

# Adapting to Covid 19

A Contact webinar presented by Ruth Hobbs for  
Parent Carer Forums

Thursday 4<sup>th</sup> June 2020



# Welcome!

Welcome to this Contact webinar.

If there is a technical hitch, please do bear with us.

Those of you joining by pc, laptop, tablet or smart phone should now be able to see this introduction slide.



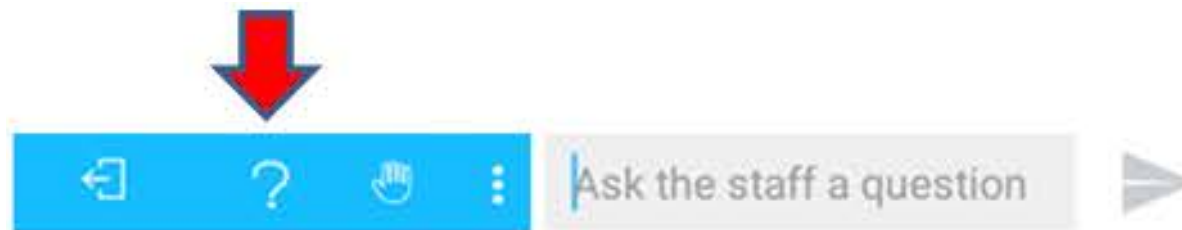
# Timings and Questions

As there are so many attendees you will all remain 'muted' throughout

To ask a question of the presenter, please use the question icon on your GoToWebinar tool bar on your screen

This will allow you to type your question in to the text box and submit this to the Webinar administrator

I will select as many relevant questions to answer as time allows, if similar questions are received I will condense these where possible



# During this hour we are going to look at:

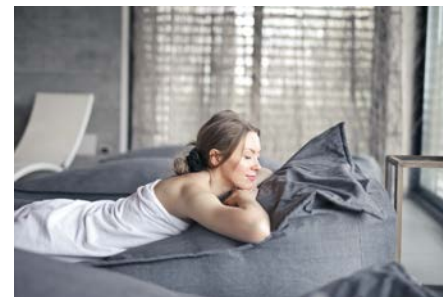
- Examples of what forums are doing
- Examples of Strategic work and engagement
- Examples of Regional work
- Ideas to reduce isolation
- Tools to help us
- Using the grant effectively during this time
- Wellbeing



# Why the need for webinar

- Starting from the 16<sup>th</sup> March the UK government starting to impose restrictions and eventually on the 23<sup>rd</sup> March we went into lockdown.
- May has seen the lockdown eased but still living under restrictions
- In June we have seen schools and businesses start to reopen.
- Gatherings are not currently allowed- this impacts on our engagement work





contact *For families with disabled children*

# Pressures on active forum members





TOO MUCH TO DO ...

*And no clue where to begin*



# Looking after you and the active forum members

- Do not take on too much – its okay to say no
- Okay to take a break
- Teamwork
- Make opportunities to have fun
- Talk about non forum things



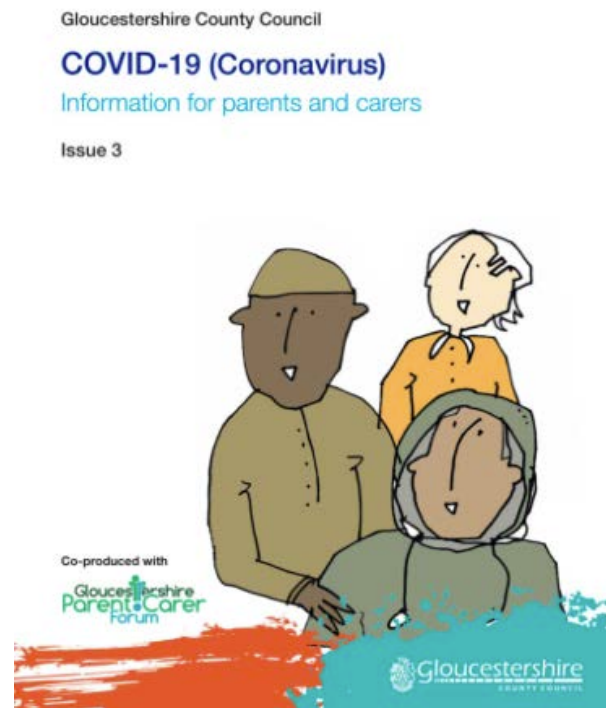


How can forums adapt during this time and the new way of life we are facing?



