



## Response to questions from See Hear Respond Troubled Families Webinar

Many thanks for such great engagement in the recent See Hear Respond Webinar and the many questions you wrote in the chat. Many of the questions were on similar issues and therefore we have developed themed answers to avoid duplication and to create a question and answer sheet that we are happy to be widely circulated across colleagues and multi-agency forums.

### Theme 1:

#### **How will you ensure that See Hear Respond connects fully with Local Authorities existing Early Help hubs and plans for summer?**

There have been some concerns rightly raised by Local Authorities about how See Hear Respond may either duplicate work already being completed in their areas or operate outside of agreed multi agency processes. This programme has been set up and mobilised at pace (award notification end of May and live date 15<sup>th</sup> June) to add capacity to proactively reach out and make sure that those families not already accessing early help or statutory support during this time, can get additional help at their point of immediate need. Although we are reaching out to all Local Authorities in a variety of ways to communicate about the programme and find local solutions we recognise the gaps that may still remain – the challenge of fitting an England wide national model into so many different localised responses means that it may not always be a perfect fit – however Regional Co-ordinators can always be contacted to look at how we improve this where possible.

#### **How we are trying to join up effectively:**

- Set up 5 regional intake hubs (North, Central, South East, South West, London) to provide a regional presence and reach out to local authorities and the multi- agency professionals and voluntary agencies within them. (See annex 1 for regions and regional coordinators details).
- Recruit local delivery partners from the voluntary sector who are already well connected into local authority systems and decision making processes to provide a well co-ordinated local response.
- Extensive communications in partnership with DfE and other departments including Home Office and DHSC, through national mechanisms (ADCS, School designated social work leads, school nurses forums, GP networks, Police Force leads, Troubled Families network, Care Alliance) to inform organisations of **the programme and encourage them to make contact with regional leads.**
- Develop clear additionality criteria – ensuring that this service is for those children not already receiving support but who due to COVID-19 are not having their wellbeing needs met through universal services.

- Ensure that children who are referred into the project who clearly have complex needs or safeguarding needs receive support through the right local statutory front door.
- Develop information that we can share with local authority about the learning from the project and the numbers of types of issues that children within their locality are being referred into the project for – to support with local intelligence and recovery planning
- Actively accepting referrals from local authorities for children who don't meet criteria for existing child in needs/ early help pathways, those on waiting lists for services, and providing step down support for those families and children that need it (particularly around reintegration into school work)

### How you can help:

Please do help us coordinate well with colleagues and reach as many children as we can through the following activity:

- Contact your respective Regional Co-ordinator to talk through any concerns / issues (Annex 1)
- Familiarise yourself with See, Hear, Respond. You'll find detailed briefings for all professional partners [on this public drive](#)
- Please use the [poster, email banner and social media posts](#) to raise awareness of See, Hear, Respond amongst colleagues and the wider public. Use the media aimed at children and young people where they might see it and contact the Partnership themselves, such as public waiting rooms and on social media channels.
- Refer any child you are worried about, and who is not already supported by a statutory agency by:

To refer a child either call:

**0800 157 7015**

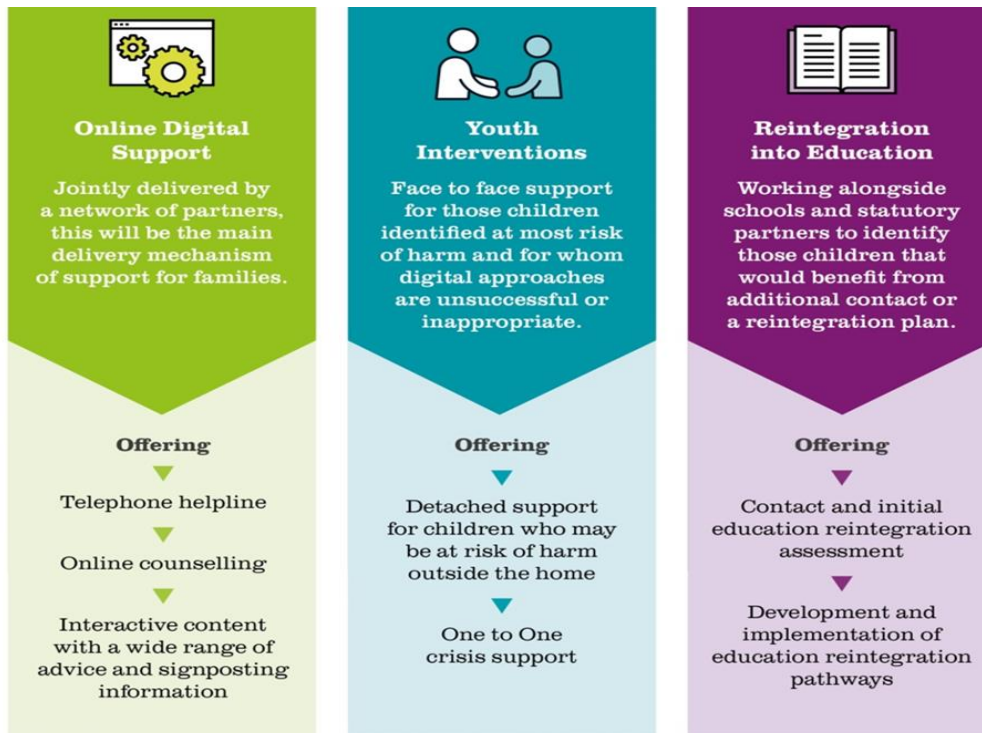
(9am to 9pm Monday to Friday, and 10am – 6pm at weekends)

Or go to [barnardos.org.uk/see-hear-respond](https://barnardos.org.uk/see-hear-respond) to use our secure referral form.

