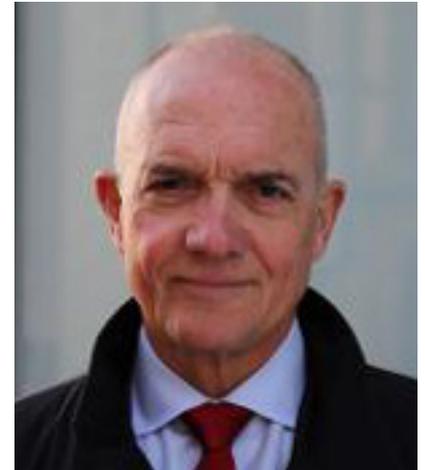


By promoting health and well-being we aim to strengthen, safeguard and protect vulnerable people.

Welcome to the latest edition of our increasingly popular newsletter.

Cautious optimism would appear to capture the mood as we take tentative steps out of lockdown and as the vaccination roll out gathers momentum. However, as we begin to enjoy increased freedoms and the reintroduction of social gatherings, please remember that for the most vulnerable members of our community, this could be a very anxious time.



Colin Anderson
Chair of Glasgow City Adult and Child Protection Committees

As you can see from this newsletter and our regular bulletins, much information has been collected, collated and analysed throughout lockdown and many lessons have been learned and applied. There is no doubt that our frontline organisations, staff and volunteers will continue to face significant challenges, especially in mitigating the impact of social isolation on mental health and wellbeing. One of the following articles demonstrates how our public protection committees have continued with a rolling programme of training, using a variety of platforms to keep our frontline staff informed and supported.

In this edition you can also read how a wide range of statutory and voluntary services have continued to support children, families and vulnerable people throughout the pandemic.

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Caledonian Team Response to the COVID-19 Pandemic

Aberlour's Response to the COVID-19 Pandemic

Multi-agency Learning and Development

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Glasgow & Partners Emergency Social Work Services

St Roch's Primary - Supporting Families During Lockdown

For copies of all our newsletters go to the [Glasgow Adult Support & Protection Committee](#) and / or [Glasgow Child Protection Committee Websites](#).

I would like to welcome our new Senior Development Officer, Claire McCaffrey, to the committees' support team. We are delighted to have her in post and look forward to working with her. As ever this newsletter needs to be a two way process so if you have a service, project or piece of news that might be of interest to your colleagues, please feel free to contact our editor at [SW GlasgowCPC@sw.glasgow.gov.uk](mailto:SW@glasgow.gov.uk).



Claire McCaffrey
Senior Development
Officer

Please stay safe and healthy.

Best wishes,

Colin Anderson

The Caledonian Team response to the COVID-19 Pandemic

The Caledonian Team is managed by a service manager and made up of two team leaders, 11 men's workers, four women's workers and two children's workers. Taking a systems approach to domestic abuse, we are involved with men on a statutory basis who have committed domestic abuse offences. We provide assessment reports for court and engage men in accredited programme work. We will also engage with their partners and or victims and children on a voluntary basis. The team has been established for coming up for two years. We engage with around 180 men on a statutory basis.

When the pandemic began in March 2020 a primary concern for us was the impact of the pandemic on the safety and well-being of the women and children connected to the men we engage with on a statutory basis.

Our overarching concern was that, with the implementation of lockdown measures, the risk of harm may increase for these women and children, both in terms of an increased risk of domestic abuse and an increase in vulnerabilities. We knew that, prior to the pandemic, many of these women and children already struggled with issues such as isolation, a lack of social supports, mental health issues and had financial pressures, and we felt this would be increased with the pandemic. We were also acutely aware that many of these women and children needed ongoing practical and emotional support as they were already being subjected to ongoing domestic abuse, or recovering from the trauma of domestic abuse and associated difficulties.

With the pandemic came additional concerns about the risk management of the men. We realised that under lockdown measures some of the men we worked would face a considerable test of behavioural self-management, and there would be a high likelihood that their criminogenic needs would increase.

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Key to supporting the safety of the women and children has been the convening of regular Community Liaison Meetings (CLMs). Every four weeks, men's, women's and children's workers involved in a case meet with each other. These meetings keep the woman and children in focus, allow risk management plans to be tweaked and ensure information is shared across the system. With most of the workers in the team home working 50% of the time, these meetings have been crucially important.

