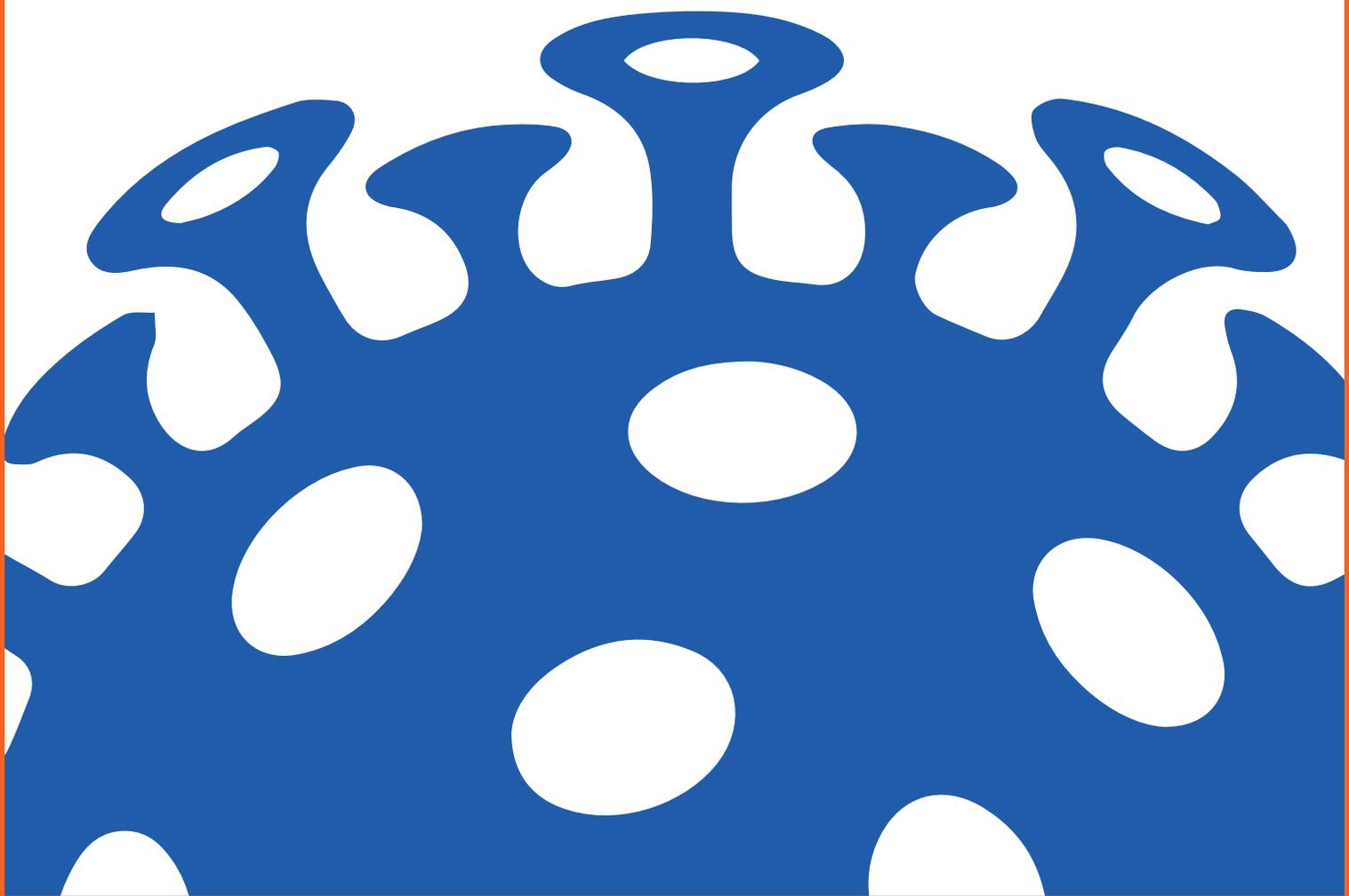


Covid 19 Service Offer NYSCP Survey Summary Report





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Headline Findings

A total number of 29 NYSCP Relevant Agencies completed the Covid 19 Service Offer NYSCP Survey, this report summarises the findings for the NYSCP Executive

Areas of Safeguarding Assurance

- All services (9) who have reported they are currently not delivering direct work to children and families as they normally would so have implemented alternative provision to maintain support.
- Most alternative provision includes the delivery of regular remote support (via phone and video conferencing) with specified time frequencies.
- All services reported they have communicated service delivery changes to children and families via multiple methods.

