



## Covid-19 Update

### Additional Support Available from CSW Group to Education Providers

We are all facing the same difficult period and dealing with a rapidly changing situation. As well as our generic offer to all our customers, CSW understands the need to offer specific support to the most vulnerable students. Although education provision will be available to these students, not all will take up the offer and without their normal structured day there is the potential for a negative impact on their well-being. CSW will provide targeted support to these students through an enhanced offer to schools and post 16 providers.

We will also take a multi-agency approach to identify and support those who may be at risk of joining in low level criminal activity or who may find themselves in any other vulnerable situation. The Government have defined vulnerable children as being those supported by social care, those with safeguarding and welfare needs, looked after children, young carers, disabled children and those with EHCPs.

Schools are likely to continue to support other children facing social difficulties and we will extend our support to these as well.

#### **CSW offer to schools and post 16 providers**

We are stepping up our offer to schools/post 16 providers to provide telephone support to any young people they are concerned about. Our advisers are working from home and are fully equipped with the digital tools to work with customers remotely. We have significant experience of dealing with both young people and parents as well as extensive experience of working with young people from the defined vulnerable groups including SEND.

Initial contact through our centralised e-mail address for CSW support [contact@cswgroup.co.uk](mailto:contact@cswgroup.co.uk) which will be followed up by a return phone call. Alternatively, you can contact us through our social media channels using the links at the end of the document.

CSW will provide the following additional services to schools/providers/partners

- Targeted follow up of vulnerable young people who are not attending provision
- Working with schools/post 16 providers to identify those at risk or needing support
- Initial triage support by telephone to identify need
- Working with ACE, Youth Offending and all Youth Services to provide a coordinated response
- Targeting both Post 16 and Year 11 students
- Welfare checks by phone
- Telephone support for parents
- Signposting to other agencies for support
- Signposting to activities/resources

Initially this offer is primarily telephone support, but we are happy to work with education providers to offer additional support either remotely or face to face depending on current guidance. This additional support would be working with those still attending education provision and could include the following:

- Individual sessions for young people in schools
- Resource provision

In addition to the above we will be offering 1-1 online sessions for young people in our schools, sharing useful articles and resources via our website and social media channels and following up with customers via phone, email or webchat. Our Advisor Online service is available for young people to ask questions and seek advice.

## CSW Group

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