# Gloucestershire Parent Carer Forum

- Parental concerns around Coronavirus
- Coproduced by Gloucester County Council and the Parent Carer Forum
- Easy to read format that answered questions
- Responsive to local needs
- Able to support with other projects



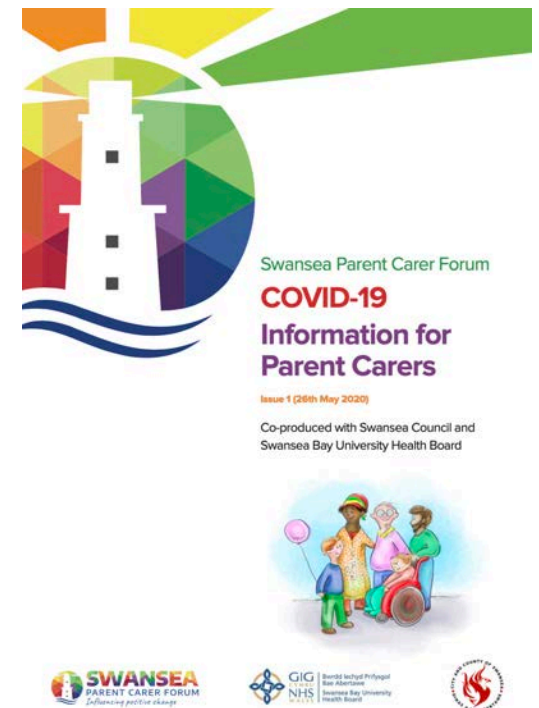
<https://glosparentcarerforum.org.uk>



# Swansea Parent Carer Forum

- Followed examples of other forums
- Parental concerns around Coronavirus
- Coproduced by Council and the Parent Carer Forum
- Reflect the laws in Wales

[shorturl.at/ahrL1](https://shorturl.at/ahrL1)



# Cornwall



- Newsletters
- Coffee and chat Facebook sessions
- Parent 4 parent support online
- Signposting to other services
- Working on lots of strategic issues e.g. Direct payments, annual reviews, shopping.

<https://parentcarerscornwall.org.uk>



# Suffolk's Response to Covid-19



- Free Family Support Boxes – a range of items including sensory bags, children's colouring/puzzle books, mindfulness colouring, activity book printed by the local STP/ICS, items included for siblings, personalised letter, info on support for CYP and parents/carers
- Family Support Offer – running a telephone / email / social media private messaging support service to our families
- Data collected from both the above – first part of postcode, age of all CYP, primary and secondary need of CYP, needs of parents/carers, what the family need support with. Shared (anonymised) on a weekly basis with the health and local authority systems and used to commission services e.g. CCGs commissioned a range of VCS organisations to respond directly to the needs the PCF identified with an almost immediate start.





- Two current surveys – one on what support do families need right now and one on experience of mental health services in last 3 months compared to previous 3 months. Intention is to commission further support services in response to first survey and address lack of mental health adaptation and provision in second survey
- PCF have been part of the LA daily Tactical Management calls and the CCG Demand and Capacity and Service Quality calls. Privileged position as hear RAG rating of services and the reality of the impact of Covid-19. Regularly asked to feed into this family views and experiences.

## Impact

- Reached over 2,000 children, young people and families in the first 9 weeks
- Increase in PCF membership of over 800 parents and carers



# Participation at a regional level

- Regional representation at virtual meetings with LA's and CCG's
- Parent Carer Forums across the region have continued to meet via go to meetings
- Shared examples of work, helped each other with ideas and issues that have arisen through closed Facebook page.
- Regional meetings with NHS England.
- Feedback has been provided to DFE and NHS England on forums experience of coproduction during the COVID 19 situation



# Things to think about



# Zoom – Online meeting rooms.

- Pros
- Easy to use
- 1 to 1 meetings or Up to 100 people
- Unlimited number of meetings
- Breakout rooms available
- Cons
- Only 40 minutes free for group calls
- Dial in via phone but not everyone finds this easy to set up
- Media coverage around some issues may make some parents nervous about security



