

BIRMINGHAM CHILDREN'S TRUST RESPONSE TO SUPPORT VULNERABLE FAMILIES
(updated 26 March 2020)

Due to Coronavirus (Covid-19) we are in unprecedented times and therefore we need to think differently about how we support our vulnerable families over the coming weeks and months.

What are we doing to support families open to the Trust?

In order to support families open to the Trust we are setting up a Trust Resource Hub to provide vulnerable families with the necessary resources at a time of hardship.

What is the Trust Resource Hub?

The Trust Resource Hub is a location that families can come to, if they absolutely must, to get resources such as cash, nappies and milk, or supermarket vouchers.

Where is the Trust's Resource Hub located?

We have one hub, based at New Aston House.

Full address: New Aston House, Newtown, Alma Street, B19 2RL

What will the Trust's Resource Hub provide?

- The Trust Resource Hub will be overseen by two Hub Leaders Marcia Myers and David Bennett, a pool of staff on rota, and three Business Support officers.
- The Trust Resource Hub will also have access to TOA, the Trust's officially contracted taxi firm, who will support us by transporting resources to families who are unable to collect.
- The Trust Resource Hub will have a 'resources store' available for families and foster carers. Stocks will include milk, cash (if vouchers are not available), vouchers for supermarkets, electric and gas, food, nappies and will be restocked on a regular basis.

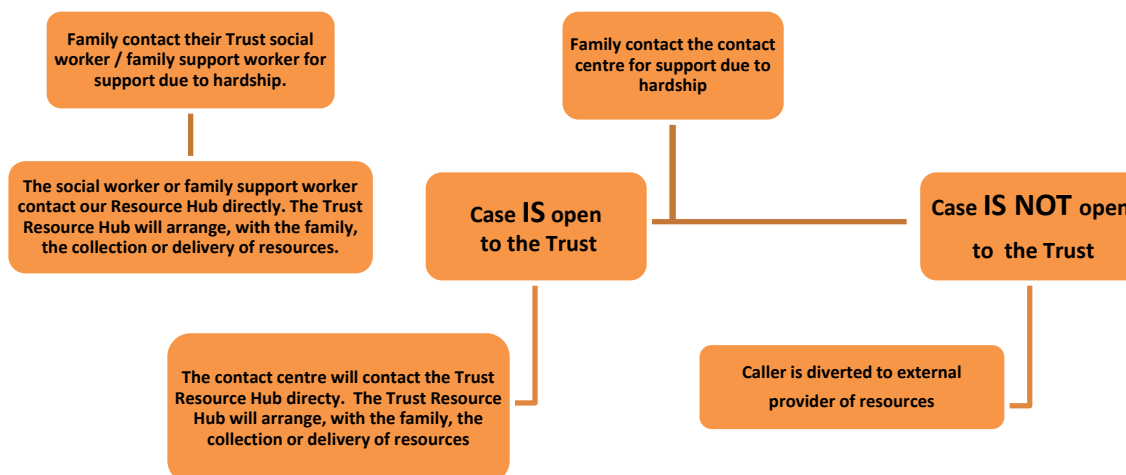
How do I contact the Trust Resource Hub?

- 07864926286 or 07766924090 or via TrustResourceHub@birminghamchildrenstrust.co.uk

What if we get contacted by families not open to the Trust?

If a family contacts the Contact Centre to get through to CASS (Children's Advice and Support Service) seeking support, due to hardship, and they are not open to the Trust, we will signpost them to external providers of resources.

What is the overall process for families that contact us?





What is the full process for families **OPEN** to the Trust?

- For calls that come in via the Contact Centre, the call taker will check the reason for contact is in respect of hardship and if the family / child is allocated
- If they are open to the Trust the Contact Centre will contact the Trust Resource Hub on **07864926286 or 07766924090** or via TrustResourceHub@birminghamchildrenstrust.co.uk
- The Trust Resource Hub will then liaise directly with the family to arrange the collection or delivery of resources.
- If it is possible a taxi will be used to reduce the need for a family to travel. The Trust will cover this cost in full for any taxi usage.
- If the family contact the allocated social worker or family support worker direct, then the social worker or family support worker will contact the Trust Resource Hub on the numbers above and the Trust Resource Hub will then liaise with the family to arrange the collection or delivery of resources
- The Trust Resource Hub leads Marcia Myers and David Bennett will maintain a daily list of all resources delivered and handed out.
- [Natalie Loon](#) will oversee the role of sourcing resources and will review stock with the Trust Resource Hub leads on a daily basis.
- Darren Shaw will oversee the project and will link in with the Trust Resource Hub on a day to day basis to review delivery and effectiveness.

What is the full process for families **NOT OPEN** to the Trust?

- All calls for support will come in via the Contact Centre
- The call taker will check if the family / child is allocated
- If they are **NOT** open to the Trust, the call will be diverted to external providers/resources as appropriate.