

OUR RESPONSE TO COVID-19

How we listened and adapted



Our emotional health is our ability to look after ourselves, to manage ourselves in times of challenge and to sustain healthy relationships with those around us. This life skill provides the foundations for good mental health and wellbeing, resilience, and motivation.

The pandemic has challenged our ability to keep ourselves emotionally healthy in all areas of our lives. Parents, teachers and all adults need good emotional health for themselves as individuals, to enable them to create an emotionally healthy culture at home, at school or at work.

Throughout the pandemic we've supported front line workers across each of our work strands. By responding to their needs we've found new ways to deliver our training and resources across a range of sectors. Below is a summary of how we worked with others to adapt, learn and achieve.

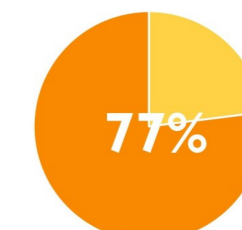
During the pandemic...



We maintained our annual reach training over 800 practitioners



1 in 3 practitioners delivered groups and 1:1 support to parents in person



77% of Parent Group Leaders offered the Nurturing Programme online

AT HOME

From the start, we worked closely with commissioners and practitioners to explore how to continue supporting their important work with parents and families. We adapted our training to match their evolving needs and provided online training in how to deliver groups via Zoom. We supplied weekly content for practitioners for use in 1:1 work and ensured parent practice sheets could be completed online. We also shared ideas and offered support for parents and practitioners through an expanded collection of vlogs. After much deliberation we concluded that we could not provide the same standard of training virtually for practitioners who were new to facilitating Family Links parent groups. However, for those already trained in our programmes, we rapidly converted to online delivery for Refresher Days, specialist training and CPD, supported by online resources, wherever possible.

"I feel proud of the way we have connected creatively with parents and adapted as a team during the pandemic." Parent Group Leader

AT SCHOOL

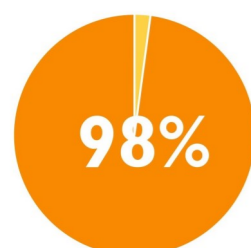
We continued to work closely with all of our partner schools through the Oxford and Abingdon Schools Projects, providing online CPD, supervision, resources and emotional health games that could be shared directly with their families. Support for Home School Link Workers and Special Educational Needs Coordinators was especially important. We delivered training for them in Working 1:1 with Parents to help them support families through numerous challenges. Our Parent Webinars were also delivered directly to parents through our funded schools projects, providing emotional health support to communities at home. During the transitions back to school, we have provided additional training for staff to support their own wellbeing and that of the children.

"I think if it was compulsory throughout schools, I think pupils' empathy towards others, the way they spoke to each other and the way they treated each other, would improve an awful lot. I think it ought to be compulsory, it ought to be on the curriculum!" Family Support Worker

AT WORK

As the effects of the pandemic took hold, those working in front line services began to contact us about providing online workshops and training to enable them to reflect together and explore strategies for managing their own and their colleagues' mental and emotional health. This included family support services, third sector organisations, staff in schools and those working to support families in prisons. We also delivered a series of face-to-face workshops for a large NHS Hospital Trust and we are hoping to design a pilot project that can be implemented more widely in other NHS settings. Other workplaces have commissioned our Parent Webinars to support their employees who have been juggling home, school and work throughout the pandemic.

"This training is so important for all aspects of the NHS – we need to stay well and look out for each other in order to look after others." Nurse Manager, NHS



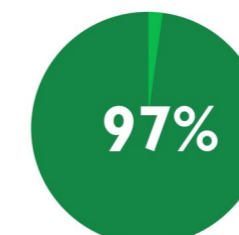
Of the practitioners who attended our online training:

- 98% found the training useful or very useful for their professional practice
- 97% would recommend it to others



In response to the pandemic, we made our Mental and Emotional Health in Schools online course free-of-charge. Since then, 1451 school staff have accessed the course

To find out more visit www.familylinks.org.uk



Of the professionals who attended our workplace training:

- 97% found the training useful or very useful for their professional practice
- 96% would recommend it to others