Areas to be Monitored

- Most services have reported a decrease in service demand:
 - 41% (12 Services) Decrease / 35% (10 Services) No Change / 21% (6 Services) Increase / 3% (1 Service) Increase and Decrease
- In line with national trends, the number of children attending primary care in North Yorkshire has reduced

Areas to Consider

- A significant number of services have reported a decrease in demand, suggesting that there may be some correlation between children and families not being as visible to key referring services resulting in less demand for services
- 9 services who would normally deliver direct work with children and families are currently not delivering this provision
- 7 services reported they have not undertaken a Covid-19 RAG rating of cases

Key Themes, Issues and Comments from Services



90% of services (26) reported they normally offer direct work with children and families. Of those 26 services, 22 reported that their service delivery has changed as a result of Covid-19.



9 services reported they are no longer delivering direct work¹ where they normally would do so. Where direct work is not taking place, all 9 services reported alternative measures to provide support has been implemented and this has been communicated to children and families.



A significant number of services (12) who responded to the survey have seen a decrease in demand for their service. A significant factor for this may be that because children and families are less visible to key referring services, such as schools, less referrals are being submitted.



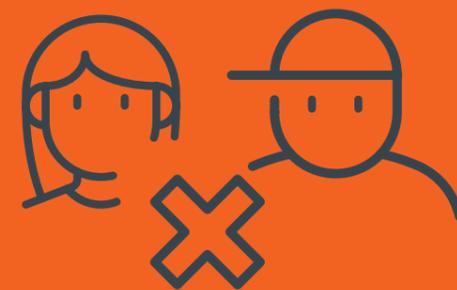
17 services are maintaining the delivery of direct work. Of those services HDFT, Ryedale District Council and North Yorkshire Young Carers Action for Children reported an increase in demand.



Alternative measures have included the development of virtual information and resources to support children and families, providing remote support with specific time frequencies (weekly, twice weekly, fortnightly etc.) via phone and video, assessing need via service tools should face to face work be required to be delivered based on a child or families need.



7 services reported they have not undertaken a Covid-19 RAG rating of cases. 4 of those services Bradford District & Craven CCG, NYCC Public Health (via the commissioned Healthy Choices service), NYCC Youth Voice & Creative Engagement Service and Compass are continuing to carry out direct work with children and families.



In line with national trends, the number of children attending primary care in North Yorkshire has dropped, leading to growing concerns that the health needs of children may be going unmet.



Services are concerned of the impact the current measures are having on the increased risks of domestic abuse and online abuse.

Response to the Survey

The survey was issued to all relevant agencies in North Yorkshire, 29 services responded to the survey:



■ Yes / Increase
 ■ No / Decrease
 ■ NA / No Change

Service	Normally Deliver Direct Work	Service Offer Changed	Covid-19 RAG Ratings	Still Delivering Direct Work	Increase / Decrease Demand
Airedale NHS Foundation Trust	Yes	No	Yes	Yes	No
Bradford District and Craven CCG	Yes	Yes	No	Yes	No
CAFCASS	Yes	Yes	No	Yes	No
Compass	Yes	Yes	No	Yes	No
Craven District Council	Yes	Yes	Yes	Yes	No
Foundation UK	Yes	Yes	Yes	No	Yes
Hambleton & Richmondshire Carers Centre	Yes	Yes	Yes	Yes	Yes
Harrogate District NHS Foundation Trust (HDFT)	Yes	Yes	Yes	Yes	Yes
Harrogate Borough Council	No	Yes	Yes	Yes	No
Humber Teaching NHS Foundation Trust	Yes	No	Yes	Yes	Yes
National Probation Service	No	Yes	Yes	Yes	Yes
NSPCC	Yes	Yes	No	No	Yes
North Yorkshire CCG	Yes	Yes	Yes	Yes	No
NYCC CYPS	Yes	No	Yes	Yes	Yes
NYCC Public Health	Yes	Yes	No	Yes	No
NYCC Youth Voice & Creative Engagement Service	Yes	Yes	No	Yes	Yes
North Yorkshire Fire and Rescue Service	Yes	Yes	Yes	No	Yes
North Yorkshire Police	Yes	No	Yes	Yes	No
North Yorkshire Police & Fire Crime Commissioner	Yes	Yes	Yes	No	Yes
North Yorkshire Young Carers Action for Children	Yes	Yes	Yes	Yes	Yes
North Yorkshire Youth	Yes	Yes	Yes	No	No
Scarborough & Ryedale Carers Resource	Yes	Yes	Yes	No	Yes
Selby District Council	Yes	Yes	Yes	Yes	Yes
Spectrum Community Health CIC	Yes	Yes	Yes	No	Yes
Tees, Esk and Wear Valley NHS Foundation Trust	Yes	Yes	Yes	Yes	No
Richmondshire District Council	No	No	No	Yes	Yes
Ryedale District Council	Yes	Yes	Yes	Yes	Yes
Percentage Breakdowns	90% Yes (26) 10% No (3)	83% Yes (24) 17% No (5)	76% Yes (22) 24% No (7)	65% Yes (17)* 35% No (9)* * Based on 26 Services	41% (12) Decrease 35% (10) No Change 21% (6) Increase 3% (1) Increase & Decrease
Services who have not responded to the survey (14 services)	Army Foundation College, Army Welfare Service, Bradford District Care NHS Foundation Trust, British Transport Police, Community Rehabilitation Company, Hambleton District Council, Job Centre Plus, NHS England, North Yorkshire Health and Adults Service, Morecambe Bay CCG, Scarborough Borough Council, South Tees Hospitals NHS Foundation Trust, Yorkshire Ambulance Service, York Teaching Hospital NHS Foundation Trust				

Impact upon Service Delivery



90% of services (26) reported they normally offer direct work with children and families.