The main issues men highlighted during the pandemic have been feeling isolated, financial issues, childcare issues and mental health issues. For workers it has been difficult to manage the impact on women of men's court dates being moved and for a good while at the beginning of the pandemic police responses to domestic incidents seemed less robust. Some men seemed to increasingly involve themselves in breaching bail conditions and non-harassment orders, with not all of this being reported to the police. On occasions we contacted the police and asked them to review their response, or contacted the police on the woman's behalf.

Many women felt an increase in isolation, financial issues, childcare issues, mental health issues. There were concerns of an increased risk of domestic abuse for the woman and child. Women also felt that the pandemic put a strain on their relationships with family members, including their children, and that they had lost support from family and friends because of the restrictions.

As mentioned, court dates being moved were a cause of distress for some women and, police responses at times were not the same as prior to the pandemic. Some women felt that the police did not take their concerns seriously, and support from the women's worker to phone the police was well received.

We revisited safety plans, reviewed each case and level of contact. Most of the woman's worker support is by telephone and we increased levels of telephone contact. The women seemed to benefit from the telephone contact and feedback from this is positive. We were able to provide supermarket vouchers for food and food packages to some women and children who were really struggling financially and this helped to alleviate stress. We undertook home visits when needed.

There was an increase uptake in providing emotional support with some women who really struggle with the isolation and managing full time care of the children. Women found the emotional support from children's workers, for managing their child and including parental strategies useful.

We provided some women who did not have a telephone with mobile phones, and we were able to provide a limited number of iPads to some families. The iPads were extremely well received and there has been really positive feedback from the families who have been in receipt of them.

One of the children's workers made applications to Spirit of Christmas and other organisations for the 102 children involved in our team. For a lot of families during the pandemic this has been an important source of support.

Aberlour's Response to the Pandemic

At Aberlour Children's Charity, we are seeing first-hand the profound impact the COVID -19 pandemic is having on families we work with, many already in the grip of poverty, and we are encountering extraordinary challenges making sure children, young people and families continue to get the practical, emotional and financial support they badly need.

Through our Urgent Assistance Fund (UAF), we provide cash grants to help families with children who are suffering extreme financial hardship, including those as a result of the impact of COVID-19. The cash grants help and assist with a range of basic needs, such as food, prepay power cards, clothing, bedding or other essentials.

Although the fund predates the COVID -19 pandemic, due to the unprecedented impact of coronavirus on jobs and families' circumstances, most of the applications we have received since March of this year are directly related to the impact of this crisis. The number of applications to the UAF increased by more than 1400%. Between April 2020 and February 2021 in Glasgow alone, 1478 applications were approved totalling £376,296.61

