



Young
Westminster
Foundation

YOUNG WESTMINSTER FOUNDATION

CORONAVIRUS SUPPORT WEBINAR

FRIDAY 27TH MARCH 13:30

WWW.YWFOUNDATION.COM

MATIRA@YWFOUNDATION.COM

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@YWESTFOUND



@YOUNGWESTMINSTERFOUNDATION

THIS AFTERNOON

- **INTRODUCTION** – MATIRA, YWF
- **YWF SUPPORT AVAILABLE , WIDER WESTMINSTER & FUNDER PARTNERSHIPS** – PHIL, YWF
- **IDEAS FOR MOVING YOUR SERVICES ONLINE** – MATIRA, YWF
- **HEAR & LEARN FROM YWF MEMBERS:**
 - ASHANI, KOOTH
 - CARL, 2-3 DEGREES
 - SARAH, ST ANDREWS
 - SEAN, FUTURE MEN
- **Q&A, UPCOMING WEBINARs** – MATIRA, YWF

PHIL

YWF SUPPORT:

- Creating one point of up-to-date advice & information via our new webpages for member & young people
- Providing 1-2-1 support to our 90+ Member organisations, contact the team via phone or email
- Rolling out and testing digital outreach youth work in Westminster
- Collaborating locally and regionally, hoping to join up information and funding responses.
- Hosting webinars to share different ways of working and stay connected.
- Reaching out to our business partners to signpost offers of support

Through our calls and video meetings we have learned:

- All youth clubs have closed but youth workers looking to still support vulnerable children,
- Common areas of concern: reduced income for clubs with fundraising events cancelled and loss of rental income, concerns around messaging for young people, how they understand the lockdown and the need for respected people to deliver messages. Concerns around mental health and isolation.
- Also concerns about food reaching young people and some centres like Avenues is linking with the N Paddington foodbank to explore how they can support getting food out to families.

Lots of organisations are exploring digital outreach and engagement, for example Caxton Youth Club is exploring using Zoom for group sessions and Avenues looking to facilitate their weekly 20 minute hot seat online.

We're reaching out to our business partners for other support needs e.g. accessing temporary laptops for Members. Let us know of any specific need we may be able to support.

PHIL

FUNDER & PARTNER COLLABORATION:

We are linking with the other 7 YPFs and London Youth to share best practice

We've co-signed the London Funders Statement – <https://londonfunders.org.uk/our-blog/we-stand-sector-funder-response-covid-19>

Most funders have announce that grants are unrestricted, and some relaxing outcomes and outputs. This is important as much major donor and business revenue likely to be highly impacted

Joint funding portal launching today <https://londoncommunityresponsefund.org.uk/>

John Lyons is launching a coordinated funding portal in response, similar to Grenfell response – around 30 funders collaborating to release funding to support organisations through the crisis and look forward to funding a longer summer programme from May- September as schools will be closed

PHIL

WIDER WESTMINSTER SUPPORT

Early Help Update

- Working with families remotely using phones, what's app, skype.
- Continue to operate a duty system so if any of the Youth hub staff have any concerns, please contact the main Access team and discuss these concerns to establish who is best placed to offer support.
- There are various schemes underway in the council to support families struggling with getting enough food and there are hotlines that are going to be made available for food parcels to be delivered to these families.
- Keeping links with schools that are open via our attendance manager and will follow up with any children flagged to us who have not taken up a school place due to their vulnerabilities.
- IF there are specific individual young people who you want to discuss with EH then we are already facilitating this.

WCC Volunteering Portal

<https://www.westminster.gov.uk/coronavirus-how-you-can-help>

MOVING YOUR SERVICES ONLINE

FIRST RESPONSE



ADAPT & LEARN



REFOCUS & REBUILD

WHY IT'S IMPORTANT

26TH LANCET FEB 2020: THE PSYCHOLOGICAL IMPACT OF QUARANTINE AND HOW TO REDUCE IT

There is evidence to suggest that support groups specifically for people who were quarantined at home during disease outbreaks can be helpful.

One study found that having such a group and feeling connected to others who had been through the same situation could be a validating, empowering experience and can provide people with the support they might find they are not receiving from other people.

