personal appointments during core working hours unless previously agreed.