

Adapted Services during Coronavirus Restrictions (with effect from Monday 23rd March 2020)



The aim of this plan is to enable a reduced service to operate in support of young carers and their families whilst infection control measures are in place that necessitates the suspension of usual services, i.e. respite groups and One2One sessions in schools.

We will be providing support via telephone and our two private Facebook groups, one for young carers and one for parents. If you do not already have access to these groups please search 'SCAFT – Supporting Carers And Families Together' on Facebook, to find our main page which will give you links to these groups and request to join them. We hope that these groups will also gather some momentum in terms of peer support outside the periods during which staff will be available and that those using them will be able to help support each other with encouragement, tips and information to get through what is going to be tough situation for many, if not all. Access to our Facebook Young Carers group will be limited to those 13+, as per Facebook rules.

Availability will be as follows:

	Mondays	Tuesdays	Wednesdays	Thursdays	Fridays
9.30am-12pm	Taylor	Taylor	Taylor	Taylor	Taylor
2pm-4.30pm	Taylor	Lucy	Lucy	Lucy	Lucy

Taylor will be contactable on 07470 011165 and Lucy on 07470 011145 during the stated times. Outside of these times enquiries should be directed to the office on 01268 741811 as usual.

We hope to maintain this service during term time, until the restrictions are lifted.

To ensure that as many people as possible in need of support are able to access the service, calls will be limited to 15 minutes and if they are unable to help directly our staff will aim to signpost callers to a more suitable agency/service.

We know that many people will struggle in terms of maintaining phone credit during this period therefore we are happy to call you back, if you let us know via a brief call, text or email to info@scaft.org.uk. We may not be able to call straight back but will do so as soon as possible. If asking for a call back via text or email please ensure you give the number you wish to be contacted on AND your full name to avoid any confusion.

We would also like to remind parents that we do hold a limited number of vouchers for Southend Food Bank; however you will need to be able to visit our office to collect the voucher and one of the collection points, (details on the food bank website).