FIRST RESPONSE

SHIFT TO REMOTE WORKING

- Suspend annual plan, develop contingency plan, decide what's possible & how you plan to stay in touch with young people & each other
- Coronavirus statement e.g. Instagram/website/email
- Check in – calls
- Funder engagement

SAFEGUARDING:

- Staff support – daily check in e.g. Zoom, Google Hangouts, Microsoft Teams, Whatsapp
- Emergency care - WCC
- Digital safeguarding & updated risk assessments

DIGITAL MIRRORING:

- Mirror some of your services online via new/existing channels e.g. online cooking classes, group sessions, workshops, pet sing alongs
- Trial & error
- Meet young people where they are at e.g. Instagram, TikTok, Zoom, Hangouts

ADAPT & LEARN

CONFIGURE:

- It feels like everyone's first day!
- Reconfigure around digital skills/access
- Work out what is possible
- Can we help improve access? Laptops, mobile phones, sim cards

REDESIGN:

- Use insight from first response
- Use old tech and non tech e.g. phone calls/letters

TEST & LEARN:

- Community & relationships matter as much as ever
- Be mindful of COVID19 transmission & health risks, as well as new safeguarding challenges
- Ask other organisations what they are doing and at what time
- Westminster calendar

REFOCUS & REBUILD – 2021 & BEYOND

Don't worry too much at this at this stage, ask Board for support particularly with funding

Don't assume you can go 'back to normal'

Learn as you go – enjoy the new skills you're picking up

Beware of digital homogeneity – what makes your organisation special?

MOVING YOUR SERVICES ONLINE

BE KIND TO YOURSELF

SET OUT SIMPLE PRIORITIES TO SAFEGUARD STAFF AND YOUNG PEOPLE

ASK YOUNG PEOPLE – FIND OUT WHICH PLATFORMS THEY'RE USING AND MEET THEM THERE

TRIAL & ERROR

THIS WILL IMPACT UNEQUALLY – SO FIND A FOCUS

COLLABORATION IS CRITICAL

MAKE USE OF WHAT'S ALREADY OUT THERE

WE'RE HERE TO HELP!

WE'RE HERE TO HELP!

TWO NEW WEBPAGES:

ONE POINT OF INFORMATION FOR MEMBERS AND YOUNG
PEOPLE, WITH ADVICE, RESOURCES & ACTIVITIES

<http://www.ywfoundation.com/members-coronavirus-resources/>

<http://www.ywfoundation.com/young-people/>

WE'RE HERE TO HELP!

FUTURE WEBINARS – LOG IN DETAILS TO FOLLOW

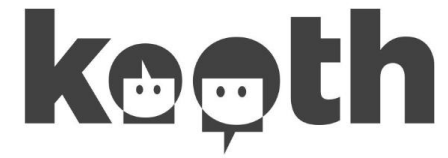
31st March @ 11am: Total Media presents “How to reach young people through social media?”
email matira@ywfoundation.com to sign up

1st April @ 10am: Young Harrow Foundation presents “Safeguarding & Cyber Working” sign up
here <https://www.eventbrite.co.uk/e/safeguarding-and-cyber-services-webinar-tickets-101064444474>

2nd April @ 11am: Total Media presents “A Guide to TikTok” email matira@ywfoundation.com
to sign up



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KOOTH

ASHANI

WWW.KOOTH.COM



@XEN_ZONE



@XEN_ZONE



KOOTH – KEY NOTES

Kooth is an online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use. It provides a safe, secure means for young people to access help via the internet from a professional team of counsellors. It's an excellent example of an existing online service to signpost young people.

KOOTH IS:

Safe, confidential, anonymous

Free at the point of need

Available through a smartphone, tablet or computer with a good internet connection

FEATURES:

Confidential, 1-2-1 instant messaging with Kooth's team of qualified counsellors.

Open 7 days per week, 365 days a year, from noon until 10pm weekdays and from 6pm until 10pm on Saturday and Sundays.

Young people can access this service anonymously by signing onto the Kooth site.

Kooth Magazine (a hub full of creative pieces and personal experiences for peer to peer support)

Kooth discussion forums to facilitate peer-led support and self-help articles (many written by service users).

Counsellors, therapists and support workers provide guided, outcome-focused help for each individual.

VIDEO GUIDES:

