



An Update from East Staffs Family Support Service (Harvey Girls & Dads4Dads):

We wanted to share with our families, communities and partners an update on how we are doing, but more importantly how we think **you** are doing.

We are still open for business and here supporting the communities of East Staffordshire. We have been supporting families throughout East Staffordshire for 15 years and have supported our families through many challenging times, but none as challenging as these. The global pandemic of the Coronavirus forced us to change the way we interacted with our families and threatened the relationships and the support we had worked hard to build. We could have taken the easier option of closing the doors, suspending support and concentrating on our own health and families, but that is not who we are or how we work.

We worked hard to get our staff team home and safe as soon as possible, ensuring they had the equipment and resources they needed. We quickly developed and implemented new processes to ensure business was being done, but more importantly, our families were getting the same 100% effort from the team. We developed a 2-tier approach to management support; a senior manager who concentrated only on the welfare of the team and another on the performance support of the team. It was important that we took care of our team first, so that they remained fit and well for their own families and in order to continue providing the support to our East Staffs families and partners.

We want to say a huge thank you to our commissioners at Staffs County Council for their support to us in these times, the National Lottery, but also to our schools and other partners. Schools have continued to be there for TAFs, information and referrals and we really appreciate this and couldn't do it without you. Our partners at DWP, housing, YMCA, Food Banks, counselling services, First Response (the list continues); you have continued to help our families during this time.

We have increased our capacity, so can help more families that need us. A referral into the support inbox support@harveygirls.co.uk is all you need and we will be in touch as usual.

Since lockdown on 23rd March we have:

- Supported **190** families in East Staffs
- Made **147** referrals and signposting's to appropriate services
- **Over 900** calls made to our families
- Taken on **33 new families** during lockdown
- Supported families with critical issues such as DV, Finances, Mental Health & safeguarding
- Next working day allocations (from receipt of the referral)



Although we have suspended our sessions for the time being, we are still reaching out and giving welfare calls to our session families. We have commissioned Beyond Black Belt and Kimbles to do online sessions and activities for us and these are posted on our Facebook page (East Staffs Family Support). So please find us, follow and take part in the activities posted.

All photo's, pictures and case studies that our families are sending us of their time during lockdown are being put into a montage, this will also be posted so all can see how amazing our families are.

So, a huge thank you to our commissioners, schools and other partners.

A humungous well done to our families; who are showing amazing resilience, strength and character.

Mostly, the biggest thank you to our amazing team here at ESFSS (Harvey Girls & Dads4 Dads). You are showing flexibility, resilience, strength, professionalism and a selfless positivity that goes beyond what we could have asked for. Thank you for continuing to support your families regardless of what is going on in your own lives. You are amazing and thank you.