Believe in children
Barnardo's

SEE, HEAR, RESPOND

SUPPORTING INFORMATION FOR SCHOOLS

See, Hear, Respond

A new service provided across England for children, young people, parents and carers who are experiencing crisis due to Covid-19.

A new support hub and referral link is now available.

If you are worried about a child or young person experiencing harm and increased adversity or are looking for advice and help, visit **www.barnardos.org.uk/see-hear-respond**

Or call **0800 157 7015** to speak to one of our Barnardo's project workers.

We operate between:
Monday – Friday 9am – 9pm and Saturday and Sunday 10am – 6pm

Coronavirus has turned life upside down, for all of us. But for thousands of children, already or newly vulnerable, a new reality is emerging which is starker than we could ever have imagined. As lockdown lifts and we look past the immediate crisis, we're beginning to see more clearly how deep-rooted the impact of COVID-19 will be on children and young people, now and in the future.

What's the need?

Out of school, feeling stuck at home or locked out of their usual support systems, it's been harder than ever for children and young people to get the help they need. In many cases, hidden harms like online grooming, inequalities amongst BAME communities and domestic abuse have slipped under the radar. We know these harms are increasing, but with a drop in disclosures and referrals to statutory services and a lower number of children returning to school than expected, we believe there are more children suffering in silence than ever.

Parents are also stretched further than ever, many families have been hit hard financially, have additional home schooling responsibilities, may be caring for other family members who are shielding and this can all put additional strain on family relationships and physical and mental health.

How can See Hear Respond help?

See Hear Respond is a new service developed to fill the widening gap for children and young people during COVID-19. From June to 31st October 2020 it will work with schools and other agencies to find those children who are hidden from view; who are not receiving support currently from statutory organisations and those who are at risk and/or experiencing adverse impact to their health and wellbeing.

The service is open **to any child** who does not have other support networks at this time who you are concerned about. There is no threshold of need or harm that has to be reached to receive a service. However, we are especially committed to finding those we believe may be at most harm including those children who are:

- ☐ Under 5 years old
- ☐ Those with SEND who have other associated harms such as adverse home-life or online harms
- ☐ Children within or out of the home at risk of any form of abuse, criminal and sexual exploitation (working in homes and outreach detached settings)
- ☐ BAMER children (who are not being seen or reached)
- ☐ Young carers

What can children and families expect?

Firstly it is important to note that this service is not a substitute for existing statutory support. **If you are concerned that a child is at risk of significant harm then a referral should be made to your usual Children's Services safeguarding front door.** If you feel a child is likely to need long term child in need support then a referral into your early help hub or child in need process is likely to be a more effective option.