Kooth Overview: <https://vimeo.com/318731977/a9f32c87de>

Kooth Magazine: <https://vimeo.com/318713156/5d247a02f9>

Kooth Discussion Boards: <https://vimeo.com/318713209/2e97e8b26f>

Kooth Goals: <https://vimeo.com/318713298/430fdcafcf>

Kooth Journal: <https://vimeo.com/318713381/d8ef865eea>

Kooth Messaging: <https://vimeo.com/318713436/7cd88e796e>

Kooth Chat: <https://vimeo.com/318713482/ffc121ba18>



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2-3 DEGREES

CARL

WWW.2-3DEGREES.COM



@2_3DEGREES



@2_3DEGREES



2-3 DEGREES – KEY NOTES

- 2-3 Degrees use activity based learning & workshops to improve students attitudes to education, confidence and resilience to life. Including the Westminster based Mastering My Future employability academy
- Focus now is asking young people which platforms they would like to use and working with business partners to move employability workshops online
- Start with asking young people and meet them where they are, on the platforms they are using. Used a simple survey monkey questionnaire to ask young people which platforms they use and how they want to stay in touch. Also made use of polls function on Instagram and asked via posts on social channels
- Overwhelming response from young people was that they wanted to use this time effectively, learn something new, pick up new skills. In the same way it's useful for organisations to be positive about learning new skills, can be useful to frame this time in a positive way for young people
- Good platforms to use – Instagram Live, YouTube Live
- Shorter more frequent video content works better, young people will be getting lots of other notifications whilst watching your video content so expect them to not be 100% engaged
- Trial & error – we're all learning! Expect to make mistakes, doesn't matter if a video isn't perfect
- Lots of planned workshops are still possible – e.g. business partners running zoom sessions/interview skills support/CV building
- Signpost to other skills based activities e.g. Open University free courses
- Make special use of digital newsletter at this time, even increase frequency
- Testing new internal ways of working just as important – find out what works for your team. Try Zoom/Google Hangouts/Microsoft Teams for daily video calls



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ST ANDREW'S YOUTH CLUB

SARAH

www.standrewsclub.com/



@STANDREWSYC



@ST.ANDREWSCLUB



ST ANDREW'S YOUTH CLUB – KEY NOTES

Youth Club and Youth Hub based in the south of the borough. The world's oldest youth club!

- Develop a routine and digital mirroring of previous services. Run online activity e.g. cooking tutorial at same time each week and at the same time (if possible) as the session ran in the physical programme
- Priority is to reassure young people and inform them of who to contact, and how, if they need support
- St Andrew's spent time reflecting and deciding what is possible, before launching online service
- Pre lockdown delivered physical activity packs to families who may have limited access to internet/devices. Don't forget about non screen activities e.g. setting craft activities
- Created a new hashtag to use across all platforms for new resources - #AndrewsVirtual
- Focusing on creating a bank of video content to share on YouTube and social channels, rather than live videos. This means that resources will still be available and valuable post coronavirus
- Video content will include games, fitness and virtual challenges
- Make use of wider challenges or material e.g #StayAtHome loo-roll challenge
- Build engagement for the videos using promotion on social media in the days ahead
- Use opportunity for youth workers to complete online training
- This is brand new! St. Andrew's has never had a digital offer before – we're all learning together and it's important to stay connected and share learning



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FUTURE MEN

SEAN

WWW.FUTUREMEN.ORG

 @FUTUREMENUMK



FUTURE MEN – KEY NOTES

Front-line delivery of practice-led services, working with boys and men to help them become dynamic and healthy future men. From structured school programmes and youth hubs to individual one-to-one sessions and outreach work, Future Men run Amberley & Churchill Gardens Youth Clubs.

- Calls to service users – checking in. Especially important when existing digital platforms limited
- Important to emphasise and explain the ‘why’ – aware of young people who are not social distancing and parents asking young people to go out. Resources on YWF page to help here <http://www.ywfoundation.com/young-people/>
- Be mindful of home circumstances of staff and young people – huge amount of personal as well as professional uncertainty
- Capacity for more digital mentoring – exploring this in weeks ahead
- Further training needing on online safeguarding/risk assessments – webinar in April 1st will be helpful
- Question and challenge for the future – how do we build new relationships & digital outreach with young people who may be unaware of Westminster services?

ASK US ANYTHING!

USE THE Q&A BUTTON OR THE CHAT BUTTON

LET US KNOW IDEAS FOR FUTURE WEBINARS!

QUESTIONS & ANSWERS

What's the link for the London Funders emergency fund?

London Community Response Fund <https://londoncommunityresponsefund.org.uk/>

Can it be used to cover core/operational costs of small charities?

Wave 1 Small Grants: This first wave of funding is for urgent needs so that you can cover costs that you are incurring right now to support communities affected by the covid-19 outbreak and the move to social distancing, with a focus on food and essentials.

What's the best platform to use for surveying young people to find out which platforms they use?

Survey Monkey, Instagram polls (on Instagram stories) or via a Tweet or Instagram post, pick up the phone(!), whatsapp

Guidance for updated risk assessments for online services?

Join the Young Harrow Foundation safeguarding webinar on Weds 1st April – sign up here
<https://www.eventbrite.co.uk/e/safeguarding-and-cyber-services-webinar-tickets-101064444474>

See attached example from The Proud Trust



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THANK YOU FOR JOINING!

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