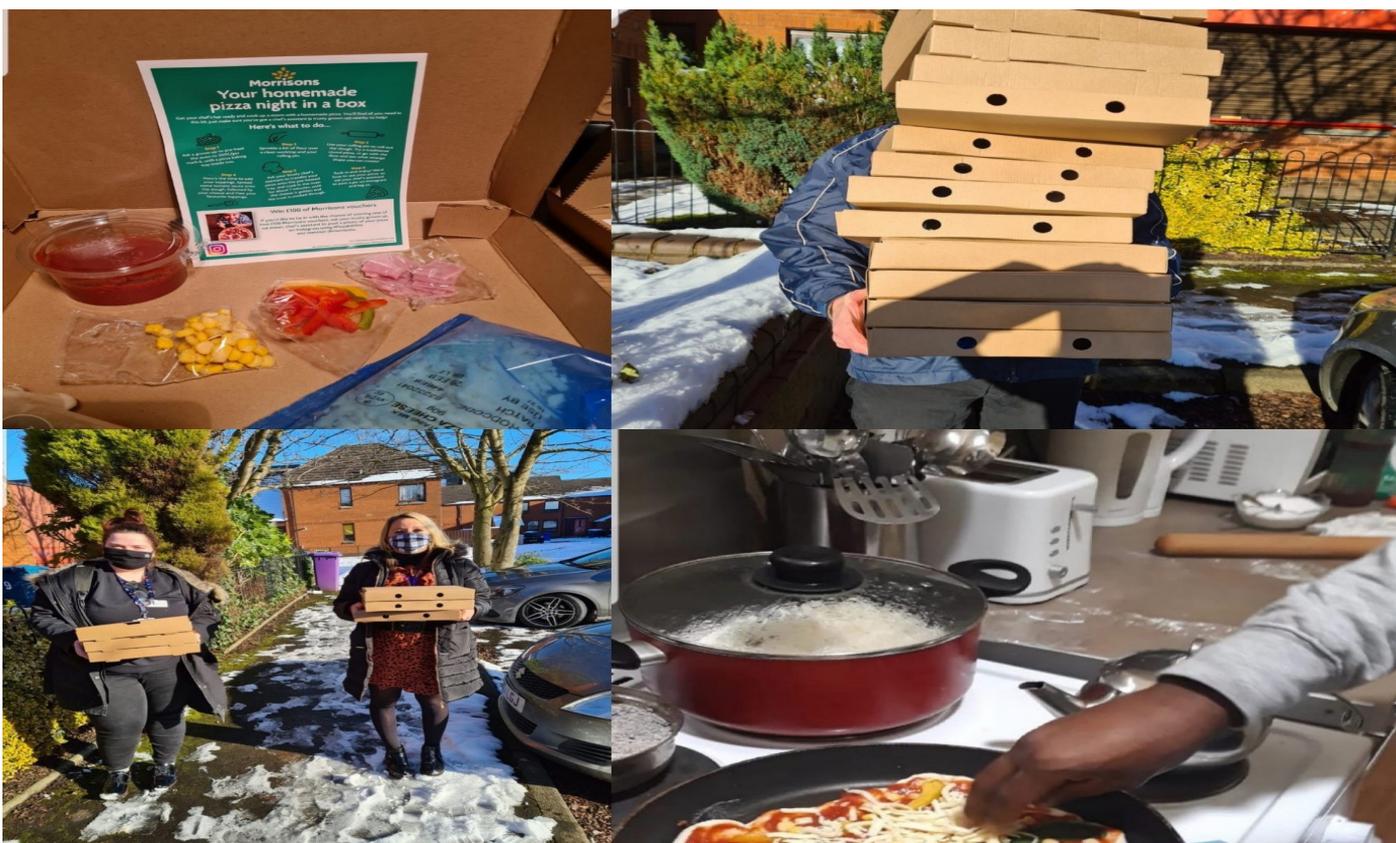


Image of food essentials

We have taken steps to ensure that our front-line family support service continues to work with families across the country. At this critical time, against a backdrop of rising need and increased demand for our services, we have sustained and increased the capacity of our support workers.

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Our Glasgow family support service has continued to change, adapt and develop the way we support families in the community as a result of coronavirus. This has included providing and delivering thousands of food parcels to families across Glasgow who are either self-isolating, or who are struggling financially and cannot afford to provide meals for their children. We have continued to offer practical support such as assisting parents to apply for benefits, grants, etc. as well as offering emotional support and advice in relation to parenting, behaviours and routines. Using technology to continue to deliver group work (including online cooking, art and youth groups) has been a vital way of maintaining routines and continuing to have contact with families and their children.

However, for vulnerable families accessing our domestic abuse service, we recognised that face to face support was crucial in supporting and assessing risk to women and children. Therefore, face to face service delivery continued while maintaining appropriate social distancing measures and risk assessments. Families reported an increase in isolation, abuse and a deterioration in their mental health.

Throughout COVID -19, partnership working has been a key component to ensuring we work together to meet the needs of families. A great example was exemplified by Aberlour's partnership with Morrisons, who kindly donated homemade pizza making kits for 13 families in our Youth Service. The young people and their families had a great time making them which was a welcome distraction during lockdown.

Multi-agency Learning and Development

The Adult Support & Protection and Child Protection Committees offer a rolling programme of training to support the development of multi-agency practice in public protection which, in common with many services, was suspended in March 2020 as the full implications of COVID -19 became apparent. In addition to creating and sourcing static training resources for colleagues during the pandemic, our attention soon turned to exploring how we could recommence training activities across the city while complying with necessary restrictions to protect public health.

