



In view of recent developments in relation to COVID-19 the 42nd Street team have reflected on how to respond in order to **keep young people's needs at the centre of all we do** and as a key service in Greater Manchester, whilst balancing our responsibilities to adhere to government advice around social distancing.

The good news is that we have developed refined ways of working that mean that we will continue to support young people in our care as best we can over the coming period of disruption.

**However we will not be able to process any new referrals to our core service and we will be suspending our face to face work in our 42nd Street venues, community venues and education settings.**

**Please access our website for the latest updated information [www.42ndstreet.org.uk](http://www.42ndstreet.org.uk)**

Support will continue in the following ways (last updated 20th March 2020). PLEASE NOTE SERVICES MAY CHANGE AS THE SITUATION PROGRESSES/CHANGES, WE WILL BE CONSTANTLY REVIEWING OUR POSITION IN LIGHT OF NEW DEVELOPMENTS AND GOVERNMENT ADVICE

#### **Young People that are already receiving one to one support in the community**

If young people are already receiving one- to- one support from 42nd Street's central service we are contacting them to discuss and offer the following options:

1. Pausing their support until we resume normal service and face to face delivery
2. Accessing telephone support either appointments or check ins
3. Accessing online support if their worker offers this service
4. Risk planning and management where this is required

All young people currently receiving a service have the contact details for their worker and they can contact them as usual. If the worker is not available they will leave messages and/or out of office messages on their phones and emails so that young people are clear who to contact and how.

#### **Young people from education settings**

42nd Street's offer within schools and colleges, whilst they are closed or reduced, will be suspended until they re-open. However, where there are particular concerns for vulnerable young people, we will discuss and decide with the young person, family and education setting if 42nd Street can continue with remote support over the period of disruption; bespoke plans will be put in place on a case by case basis

#### **Online Support**

Young people can access our online support by logging on at [www.42ndstreet.org.uk](http://www.42ndstreet.org.uk). This service offers young people access to one-to-one support with 42nd Street's Mental Health Practitioners either in real time or for weekly appointments.

### **Young people in high levels of distress**

42nd Street has a team of workers as part of the Integrated Community Response Service and SafeZones Team, where we work in partnership with health and social care colleagues via Early Help Hubs and Crisis Care Teams across Greater Manchester. Where young people present with high levels of distress colleagues from the Early Help Hubs and Crisis Care Teams will be able to contact these workers to arrange short term, de-escalation and stabilising support.

### **Group Work**

42nd Street is discussing with young people how they would like to continue support over this period of disruption which includes exploring telephone support and digital options such as virtual meetings.

### **Our Creative programme – The Horsfall**

All public facing exhibitions, performances, training and events have been postponed until further notice. Again we are exploring options with young people about how they would like to continue to engage with this programme remotely and we will be launching our Create and Connect project on the 23rd March on Instagram, designed to engage young people that may find themselves at home/isolated for a prolonged period of time and want to reconnect and do something positive and creative.

### **Safeguarding and Risk Management**

42nd Street is implementing a revised infrastructure and safeguarding escalation team and process to ensure support and safety for all staff and young people.- this plan, alongside our whole redesign, has built in mitigation plans for when/if staff become sick/unable to work

**Thanks for your support as we all face these new challenges**