

“So what have SWFV done to support the Community through the Covid-19 Crisis then?”

Contacting over 400 families throughout April and May 2020, our support staff have worked tirelessly to support vulnerable families through the crisis via:

- 653 Supportive text conversations
- 1057 Phone calls
- 444 Supportive email conversations
- 177 Video support sessions
- 236 Food parcels to ensure that none of the children we work with went hungry during this period.
- 100 Little Bags of Sunshine

THAT'S WHAT!

When lockdown hit and the schools closed, SWFV acted swiftly to move our services online – we had already deep cleaned the office and closed it down, instructing all staff to work from home and not go into schools and visit family homes as they normally would.

We have 40 employees across the South coast, each one provided with a smart phone and laptop enabling them to utilise technology to continue providing support to families and young people via phone, email and appropriate social media platforms like facetime or whatsapp.

SWFV already operated an impressively flexible approach to working hours, so when our Family Support Workers, Parent Therapists and Children's Wellbeing Practitioners were faced with having to work from home, whilst having their children home from school or childcare, they were already adapted to flexible working and fitting their hours in around the needs of their own family.

Our support workers have continued to receive clinical supervision on a regular basis via facetime, ensuring the integrity of their work but also supporting their mental and emotional wellbeing.

What did the families say?

“ Thank you for all your wonderful advice and help - it's been a real eye- opening journey for us. I feel that the advice given when put into practice really does work! Hope you keep well and thanks again for everything! ”

“ Dear T, we just had the food parcel you organised for us. We wanted to say thank you for sorting that for us so quickly. Please thank the people who delivered it too. This will be a great help and will ease the pressure so much! ”

“ We wanted to say thank you for the food parcel you delivered and the help to get our payment sorted out and to give something back in return, and now we've had our money this week please could you donate this bag of shopping to Paignton Food Bank. ”

SWFV was grateful to receive funding from the Roslin Hall Charity to create Forest School activity bags to hand out to our families – 39 families received 100 Little Bags of Sunshine for children of different ages and abilities.

“ OMG it's amazing! Even the handmade bag! My kids loved the crayons, my daughter is planting the seeds as we speak. It's a real treat. We love it! ”

Despite the challenges of working from home with their children being off school and all the difficulties that being on lockdown brings, our entire team have continued to provide a 5* service. We're really proud of everyone at SWFV and the positive outcomes for the families they work with that they continue to strive for!

**That's who we are! That's why we're here!
That's what we do!**