

CORC members share their experiences of transitioning to providing support remotely.



The National House Project

Staff working for the National House Project are all working remotely and will continue to do so during the lockdown period and methods of working have needed to adapt as a result. As a team we are meeting virtually on a daily basis to review actions, workload and to consider solutions to some of the challenges experienced at this time. The time working remotely has also been used to further develop the House Project Programme and other NHP policies. More widely, we are liaising with Local House Projects via video call. We have increased the support offered to Local House Projects from monthly to fortnightly, and our Community of Practice (bringing together of staff from Local House Projects nationally) has also happened virtually. This would normally involve all staff from projects but is currently taking place just with Project Leads.

These video calls are providing insight into how young people are coping in the current pandemic, oversight of the progress young people are making on the House Project Programme, and provides ongoing support to Local House Project staff.

The Care Leavers National Movement (CLNM) has been campaigning for funding to support young people at risk of internet poverty, especially at this time of social isolation. This campaign (via Just Giving) has raised considerable funds (mainly generated via social media activity) which has allowed Local House Projects to ensure that every young person has access to unlimited data and a device that they can access this from. It is increasingly important to us that young people remain connected at this difficult time.

The Local House Projects continue to use the outcomes and learning framework and hence outputs and outcomes continue to be measured as they would under normal conditions.

Our email address is enquiries@thehouseproject.org if any other services require further information in this area of work.

42nd Street

We have closed our service to new referrals for our face to face services and have substantially extended our online delivery. All staff are working remotely.

All young people on our waiting list have received a phone call from a names identified worker to assess current need, and make the offer of online support or phone support or check-ins where the young person who like to pause therapeutic support until after lockdown.

For those young people awaiting assessment at the time of shut-down, we have continued to deliver assessments via phone (unless there are access needs, our assessments happen this way usually). We already offered online therapeutic support but we have extended this offer to all current young people and have also maintained an open referral offer to all young people. We have delivered training across our whole team to enable us to grow capacity. ROMs are collected via the online services site and we then also record all data on PCMIS.

We are also delivering the vast majority of our group work and social action programmes digitally. Our creative programme, The Horsfall, is also holding regular creative activities via social media. We are operating via Teams for internal/external professional meetings.



Barnet Integrated Clinical Services

Like many others, we have adapted our operations to the requirements of working remotely. This has included among other things considerations for which platforms to use for contact with colleagues and clients, increased staff support, pooling of resources related to the circumstances, and support lines for our referrers; and in the longer term, planning for the recovery phase post-lockdown. We are using POD as well as trying to complete measures over e-mail.



Cornwall Music Service Trust

We are a peripatetic music therapy service who work in schools, hospitals and other settings across Cornwall. We are currently on furlough, as peripatetic workers who mainly go in and out of other services, so much of our work was suddenly not possible. This was the best option for the short term to enable our organisation to survive. Once off furlough... we are planning to upskill for online delivery, speak to funders about adapting delivery plans, create online resources and plan for when we can safely work face to face with clients again.

At present some of our team are voluntarily keeping in touch with clients who they were working with. They can't do any paid work till our furlough period ends and we are very conscious of this while trying to be ethical in terms of not abandoning our clients at a difficult time.

We will ask if there is any way CORC can help us, especially when we are no longer furloughed and trying to do sessions in ways we are not used to.