- Of those 26 services, 22 reported that their service delivery has changed as a result of Covid-19. Airedale NHS Foundation Trust, Humber Teaching NHS Foundation Trust, NYCC CYPS and North Yorkshire Police, reported that there has not been a service delivery change.
- 9 services reported that they are not currently undertaking direct work with children and families as they would normal do so. They are:
 - CAFCASS
 - Foundation UK
 - Hambleton & Richmondshire Carers Centre
 - NSPCC
 - North Yorkshire Fire & Rescue Service
 - North Yorkshire Police & Fire Crime Commissioner
 - North Yorkshire Youth
 - Ryedale District Council
 - Spectrum Community Health CIC
- All 9 services reported alternative measures have been implemented and this has been communicated to children and families. Broadly, measures have included the development of virtual information and resources to support children and families, providing remote support with specific time frequencies (weekly, twice weekly, fortnightly etc.) via phone, video conferencing, instant messaging, assessing need via service tools should face to face work be required to be delivered based on a child or families need.
- Most services have reported a decrease in the demand for their service. 12 services have seen a decrease, 10 reported no change, 6 have seen an increase and 1 service reported an increase in some areas and a decrease in others.
 - Those services who reported a decrease attributed this to the current restrictions in place. Many services have stated because children and families are not at school or in the community this has led to a decrease in overall demand. Notably, TEVW have reported they have seen a decrease in demand for their mental health services and are reminding partners and current service users their service offer remains unchanged.
 - Those services who reported an increase in demand attributed this to the requirement on resourcing in order to meet the demand of offering virtual support and feel they are contacting service users more. Some services such as North Yorkshire Police & Fire Crime Commissioner stated an increase in family conflicts has resulted in demand for their commissioned services rise. North Yorkshire Young Carers Action for Children reported families distress and concern due to decrease in work and not having enough food for the children and families they are supporting. This has led to an increase in demand for their service to support in completing emergency fund applications.
 - NYCC CYPS reported they have seen an increase in demand in some areas of their service, however have seen a decrease in the amount of referrals being made to their Children and Families Service since the beginning of the pandemic. This reduction has largely been attributed to school closures, given schools are a key referrer.
- In terms of the management of cases, generally services reported that children and families are accessing support via the normal service processes. Where support would have typically been delivered via direct work, this is now delivered virtually via phone, video conferencing, and instant messaging.



Covid-19 RAG Rating of Cases

7 services reported that they have not undertaken Covid-19 RAG rating of cases:

- o Bradford District & Craven CCG
- o CAF/CASS
- o Compass
- o NSPCC
- o NYCC Public Health
- o NYCC Youth Voice & Creative Engagement Service
- o Richmondshire District Council

Of those 7 services, Bradford District & Craven CCG, NYCC Public Health (via the commissioned Healthy Choices Service), NYCC Youth Voice & Creative Engagement Service and Compass are continuing to carry out direct work with children and families.

Good Practice Examples & Identified Safeguarding Concerns



- Most services have reported where remote offers of support have been implemented to replace or reduce the requirement for direct delivery this has been received positively by children and families, with some services reporting children and families have engaged more readily with this type of support than face to face delivery.
- Several services commented on the close partnership working and flexibility demonstrated in the county has helped to ensure robust planning is in place to meet children and families' needs during the pandemic across the children and families sector.
- The majority of services reported on the rapid way in which changes in service offer has been redesigned in a short space of time to provide consistent and safe support is an example of effective and agile working.
- The general use of technology such as video conferencing platforms has enabled services to work more efficiently and has seen meetings streamlined, this has created more capacity in services being able to provide increased support to children and families.

- Services felt that due to children and families being less visible safeguarding issues are being underreported.
- Concerns also centred on the increased impact and risk of specific safeguarding issues such as domestic abuse is posing given the current restrictions.
- A number of services recognised the difficulty in being able to assess accurately children and families needs due to no face to face contact.
- Some services, particularly within health, are anticipating what additional safeguarding and clinical capacity they may require with a potential surge in unmet need during the current pandemic.
- In line with national trends, the number of children attending primary care in North Yorkshire has dropped, leading to growing concerns that the health needs of children may be going unmet.
- The number of referrals to the Children & Families Service has reduced, posing the question are children and families safeguarding needs going unmet.

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