



## Wandsworth Council

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Date: 20<sup>th</sup> March 2020

### **CORONAVIRUS: INFORMATION FOR PARENTS AND CARERS**

Children's Services in Wandsworth is committed to maintaining support and services for our most vulnerable children and families, whilst joining the national effort to tackle the spread of coronavirus. London is in a particularly unique situation, and we understand that this is now having an impact on all residents; for some, increasing your need for support.

Government guidance to avoid all non-essential personal contact and travel to prevent infection, means that we will need to adapt to a different way of working and will be using our technology in innovative ways to ensure that we are able to maintain contact and support you during this exceptionally difficult time.

The following sets out what these changes are, and what you can expect from us.

How social workers will keep in touch and see your children:

- Social workers are currently working with all families to look at the safest and most effective way to maintain contact. Where possible and practical, visits and meetings will take place 'virtually', with the use of telephone, WhatsApp, Facetime and other video conferencing tools. Over the coming weeks and months, face-to-face visits are likely to be limited to those that are essential and where there is imminent risk to a child.
- Social workers will not be based in the office so will contact you with their mobile numbers, email addresses and an alternative contact in the service in case they become unwell and are not able to work.
- Social workers will endeavour to check-in with all families on a weekly basis to ensure that you and your children are well. If your child does not live with you, social workers will be able to provide regular updates on their health and wellbeing to help keep your mind at ease.

Children who have a social worker can still go to school:

- If any of your children have an allocated social worker, they will still be able to attend school. We would encourage you to utilise this offer, to maintain routine and normality for your children, and to ease the pressure on you.

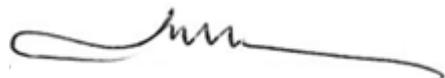
If you are a foster carer:

- If you are a foster carer, a dedicated advice line is being set up. Your supervising social worker will give you details.

These are challenging times for us all, times of high anxiety and constant change. We will do our very best to communicate regularly and keep you informed of changes that will affect you and your family. We thank you for your patience and understanding.

Please do follow all professional advice to stay well.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Ana Popovici', with a long horizontal flourish extending to the right.

**Ana Popovici**  
Director of Children's Services