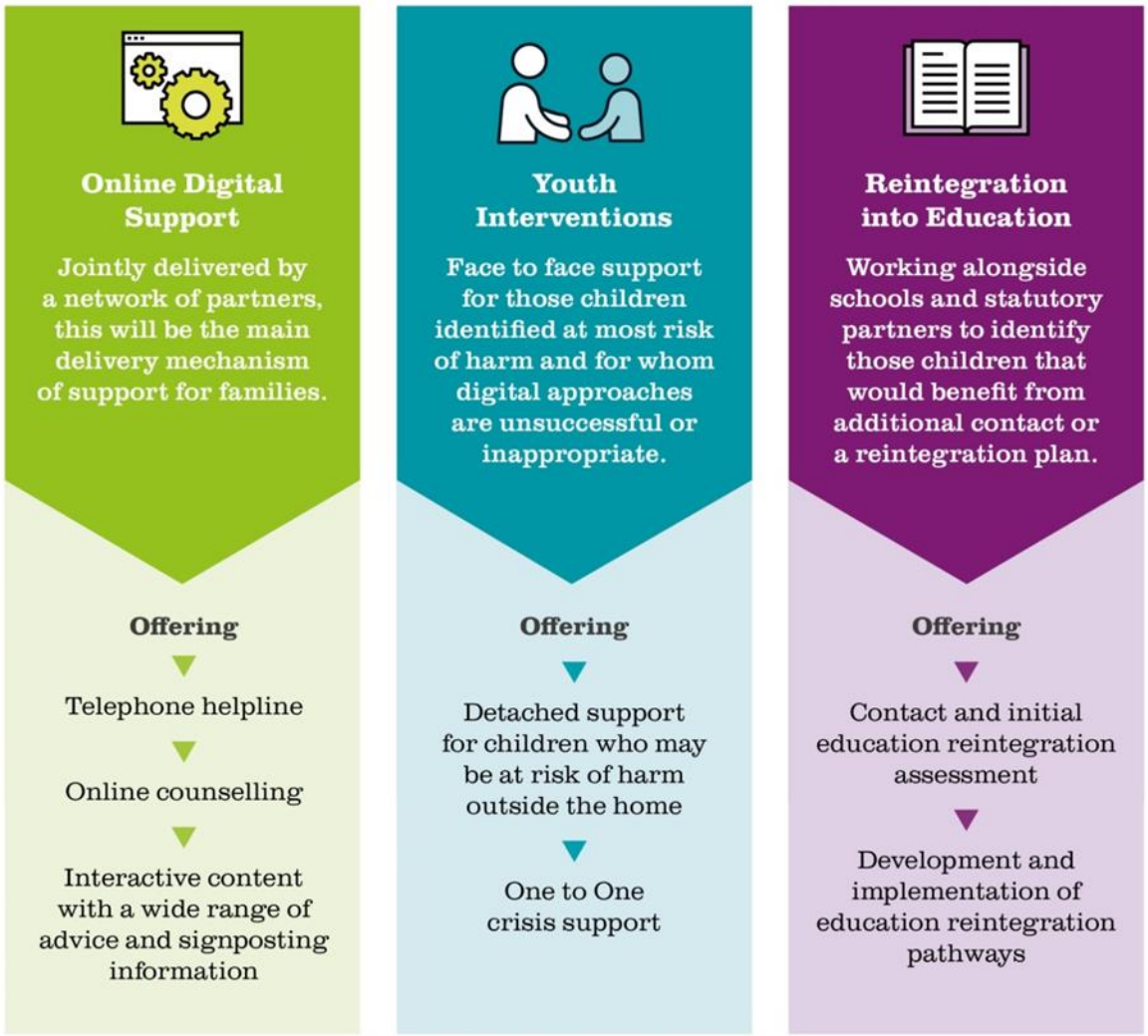
This service is aimed at those children who are not receiving support, or who have not met thresholds but because of COVID-19 and wider problems are struggling and them and their families would benefit from some immediate help in the short term.

We want to direct support where it is needed the most and to touch base with those families that have disengaged from education, support services or whose usual support has stopped during this period.

The aim is to provide short term wrap around support to help de-escalate issues and support children with re-integration to education and agencies where their support needs can be met in the longer term. It is aimed at helping our statutory service partners manage during these difficult periods and filling local gaps where possible. There is however, always the likelihood that we will come across families whose levels of need and potential risk of harm is such that referrals into statutory services are necessary. We will work together to support children until these families can be picked up by the relevant services safely.

The support will be delivered both by Barnardo's services and other national and local delivery partners who have been assessed in terms of suitability to provide support. These partners include large charities such as The Children's Society and Action for Children and smaller local charities who are well respected in communities.

There are three types of support on offer and children and families will be assessed in relation to what types of support would most effectively meet their needs. They can access support across all three strands if needed.



How do I refer a family?

It is always preferable that you talk to a family and get consent to refer into the service where possible.

We have a Freephone number for children and families who wish to self-refer or they can fill out a self-referral online form:

Free phone: 0800 157 7015

Online self-referral: https://www.barnardos.org.uk/see-hear-respond

Professionals can also call the Freephone number if they want to find out more about the programme, but where possible if you are a professional we would ask that you complete the secure online referral form that can be accessed here: https://www.barnardos.org.uk/see-hear-respond

This enables us to keep telephone lines more available for children and families.

After making a referral families will be contacted directly by a specialist Barnardo's local intake hub worker, who will speak to the family identify the most appropriate support and then deploy help through a locally quality assured service to get help to them quickly.

Working in outreach and detached settings with groups of children

In addition to taking referrals for individual children and families – we will also operate an outreach and detached service – where referrals can be made into the intake hubs for a place or space where children are potentially at risk of harm and would benefit from engagement. For example if children are hanging out in schools grounds, a local park or shopping centre and you are concerned about their behaviour or safety we can help get trained youth workers to engage in street based safeguarding conversations to create a safer environment for all.

To make a referral about a group of children please contact us on the Freephone number above.

We want to work with you to make sure as many children and families access support at this critical time. Please talk to us if you need any further information at 0800 157 7015