In October 2020, we relaunched our training programme online, adjusting the training materials to ensure training remained effective and engaging for colleagues. In the first session, from October to December 2020, we offered 12 courses with an average of 17 participants in each. Courses covered varied subjects including Preparation and Good Practice Using Chronologies, Trauma Informed Practice, Case Conference Attendance and Domestic Abuse in Older Adults. Training courses lasted 2.5 hours and provided participants with the opportunity to gain new information, consolidate existing learning and space to reflect on practice during what has been an incredibly challenging time across all services.

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There was considerable learning in adapting materials for online delivery, not least in recognising the limitations of the technology available to us. However, the move to online delivery has also created opportunities to revisit the way we deliver training, expanding on the range of materials and methods we use. Some courses have really benefited from online delivery and, whilst we look forward to a return to face to face training as restrictions ease, there will be some courses that will continue to run online simply because they are better suited to online delivery.

Whilst the trainer had challenges to overcome (being locked out of her own training session was a particular highlight), participants too have adjusted to undertaking live training at home - in the office, in the car (not driving thankfully). We've had dogs, cats, toddlers and teenagers pop up from time to time – all dealt with in good humour and grace, while returning to focus on the subject at hand. It's fair to say there has been a real collaboration between trainer and participants to get the best out of training and to bear with the inevitable technical issues and interruptions that arise. We have undertaken a review and evaluation of the move to online training (which is available on request), as well as evaluating the training offered. It provides some useful information which might help those considering a move to online training.

We will continue to offer online training throughout the summer session to July 2021, with a view to returning to face to face training in August 2021, dependant on circumstances at the time. Training is offered to professionals working in public protection across statutory services and the third sector free of charge. The training calendar is held on the committee websites, and issued monthly. Come and join us for current, evidence-based training with colleagues across the city.

One participant told us “That was the best child protection training I've ever been on, and I was actually sad to leave at the end as there is a lot to keep talking about!”

Access Hub

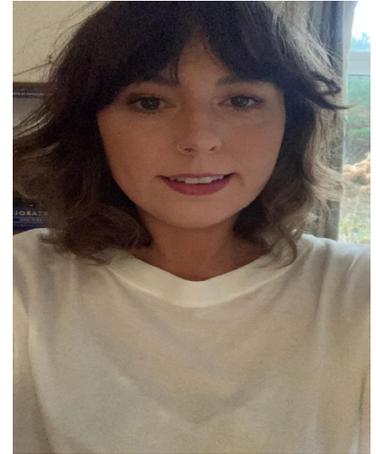
The Glasgow City Health and Social Care Partnership's Rapid Rehousing Transition Plan sets out an ambitious agenda to improve outcomes for people with complex case histories having involvement with Homelessness Services. This revised approach is also part of a transformation of homelessness services in the City during the pandemic period, which has seen a significant reduction in rough sleeping.

As we have worked to increase access to emergency accommodation, we have also strengthened partnerships with colleagues in the voluntary sector to bring our services closer to the people who need them.

This work has involved Homelessness Social Care Workers working in partnership and being based in the Simon Community's new Access Hub. The Access Hub, located in the City Centre, provides a 'one-stop' experience for people experiencing or at risk of homelessness and rough sleeping.

In the short time we have been working together from the Access Hub we have achieved some remarkable service user outcomes.

A recent example of this work happened on Monday 9th February 2021. Simon Community Outreach staff had raised concerns for the welfare of a vulnerable service user who had been rough sleeping, due to the low temperatures and snow fall. They linked in with Sarah Tennent, GCHSCP Social Care Worker at the Access Hub. Sarah and a team member from the Simon Community located the person, spent some time with him in an environment he advised he felt he was safe, and through chatting with him and alleviating any fears he had about moving to emergency accommodation, Sarah encouraged the service user to take up an accommodation placement with support.



Sarah Tennent
Social Care Worker

By working closer together with the Simon Community Street Team and providing a more responsive outreach model that met the service user's needs, Sarah brought homelessness services to this vulnerable man who had been refusing to seek assistance for over two years.