### Theme 2: What support will be available from the programme to children who are referred to the programme?

See, Hear, Respond will contact every referral made to us, so no child gets missed. We'll then find a partner best placed to support the most isolated and at risk children in your area. They'll get help in one or more of four ways:

- an online hub of support and information,
- online therapeutic support (1-1 or group work)
- face-to-face support for those most affected and at risk issues, such as criminal exploitation, anxiety, family conflict
- helping children and young people reintegrate back into school.



### Theme 3: Partners

How will you ensure there are sufficient quality assured services to refer children to especially during the summer holidays?

#### What we are doing:

- We have completed an extensive partner recruitment drive – Barnardo’s has 3 core partners NSPCC, Action for Children and the Children’s Society but has also already subcontracted 21 local delivery partners with a second round of evaluations of over 70 applicants well underway. These partners are being funded for all activity across the 3 strands.
- All of the partner selection has undergone robust due diligence checks with previous experience, current contract performance, safeguarding track record and financial stability all being screened.
- We are also making sure that applicant partners have clear COVID-19 policies in place and have appropriately adapted their activities to current working restrictions to ensure quality support for children. Each partner will undergo monthly contract monitoring and quality assurance checks.
- The majority of local partners commissioned have long standing relationships with their respective local authorities and multi-agency commissioners within those local authorities.

#### What you can do to help?

- Where we have gaps in local delivery providers either in relation to geography or expertise across specific target groups we may come to you to ask if you have any recommendations of voluntary sector agencies we should approach to try and close those gaps.

## **Theme 4: Identifying hidden children**

How will you identify children / families where areas are not yet in the predictive analytics space? How do young people find out about the service?

In addition as working with LAs to seek out hidden children, Barnardo's have been working with schools, police, health and other services to try and find those children that agencies have concerns about. In addition, parents and children refer themselves online or by calling their local regional hub to get support. We are using our wider network of grassroots and community organisations to reach into those families that are not known by agencies as well as picking up those who haven't met other agency thresholds.

In the first 6 weeks of the service being operational cases have included:

- Children with ASD who were not accessing their school place for a variety of reasons including school not being able to accommodate for their needs
- Parent's anxieties about returning to school and the Covid-19 risk.
- Meeting the needs of young carers
- Young people at risk of sexual exploitation
- Children with behavioural difficulties whose families would normally be well supported from school – but who are presently not coping
- Children and families experiencing hate crime - increased through coronavirus
- Children with high levels of anxiety- not coming out of bedrooms, panic attacks, self-harm
- Schools referrals who fear that the break in contact for vulnerable children will mean they don't return to school again
- Children who have had multiple significant needs for some time but whom haven't met thresholds for support
- New parents who are feeling anxious and unable to cope

Barnardo's are currently focusing on driving up referrals for the school reintegration work, and need your help to continue to identify children

In the first 4 weeks of the service being operational over 2000 contacts were made to agencies to help identify children. Contacts included:

- All police forces in England with planned social media to take place including an agreed referral process with British Transport Police.
- Head of Safeguarding NHS England has shared with GP networks and the health designated safeguarding leads in England.
- CEO of School and Public Health Nursing England has shared information with the leads of health visitors and school nurses
- Voluntary sector networks – over 400 charities reached – through VS network orgs, CC Simon Bailey VCS stakeholder group, HO VCS stakeholder group
- Agreed referral process with British Red Cross emergency COVID-19 helpline re: Young Carers
- Agreed cross referral process with NSPCC Childline and helpline
- Schools communications through newsletters and emailing designated safeguarding leads.

## **Theme 5: Exit Planning and Longevity**

**Is See Hear Respond going to continue to be a national service after October 2020 and if not how will you make sure that you don't leave children unsupported?**

See Hear Respond has been set up as a temporary vehicle to pioneer and mainstream new collaborative approaches to supporting children during and post Covid-19 impact from 15<sup>th</sup> June – 31<sup>st</sup> October 2020. Wider Barnardo's services, statutory partners and the voluntary sector will continue to work with the children and families engaged in this initiative post October 2020 and therefore are key stakeholders from the very beginning.

To mitigate the risks of withdrawal of support, the temporary nature of this programme has been communicated from the beginning, the theoretical underpinning approaches are rooted in brief intervention and crisis intervention approaches (in contrast to more long term recovery models) and exit plan activities will be implemented from the conception of the programme.

