

# Ensuring Support for our Vulnerable Children, Young People and Adults

In order to support the vulnerable children, young people and adults in our care during the Covid-19 pandemic, Outcomes First Group has coordinated a series of important initiatives during the past few months to ensure that the people we support continue to receive the highest education and consistency of care possible. Our achievements to-date are that we have:

## EDUCATION

- Kept every one of our schools operational and offering education in some way to all our pupils
- Kept 8 of our school premises open over the Easter break to support the local community
- Trained 580 teaching staff in 2 weeks (20th March - 3rd April) to become 'online teachers'
- Registered 1800 pupils in the Acorn Digital Learning Platform
- Provided weekly home school learning packs to those who either can't or struggle to access online resources and lessons
- Provided additional electronic devices to Children and Young People (CYP) to enable access to online learning
- Ensured a minimum of weekly contact with every CYP at our schools; more often than not this contact has been daily
- Offered onsite childcare to our education staff to enable them to continue to work

## CARE

- Trained over 90 education support staff to be able to provide high quality support in residential care homes
- Developed training briefs for staff to support in residential settings
- Used the role of Principal to support care homes via ordering food through the school suppliers and delivering to homes to alleviate anxiety (and raised smiles with some crème eggs)
- Collated goggles from science labs in schools to share with care staff who are waiting for eyewear PPE

## FOSTERING

- Continued to support CYP and families looking for placements who assumed this would be delayed due to COVID 19 (43 CYP placed in schools, of which 8 also had residential provisions and 4 CYP placed in residential homes)
- Maintained close supervision and support of foster carers via virtual mediums and where extra support has been needed we have attended foster carers homes observing social distancing rules
- Continuing to recruit foster carers by conducting online enquires and virtual home visits with birth children giving us virtual tours of potential foster carers homes. We have then progressed people through virtual assessments and panels. We have had over 4,000 enquiries (4,692) since 30th March and 160 initial virtual visits have been completed since 30th March
- We have developed some brilliant engagement activities for foster carers, the children they look after and their own children, weekly quizzes, competitions, cookery classes, art classes, bakery, poetry online, meet the teams sessions to name a few
- Agencies have been maintaining at least weekly contact with carers, on the whole children have remained stable in their foster families



Find out more on:

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- There has been exciting virtual events going on, such as 'Alliance' has got talent, a bake off, baking cakes for the NHS with prizes of Amazon vouchers. We have even managed to get an online magician in one agency
- Last week alone (11th May 2020) we ran 24 virtual training courses which were attended by 166 carers, courses are being offered daily Monday through to Thursday on average 16 courses a week
- We have continued to do pre-approval training to keep up with the increased volume of applications, obviously all virtually

## GROUP

- Provided practical reminders on cyber security to staff and CYP
- Provided additional support in online safety to all our CYP
- Provided weekly food packs or vouchers to our children and their families
- Sourced appropriate accommodation for staff supporting in settings that are in rural areas or further away from their home
- Used the role of Principal to distribute critical PPE across our residential, fostering and education provisions
- Come together as a group with almost every service offering or receiving support from other services at various points in this period
- No member of staff has been furloughed
- Implemented daily Gold, Silver and Bronze team briefings across the group
- Issued daily email briefings to all staff in the company
- Completed and reviewed risk assessments at each site to manage site specific risks
- Reviewed risk assessments on each CYP to evaluate risk position with COVID 19
- Completed risk assessment on all staff who have either self-isolated or are shielding to ensure we protect and reassure our staff teams
- Provided all our staff with access to digital learning resources to support their own children during COVID 19
- Provided additional electronic devices to staff to be able to work from home
- Provided staff with VPN access in a period of 2 weeks to be able to access their work files securely from home
- Contacted all RPI training companies to gain clarity on use of RPI (short term) and position on training (long term)
- Ensured all local authorities and parents/carers have had regular updates from both a Group and local perspective
- Opened a clinical support service for managers to access if they need help supporting staff
- Continued an adapted therapeutic service to our CYP who needed and wanted it
- Replaced face to face training courses with online training via the Knowledge Centre
- Ensured we support and safeguard the quality of our services by continuing to recruit high quality staff whilst ensuring safer recruitment guidelines are met
- Set up specific email support address for any queries regarding COVID from any employees to utilize
- Issued COVID 19 safeguarding updates, applying DfE guidance to each setting
- Provided specific help desks and or contacts for: COVID 19 queries, PPE, Careers, Exams, Clinical and therapeutic, finances

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**We continue to review and implement essential practices according to the evolving guidelines provided by the Government in order to achieve the best possible outcomes for every child, young person and adult in our care.**