Sarah states this felt like such a natural thing to do. This man had a fear of what type of accommodation he would be offered but, with re-assurance and guidance in a place where he felt safe, Sarah was able to listen and talk through any concerns he had and encourage him to accept assistance. Sarah arranged temporary accommodation and the service user continues to work well with Sarah and partners in this accommodation on a regular basis, and is now focusing on securing his own home.



Simon Community Street Team

This revised approach supports the transformation of homelessness services in the City during the pandemic period.

Alison Watson, Community Homelessness Manager says “I am delighted that our investment in Homelessness Service through our Rapid Rehousing Transition Plan has led to the improvements we are now seeing in the level of partnership working and the reductions in the levels of rough sleeping in the city. Going forward we are determined to continue to work together with partners to deliver improvements in our Homelessness Services.”

List of Community Homelessness Services

North West Community Homelessness Service

Glasgow City Health and Social Care Partnership
30 Mansion Street
Possilpark
Glasgow
G22 5SZ
Phone: 0141276 6168

North East Community Homelessness Service

Glasgow City Health and Social Care Partnership
1250 Westerhouse Road
Glasgow G34 9EA
Phone: 0141 276 6153

South Community Homelessness Service

Glasgow City Health and Social Care Partnership
Rowanpark Business Centre
5 Ardlaw Street
Glasgow
G51 3RR
Phone: 0141 276 8201

Simon Community Scotland

Access Hub
389 Argyle Street
Glasgow
G2 8LR
Phone: 0141 552 4230
Freephone: 0800 027 7466

Social Care Direct

Social Care Direct is based in Borron Street in Glasgow and is the first point of contact for any referrals into social work in the Glasgow City Health and Social Care Partnership. Throughout the pandemic, they have worked to ensure that they met the needs of service users across the city. Like many services at the start of the pandemic, a risk assessment was carried out and some changes made in order to protect the welfare of staff while continuing to deliver the critical service. Social Care Direct receive referrals from any agency or department, the public, family members of service users and indeed service users themselves, and they cover both adults' and children's services. The referrals are wide and varied and range from a request for occupational therapy regarding aids and adaptations to Adult and Child Protection.

It has been a very challenging time but staff stepped up to meet the challenge throughout. Very recently staff were given devices to allow them to work from home on a rota basis. The service is in week four of trying this way of working, the referral numbers have reduced quite dramatically more recently which means it is early days to determine if this way of working will be successful for the service.

The managers across both the admin and the social care side of the service have worked tirelessly supporting their staff throughout. This has been a very challenging year but all of the staff in the service have been committed to their role which has meant the service has been able to continue with no interruptions to the service user. The service has been fortunate to have no confirmed COVID cases and the few periods of isolating were in the main related to children via school or nursery. Staff have adhered to the COVID guidance ensuring a safe working environment for themselves and colleagues around them.