# Microsoft Teams

- » Easy to install app
- » More companies are using it which may mean more families have already used it
- » Up to 300 users
- » Option to change or blur background
- » No breakout rooms so would potentially need multiple people to set up this feature
- » Can have some compatibility issues with Apple
- » Reports around the need to have videos off when larger numbers





# Go to Meeting

- » Easy to install app
- » Format PCF's are familiar with due to the webinars
- » Add on other products such as webinar software to run training for families
- » Can sustain larger volumes without some of the video issues
- » Transcribe meetings (no note taking)
- » Export chats
- » No breakout rooms
- » Paid for platform



# Free conference call software

## • Pros

- Easy to use
- 1 to 1 meetings or Up to 100 people
- Unlimited number of calls
- Some families prefer not to be on video

## Cons

- Can be challenging to manage larger volumes of people
- You don't know who is talking and that can be hard for participants to keep track.
- Confidentiality as not always easy to tell who is on the call.

[www.conferencecall.com](http://www.conferencecall.com)



# Other methods

- Instagram
- Facebook
- Twitter
- Youtube
- Watch parties
- Live sessions
- Pre-recorded videos
- Closed groups
- Public pages



# Engagement

- Survey Monkey
- Microsoft forms
- Google forms
- Typeform
- Polls on social media
- Jot form

- GDPR compliance
- Allow you to analyze the results
- Can you easily export the results to use in other places
- Quick response v detailed



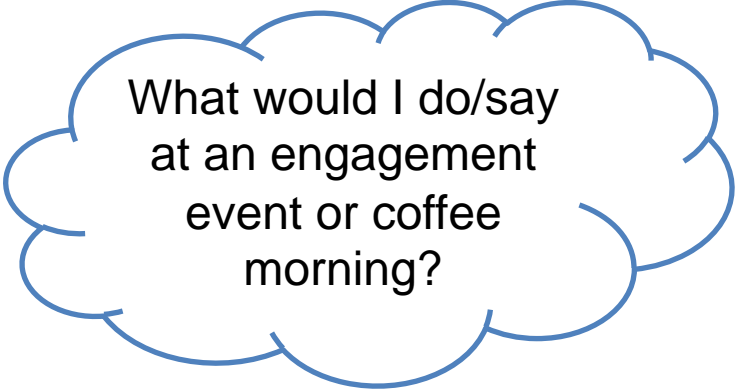
# How do I decide on a Platform?

- What is the purpose I am using it for?
- Do we need different platforms for different things, meetings engagements, coffee sessions?
- How do we think parents will want to engage in our area?
- What technology do our parents have?
- What technology does the forum have?





# Protection for you and your families



What would I do/say at an engagement event or coffee morning?

- Ensure you have the correct policies in place (social media, GDPR)
- Invest in IT protection – anti virus, insurance
- Protect data – if possible separate technology for forum activity of a second profile on devices
- Explain how platforms work
- Transparency – Recording, chats, safeguarding requirements
- Group rules



# Use of the grant – What might be needed?

Many forums would normally include an amount for face to face engagement, and currently we are unsure if that will happen. Virtual sessions will need different resources.

- Purchases of software to facilitate online engagement
- Purchase tools like survey monkey
- Laptops and tablets to be able to access
- Need to think about wi-fi extenders or mobile wi-fi if working from home



# Use of the grant

Think about what additional costs you might incur for families without internet

- Additional postage costs if families do not have access to online
- Additional phone charges
- Free post address
- Expenses may have drop due to travel, but do you need extra Staff hours
- Previous years has been 50% of grant maximum but as a **One off** this year it can be up to 75%





Talk to your Contact Advisor if  
not sure





Priority number 1 for forums - Look after you and the active forum members





# Assistance Programme

Contact have arranged for up to 8 members of each forum's core group – committee or steering groups members, directors and possibly some parent reps, to benefit from an “Employee” **Assistance Programme** via a company called CiC.



-  Available 24 hours a day  
7 days a week  
365 days a year
-  Debt & Financial Management
-  Legal & Tax Advice
-  Family Care
-  Everyday Matters
-  Counselling & Emotional Support

-  **0800 085 1376**  
or +44 (0)20 7938 0963
-  **assist@cic-eap.co.uk**  
Email
-  **18001 0800 085 1376**  
Text relay (for people with hearing or speech impairments)
-  **well-online.co.uk**  
Online and Live Chat
-  **Skype: Confidential Care Adviceline**  
Available Monday-Friday  
office hours UK time



Visit the Confidential Care section for more information on the service.

