

Information Alert

COVID 19

Tuesday 5th May 2020

Safeguarding – We're still here

Yesterday the third phase of our safeguarding campaign was launched, focusing on a 'We're still here' message. This phase seeks to encourage families finding things difficult not to struggle alone but to come forward and access help. We have sent out thousands of colourful postcards to families across the county, please find one attached, and in addition tens of thousands of text messages will also be sent in a 'TextBlast', all aimed at reinforcing the message that everyone is finding things difficult and it's OK to come forward and ask for help. We're asking families to contact the Just One Norfolk support and advice line on 0300 300 0123 and calls can be triaged from there. Further information can be found at www.justonenorfolk.nhs.uk

This phase of the campaign builds on the success of the See Something, Hear Something, Say Something campaign, in which we appealed to communities and extended families to contact us if they were concerned for the welfare of children. We also launched a phone line and extended text service for children and young people via social media to highlight how they can ask for help if they are scared or worried about their friends or other young people. These are still running. The Healthy Child Programme's Chat Health service has been extended to become a safety line for young people and can be reached on 07480 635060. The phone line number is 0344 800 8029 and is staffed by children's social workers at Norfolk County Council. All staff working on the text and phone line have had extensive training and experience of working with children.



Norfolk's Youth Advisory Boards are also backing the campaign and will promote the materials via their networks. The campaign also has the backing of the NSPCC and is being supported by Norfolk Resilience Forum, which is coordinating the county-wide response to coronavirus.

What you can do to help

Please continue to share our content with your colleagues. The postcard for this strand of the campaign is attached to this email.

Critical Incidents - Support for early years settings

We would like to remind you all about critical incident support available to your settings. This support is offered in relation to bereavements, but also other incidents. The current situation can also be traumatic for leaders and other staff, and we wanted to remind you that you can access support from us: <https://www.schools.norfolk.gov.uk/School-management/Emergencies/Critical-incidents/NCC096706>

At times, as leaders and other staff, you may feel as if you are in shock, you may feel helpless. You may feel fear, sadness or anger. Often physical reactions such as tiredness, sleeplessness, bad dreams, headaches and short tempers may follow. These are normal reactions to abnormal events. As the adrenaline drops, fatigue may set in. Give yourself a break. Try not to bottle up your feelings, it is important to talk others, whether that is family members, or colleagues via telephone or virtual platforms. Please do seek advice from your doctor if you need to. You can also contact the Early Years Advice Line on 01603 222300, Option 3.

Be kind to yourself, give yourself some time, and ask for help if you need to. Don't try and do everything yourself - delegate where you can. Give yourself permission to relax and enjoy yourself. Use relaxation exercises if they help. Do some physical exercise, spend some time in the garden if you can. Make sure you get enough sleep, a good diet and regular exercise. Give yourself the same care and consideration that you give to others. Time spent looking after yourself is time well spent.

Feel free to get in touch for any advice or support: bianca.fingerberry@norfolk.gov.uk

Celebrating Norfolk's Early Years and Childcare providers

Kerry Paul – Childminder - Kerry's childcare is open for key worker families.

We are missing our friends who have to stay at home so have been doing a few things to keep in contact. We sent friendship bracelets and cards to let them know we are thinking of them. I am recording myself reading stories that I send over on their Tapestry accounts. They are sending back pictures of what they have been up to.



I have set some tasks for them-e.g becoming pen pals with the care home that we visit. The parents have helped make letters and cards to send to our friends at the care home.

We have planted sunflowers and vegetables for everyone and the children are helping to care for them until the others come back. They receive regular photos to show how they are growing.

Fakenham Children's Daycare Centre

Fakenham Children's Daycare Centre sadly had to make the decision to do a full, temporary closure but all staff are being extremely inventive in keeping in touch with the wide range of children that we normally look after.

We post daily on our Facebook page alerting families to some great pages and programmes for activities to follow to keep everyone busy and entertained. The staff make videos which are sent via email to the appropriate age groups with our Sunflowers (0-2's) Caterpillars (2-3's) and Butterflies (3+) having received song, music, rhyme, yoga and story time videos from key staff.

All these age groups have received a personal card, through the post and our Breakfast Club and Afternoon School club children have received individual messages and been invited to take part in a competition.

We have posted photos to each of these groups on Facebook of all the staff with 'See you soon' and 'Missing You' messages, so the children can see staff faces. Families have let us know how grateful they are for this contact and how excited the children are to see and hear from the Centre staff.

We are on phones and email to those families that need that extra support and because we are a small community, we luckily see some of our children and can have a quick chat, from a distance, whilst out for our daily exercise!

We are looking forward to welcoming everyone back, as soon as is safely possible.