Social Care Direct

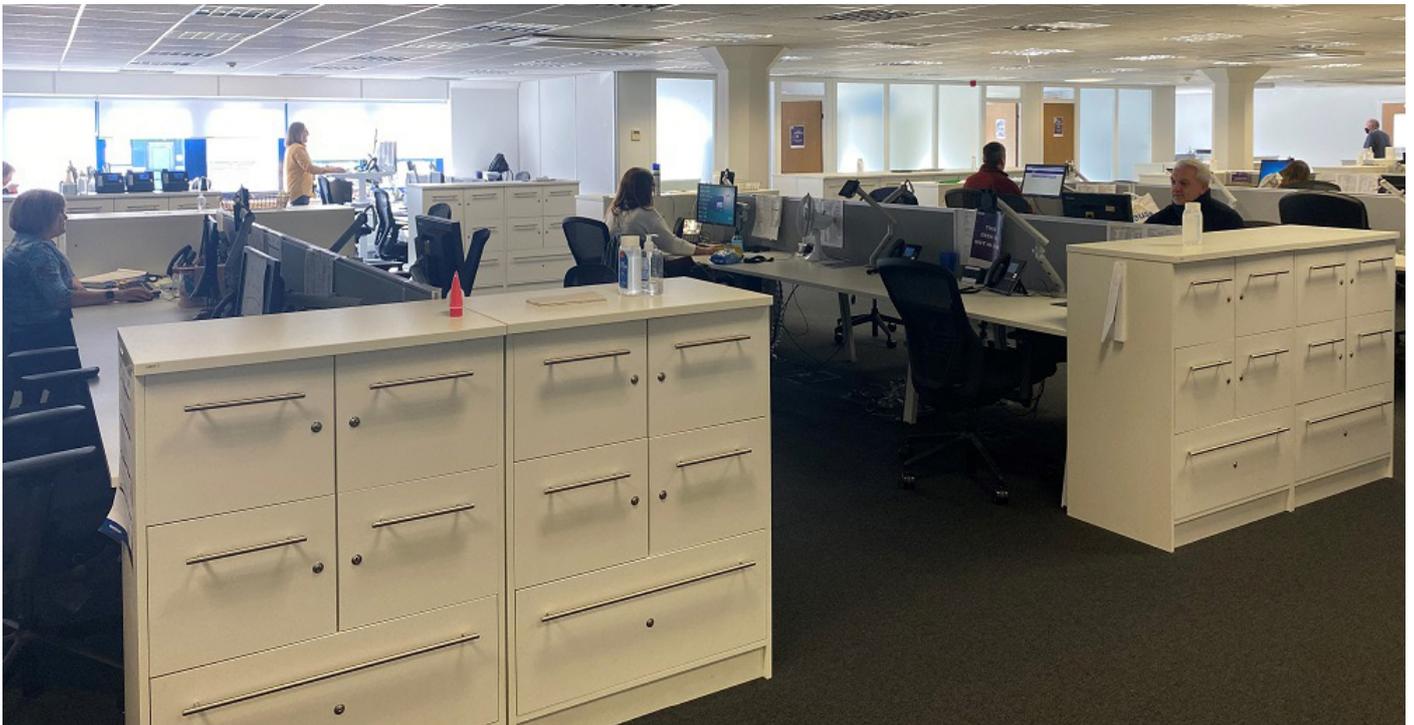
You can contact Social Care Direct on 0141 287 0555

For more information on making a referral or requesting a service, please visit [Get a Social Work Service](#)

Glasgow & Partners Emergency Social Work Service (G&PESWS formerly known as Standby)

G&PESWS provides an emergency social work service in the out of hours period, covering 144 hours per week and all public holidays. Glasgow is the host authority for the service and provides this level of cover to all six local authorities within the Greater Glasgow & Clyde Health board area. The service covers all aspects of social work including adult and child protection. The service provides a high level of Mental Health Officer service.

Right from the outset of the pandemic, the staff who have continued to be office based have had to attend at COVID-positive situations, be that in people's homes or in the hospital settings. Staff have adapted to this very well, taking all the precautions necessary and never letting this get in the way of carrying out their roles. Like all other services there have been adaptations made where possible. From the early days of the pandemic when food was becoming scarce in shops, some of the social workers thought it sensible to buy in some supplies from a local shop for any family that may be destitute. This turned out to be a very good idea and as a result the service has delivered over 300 food parcels to the end of December.



Glasgow & Partners Emergency Social Work Services

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Staff never know when they answer the phone what they might have to deal with, this ranges from very basic things like a food parcel to the most serious child or adult protection matters. In one particular weekend over Christmas they dealt with 9 deaths - this takes its toll on staff but they continue to step up and deliver a first class service. In the initial three weeks of the pandemic, G&PESWS went eerily quiet. This is reported to have been the case around Scotland, but after that it picked up and the service has never been busier. Nightshifts have gotten really busy, probably as a result of people's lives and routines being changed, whatever the issue the team step up and deliver.

The service includes homelessness for Glasgow and they have never been busier, thankfully as a result of the good work done in the city to combat homelessness in the pandemic they have been able to accommodate almost everyone who presented, and have helped many people with a range of other homelessness related issues. Early in the pandemic, the service was allocated a cohort of students as additional support as well as colleagues from other care groups offering to work shifts. This proved invaluable, especially the students who got the benefit of learning what its like to work in the largest out of hours service in Scotland while being the ones mainly responsible for keeping the food store stocked and delivering the food parcels. In a staff group that reached around 80 at times, there was one incidence of staff having to isolate as a group and only two confirmed COVID cases. This is in part due to staff again adhering to covid guidance and being vigilant.