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# For Individuals

- 24/7 telephone counselling
- Financial helpline and signposting; debt counselling and information
- Legal helpline
- Family Care helpline
- Online counselling
- Face to face counselling (6 sessions,) please note that this is currently suspended in line with government guidelines
- Wellbeing web portal – online resources
- Specialist advice/general information – Everyday matters



# For Forums

- Managerial Support service
- Guidance and advice on HR issues, policies and procedures
- Electronic communications toolkit
- Whistle-blowing support

Talk to advisor if need more information



# Q & A

Further relevant questions, not covered in the time allowed, will be answered and posted on the Contact website along with the recording of this Webinar, details of which will be circulated next week

There will also be some additional examples that we have not had time to cover today and links to useful resources.



# Thank you!

Thank you for attending with us today.

A short questionnaire will launch at the end of this webinar.

Please take the time to complete this as it will help us plan future events.

The recording of this webinar and presentation will be available on Contact's website in the next two weeks. Look out for news about this on our homepage and social media networks.



# Wiltshire Parent Carer Council



- A dedicated Coronavirus section on our website which we update daily, it contains learning resources, COVID related information, changes to events and activities
- A weekly COVID newsletters which we are sending out in addition to our regular weekly newsletters.
- Virtual coffee mornings.
- Set up a Positive Message Board and thanks to a donation we were able to secure, we are sending free chocolate to parent carers who send in tips, strategies and messages of support for each other via our message board.
- Our information staff and outreach workers are maintaining weekly (and sometimes daily) telephone contact with our more vulnerable parent carers, and we have delivered some donated equipment and resources to some of our most vulnerable parent carers. We are particularly delighted to have secured 5 laptops from a local recycling project which we have donated to 5 families who don't meet the Government's COVID Digital Support criteria, to help their children to access online learning.



# Lewisham Forum

- Online training workshops (universal credit, sibs, anxiety)
- Lots of signposting to things like free activities, information, wellbeing, free training etc.
- Set up a time to talk Facebook chat (closed group)
- Doing strategic work e.g. lack of access to social care



Visit website for examples – [www.lewishamparentcarer.org.uk](http://www.lewishamparentcarer.org.uk)

Join the upcoming webinar on Tuesday 9<sup>th</sup> June





## Rotherham Forum

### Engagement and Support

- Let's get digital! Zoomchats
- Online FaceBook Chat with Peer Support - every night Watch parties watching videos around wellbeing or other activities and chatting
- 1:1 Emotional Wellbeing Telephone Sessions – with Counsellors
- Peer Support 1:1 Telephone Sessions - Various times available weekdays
- Mindfulness Mondays online
- Social events online quizzes, dance parties, magic lessons, dancing!
- Encouraging parents to share own videos cooking, singing etc.

### Strategic Work

- Online consultation to identify issues at the beginning when things broke which has informed your work e.g. Raising issues such as prescriptions, food access, schools
- Drop-ins via Zoom Sessions with Educational Psychologists and Children and Adolescent mental health team with breakout rooms for private conversations.



# Resources

## Webinars

- [Nuts and Bolts: A library of resources to help to run your forum](#)
- [Using Technology to support forum activity](#)
- [Getting ready for GDPR](#)
- [Using Social Media Responsibly](#)

## Policies

Contact offer a range of policies on their [website](#)  
[Community matters](#) have lots of free templates that can be adapted



# Useful links and apps

- Infographics
- Visual surveys
- Survey
- Meeting feedback/sign up/ expenses
- Project management
- Emails
- Emails
- Newsletter/signup
- Animations
- Event booking
- Event management
- [www.canva.com](http://www.canva.com)
- [www.typeform.com](http://www.typeform.com)
- [www.surveymonkey.com](http://www.surveymonkey.com)
- [www.jotform.com](http://www.jotform.com)
- <https://app.asana.com>
- <https://onedrive.live.com/about/en-gb/>
- <https://www.google.com/drive/>
- <https://mailchimp.com/about/>
- [www.moovely.com](http://www.moovely.com)
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