

Guidance for Flying Start and Families First Services – COVID 19

Annex 1 - Providing face to face support

- 1.1 The coronavirus pandemic (COVID-19) has presented unprecedented challenges to children, families and the services that support them.
- 1.2 In March this year the Welsh Government issued emergency guidance to Families First and Flying Start services to support the appropriate delivery of these programmes during the Coronavirus (COVID-19) outbreak period. The guidance emphasised the need to deliver services in a way that was consistent with the expert scientific advice being provided by the Welsh Government.¹
- 1.3 Flying Start and Families First services have adapted well to delivering support in the current circumstances and restrictions. This has been achieved through the adoption of digital and virtual technologies in the provision of services which has allowed families to access support remotely.
- 1.4 It is recognised however that, for some services, face to face delivery can enable a more accurate assessment of a family's true need and allow for a more effective provision of support to address them. A failure to return to some face to face delivery risks compromising the support that services can offer during the period when many families will need this most.
- 1.5 Flying Start and Families First provide important early intervention and prevention support services. We understand that children and families are facing a range of pressures and some will benefit from face to face support. It will be important to assess the risk to the child/family of not receiving support in this way. It is for the local authority and, where appropriate, local health board to identify which services can be resumed safely and how to minimise virus transmission. Local authorities and local health boards should make decisions after taking into account the need of the child/family, their own guidance, guidance issued by Public Health Wales and Welsh Government. The relevant Welsh Government and Public Health Wales guidance documents are detailed in the following paragraphs.
- 1.6 This [Social Distancing guidance](#) is for everyone, including children. It advises on social and physical distancing measures we should all be taking to reduce social interaction between people in order to reduce the transmission of coronavirus (COVID-19).
- 1.7 This [guidance](#) concerns physical distancing in the workplace and is issued under regulation 7A of the Health Protection (Coronavirus Restrictions)

¹ <https://gov.wales/coronavirus-regulations-guidance>

(Wales) Regulations 2020 (the “Coronavirus Regulations”)[1]. It is aimed at any person who is required by the Coronavirus Regulations to take all reasonable measures to ensure that a distance of 2 metres is maintained on particular premises.

- 1.8 This [guidance](#) concerns cleaning in non-healthcare settings.
- 1.9 This [guidance](#) provides basic guidance on infection prevention and control for staff working within nurseries, day-care centres, playgroups, crèches, children’s centres, childminders, after-school clubs and holiday clubs. This guidance should also be used by staff involved in all outdoor activities for children.
- 1.10 Although the protective measures recommended in this [guidance](#) are aimed at registered settings and environments primarily caring for pre-school aged children, many of the same principles apply to other settings and services. Settings are also advised to refer to the [guidance](#) for schools and to form a judgment on which measures are most appropriate and relevant to their particular operating model during the Covid-19 outbreak and the ages of children in their care.
- 1.11 The following advice is of a general nature and should be treated as a guide only. It aims to provide useful information, links and practical advice to support Families First and Flying Start services to support the appropriate delivery of these programmes during the Coronavirus (COVID-19) outbreak period and should be used in conjunction with the guidance set out above. The following web pages should be referred to regularly to ensure that services are being provided in accordance with the most up to date guidance at the time: <https://gov.wales/coronavirus> and <https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/>.
- 1.12 **Preparing the building for opening:** In order to ensure that those attending are able to adhere to the statutory guidance, and good practice, including hand and respiratory hygiene, those managing the building may wish to consider introducing some or all of the following measures as appropriate:
 - The necessary actions to mitigate any risks identified in the risk assessment;
 - Consider when the building will be available for the specified purpose;
 - Consider whether you will need people to manage the entrances, exits and the main body of the building when it is open;
 - Consider using barriers or screens;
 - Introduce signage and floor markings. Display posters to build awareness of physical distancing and social distancing and good hand hygiene;

- Consider how to manage people who are waiting to enter the building such as a socially distanced queuing system;
- Where practicable non-fire doors and windows should be opened to improve ventilation.

1.13 **Using the building:** those managing the building may wish to consider introducing some or all of the following measures as appropriate:

- Barriers and/or clear signage should be put in place where necessary;
- Where practical, non-fire doors should be kept open to prevent people from touching handles;
- No food or drink should be made available;
- Use of shared spaces should be limited and social distancing should be maintained at all times, with cleaning of the area to the appropriate standard as set out in [guidance](#) in between each use.

1.14 **Observing social distancing:** Read the guidance on [social distancing](#). The legal requirement is that all reasonable measures are taken to ensure a distance of 2 metres is kept between those attending. This means a distance of 2 metres between members of different households, not necessarily between each individual person (as members of the same household can safely sit together, this would include a carer and the person assisted by the carer). The other elements of the [social distancing guidance](#) such as handwashing and respiratory hygiene practices should also be followed.

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