You can contact G&PESWS on 0300 343 1505

If you know or suspect that an Adult or a Child is being harmed then you need to report your concerns.

Don't assume that someone else has already reported it. The person being harmed or neglected may not be able to report it themselves. Remember, the person who did this may be doing it to others too.

Phone Social Care Direct: 0141 287 0555

textphone: 18001 0141 287 0555

Outwith Office hours phone: 0300 343 1505

Police Scotland: 101 - non emergency, 999 - in an emergency

Scottish Children's Reporter Administration: 0131 244 2100

ChildLine: 0800 1111

The West Partnership presents:

St Rochs Primary, Glasgow City Council

Supporting families during lockdown



The storyboard details how the team at St Rochs in Glasgow supported vulnerable families during lockdown. We hear how the school provided support to those living in high rise residential areas in the North of the city.

What was the problem?

St Rochs primary is situated in the Royston area in the north of Glasgow. Many of the school's families reside in the area's high rise residential buildings. Families living in such accommodation often have English as an additional language and may need enhanced support in communicating key information. The unprecedented nature of the pandemic meant that uncertainty was widespread - especially amongst those with English as an additional language. The experience on the ground was that many of these families were anxious of leaving the buildings.



Why is this important?

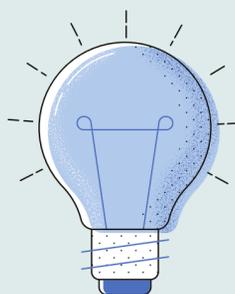
Fears around the virus, and in particular its impact on ethnic minority groups, meant that anxieties around going outdoors had grown. This meant that families were becoming increasingly isolated within the flats. Getting outside was important for the children to have safe outdoor play. Being outdoors was also important for the mental health of all in the family.



Aims of the change to practice

The project had a number of aims:

- 1) To support families to feel safe in playing outside
- 2) To provide a space to understand the needs of families and to signpost appropriate support



What did you do?

Prior to the pandemic, the team at St Rochs had built positive relationships with families living in high rise accommodation. These existing relationships were important links that brought to the fore these families needs. During the early stages of the pandemic, these channels of communication allowed the team to identify a growing fear of going outside amongst their families. Using Whatsapp and mobile phones the team gathered feedback from their families and decided to design opportunities for socially distanced play in the school playground. In order to comply with the wide public health regulations present at the time, the team decided to create distanced play stations in the school playground. The large space was offered to a single family at any one time, and the sessions were to last 45 minutes. The purpose of the sessions were to give the children an opportunity to engage in playful learning whilst parents could talk to staff about any concerns/needs they had. The team made up individual play bags that were to be used during the sessions.

What happened?

Although the sessions were initially popular, a few families needed extra encouragement to leave their flats and join in. They were run every Tuesday and Thursday. The team quickly realised that to many families, the time at the school was the only chance they had to put into practice their developing English skills. Feedback from families was positive, with one noting that it was 'comforting to know that someone was there'. During the first lockdown, 12 families engaged repeatedly in the play sessions. In the summer, when regulations had been reduced, the team provided play sessions where 4 families could attend at once. In these summer sessions 37 families attended. The team benefitted from a number of partner organisations, who helped with resources and activities (Glasgow Life, Royston Youth Action, Outside the Box). The team were pleased to find that their sessions supported parents to access external support, such as fuel grants, food vouchers and welfare advice.



What are the key points you have learnt?

The team have identified a number of key points from their change to practice. Firstly, it became quickly apparent that issues around poverty and deprivation caused further complexity in the response to the pandemic. Secondly, the team realised that the effectiveness of their intervention was in part a product of positive relationships that had been developed prior to COVID19. Had these positive links between school and community been absent, the task of communicating with families would have been harder. Thirdly, the team recognised the importance of collaborative working. The partnerships involved meant that a relatively simple intervention could have a big impact on the families involved.



What next for the project?

The team intends on continuing their efforts to provide safe spaces for play and signposting. The team have also considered how the impact of the play station events could be used elsewhere in the school. The team are considering using the same set up as a transitions activity for their P1 families. Irrespective of the participants, the team aims to continue building positive school-home links with their families.