We will ensure that those children who require more long term help are supported into longer term programmes of work and the use of local established delivery partners helps us to do that as will our communication and relationship with multi-agency statutory partners. However, we also hope that by stepping in and supporting these children over this short period we can effectively de-escalate some of the issues and support re-integration back into universal services when these start to operate fully again.

## **Theme 6: Sharing the learning of the programme**

### **How will we in Local Authorities know the needs of children accessing See Hear Respond in our areas?**

We will endeavour to provide high level data on the key issues and themes that are prevalent in each Local Area and the numbers of children accessing services from your Local Authority. We have also commissioned a programme evaluation that will capture some of the qualitative data from children and families and start to examine the themes and issues that children families and agencies have had to face through this unprecedented period. This learning will be shared widely to help inform Government and local decision makers on how we may need to shape and adapt our approaches to meet children's changing needs and how we might be better prepared and respond if this were to happen again.

## **Theme 7: Consent**

Q. How will you gain consent if no agency has eyes on the child?

A. We will be proactively visiting families, contacting families to ensure that they understand the programme and are able to consent for support for children. The strengths of using a local delivery partners/ community and grass roots organisations is that these agencies may already know families and have a trusting relationship that will enable us access and reach. We are also promoting self-referrals from children and families and have clear processes and practice for gaining consent where required.

## **Theme 8: Outcomes and Impact**

How do you record your outcomes, what are your KPI's - does this relate to the troubled families outcomes?

As this is a short term project the focus is to provide immediate high quality support to children where there are clear gaps. It is unlikely with such a short and targeted programme that long term outcomes will be achieved however we will be completing a snapshot measure of the following outcomes:

- Improved safety
- Reduced social isolation
- Improved engagement with wider services
- Improved mental health and well-being
- Increased reintegration into education

See Hear Respond has also commissioned an evaluation that will look at:

- the cost effectiveness and qualitative impact that the project has had on children and young people supported by the project,

- the wider sector and how effectively they have collaborated and delivered an effective response
- what may need to be done similarly or differently if this situation happens again
- what the presenting needs of children and families are that need to be considered in any government recovery planning.

## **Theme 9 :Target Groups**

### **Under 5's**

Will you be working with children's centres, if you are looking at under fives and specifically under twos?

Children's centre's are a key partner in this work if we are to extend our reach to new parents and a number of children's centre's have applied to be delivery partners in this project.

### **Mental Health**

Q. How will you address the growing Children's Mental Health issues?

A. Children's mental health has been the most striking common factor that we have had referred into the project thus far. We aim to support children mental health through building up family protective networks, helping children develop coping strategies, providing group or individual therapeutic support and helping them reconnect with wider positive activities. For those children who require more specialist support we will be working with CAHMS and GP's to secure support pathways.

### **BAME**

Q. BAME needs to be handled carefully. It will be interesting to hear children's views and ensure that it isn't misinterpretation.

A. We are very keen to make sure the experiences and voices of these communities are heard and represented across the project and in communications with government. It will remain a central consideration as the programme progresses,

### **Radicalisation**

Q. Has there been any referrals for anyone being radicalised online? or any young person concerned about being radicalised

A. We have not yet had any referrals with concerns identified about radicalisation. Where these issues are identified we will be working with appropriate Prevent agencies to ensure support is provided.

### **Re-integration into education**

Q. I am an EWO and can see real issues for children returning in Sept, would this service be available for families rather than us having to use the legal route?

A. This programme is very much about working alongside schools, parents and children to find the barriers to them accessing school and providing more in depth support to helping them overcome these. We would much prefer to work alongside families who for a wide range of reasons are struggling to comply with school attendance. Therefore an early referral into See Hear Respond for those families that you know are likely to face problems in attendance would be really welcome.

## Annexe 1: Who to contact

Barnardo's operates See, Hear, Respond across 5 regions of England shown on the map below.

### Final CS Regional Boundaries



You can contact your local regional coordinator on the contact details below. Don't worry if you get through to the wrong region we will make sure you get to the right Regional Intake Hub.

Region	Lead	Email	Contact Details
North	Kate Goodwin	<a href="mailto:Kate.goodwin@barnardos.org.uk">Kate.goodwin@barnardos.org.uk</a>	0787 6190420
Central	Tracey Demers	<a href="mailto:Tracey.demers@barnardos.org.uk">Tracey.demers@barnardos.org.uk</a>	07834 106405
London	Babette Bleach	<a href="mailto:Babette.bleach@barnardos.org.uk">Babette.bleach@barnardos.org.uk</a>	07908 672405
South East	Claudia Villa-Hughes	<a href="mailto:Claudia.villahughes@barnardos.org.uk">Claudia.villahughes@barnardos.org.uk</a>	0798 4655865
South West	Julie Reynolds	<a href="mailto:Julie.Reynolds@barnardos.org.uk">Julie.Reynolds@barnardos.org.uk</a>	0779 2581627
BAME Lead	Yasmeen Sharif	<a href="mailto:Yasmeen.sharif@barnardos.org.uk">Yasmeen.sharif@barnardos.org.uk</a>	0778 5252603

Any other questions please don't hesitate to contact project lead: [Amanda.Naylor@barnardos.org.uk](mailto:Amanda.Naylor@barnardos.org.uk)