

# Children's Services

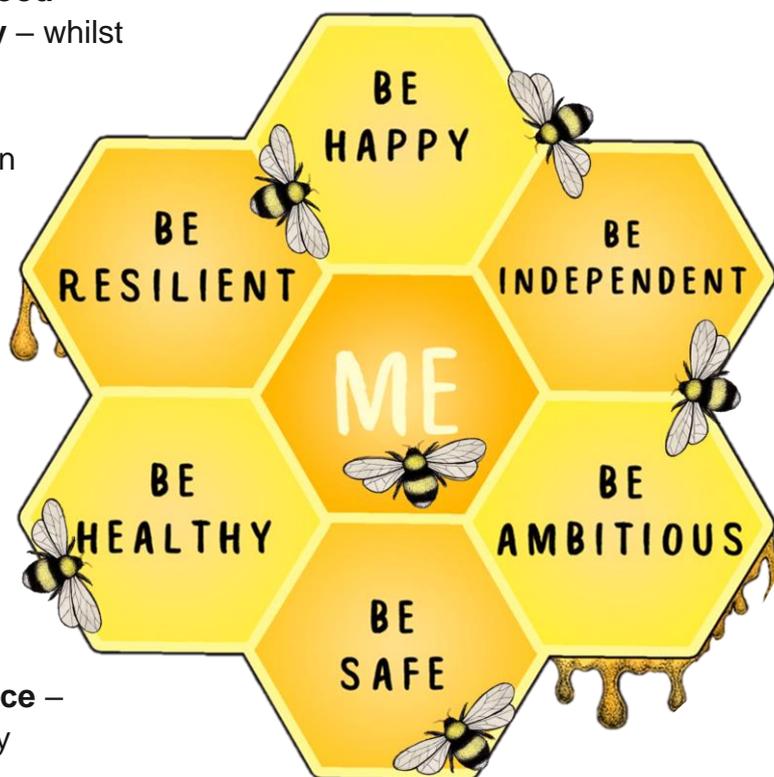
**This leaflet is designed to help you prepare for face to face contact from Children's Services. We will follow Public Health guidance and will take all necessary steps to keep everybody safe.**

Covid-19 has affected all of us. It is perfectly normal to have feelings of worry, stress or anxiety about meeting people outside of your household and to feel worried about how the virus might affect your family.

*For the purposes of this leaflet the term 'visit' has been used, but this covers any face to face contact in a community setting such as your home, a school, community building or park.*

## Why we would like to see you

- **We want to check you and your family are doing ok** – you and your children must still be fully involved in making decisions. We want to be able to talk with you face to face about how things have been and any concerns you may have
- **It is important to us that we have a good relationship with you and your family** – whilst virtual calls have a place, face to face conversations are really important. We would also like to speak to your child/ren face to face to hear about their experiences and feelings
- **We can provide support or connect you to others that can** – whether you need some practical support with things like food shopping and home-schooling or emotional support, we can help identify the right support for you
- **We are required to see you face to face** – in some circumstances it is our statutory requirement to do this.



## How we will protect you, your family and ourselves from Covid-19

### Before the visit we will:

- call you to check that no one in your household is displaying symptoms; self-isolating; or shielding
- discuss with you where we will meet
- explain how social distancing and personal protective equipment (where necessary) will be managed
- ask to speak to your child/ren to explain to them how the visit will be different to usual and that we might be wearing a mask and gloves to keep them and us safe
- seek your agreement to the agreed plans and measures.

### During the visit:

- if meeting at your home, before we enter we will ask you to confirm who is in the house and the health status of your household
- we will remind you of the measures we agreed over the phone as to how social distancing will be managed
- we will only stay for as long as it is necessary.

### After the visit we will:

- wash or sanitise our hands. We encourage you and your family to do the same.

We are all a little unsure about what it will mean to re-open our communities and expect Public Health advice and guidance to continue to change over time.

Please be assured that we will take all suitable precautions to keep you safe.

If you have any concerns about anything on this leaflet, please talk to your worker.

You can find regular service updates on the [Hertfordshire County Council website](#).