



Lockdown 3 - Internet Need for Child Studying Online

EMERGENCY SUPPORT

9.22am Bridge Youth Support Centre Manager sends email to Attendance Intervention Officers stating that if they find any families in need to advise Chairman of Selsey Community Forum

1.28pm Attendance Intervention Officer notifies of family needing £36.00 to pay for internet bill so that child can carry on learning and of food need

1.36pm Family asked for bank details

2.24pm Bank details received for family

2.29pm Accountant contacted with instructions to pay £36.00

2.30pm Food parcel arranged by Administrator of the Care Shop

3.29pm Confirmation from the Accountants received that payment had been made to family

4.30pm Food parcel delivered to family

This case study demonstrates how quickly The Care Shop actioned support for a family needing to pay their internet bill to keep their child online for learning and food supplies from the Food Bank.