

Barnardo's Practitioner Survey Full Results

Wave 5: 25 June – 15 July 2020

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Introduction

This report presents the results for the fifth quarterly Barnardo's practitioner survey.

The aim of the survey is to capture emerging issues, and impacts on children and families, directly from Barnardo's practitioners.

The survey was open to all staff who work directly with children, young people, parents and/or carers.

Fieldwork was undertaken 25 June to 15 July 2020.

Data analysis was undertaken by Barnardo's Strategic Impact Team (SIT). Open questions were coded, and are presented in tables. For the open questions, respondents could make more than one point, so responses can be coded to multiple categories.

Where percentages do not sum to 100%, this may be due to computer rounding, or multiple answers.

* indicates responses of less than 0.5%.

For any further queries about the survey or the data presented in this report, please contact joelle.bradly@barnardos.org.uk.

ABBREVIATIONS USED

ACEs	Adverse childhood experiences
ASC	Autism Spectrum Condition
ASD	Autism Spectrum Disorder
BAME	Black, Asian and minority ethnic
CAMHS	Child and Adolescent Mental Health Service
CCE	Child criminal exploitation
CP	Child protection
CSA/E	Child sexual abuse/exploitation
CYP	Children and young people
DA	Domestic abuse
DV	Domestic violence
ESOL	English for Speakers of Other Languages
LGBTQI+	Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, and Intersex +
MH	Mental health
MHWB	Mental health and wellbeing
NEET	Not in Education, Employment or Training
PPE	Personal protective equipment
SEN	Special educational needs
SPD	Sensory Processing Disorder
UC	Universal Credit
YP	Young people

Overview of Issues for Children, Young People, and Families

Covid-19 concerns

While 31% of practitioners (154 of 489) are currently supporting, or have previously supported, someone with symptoms suspected to be associated with Covid-19, practitioners were more concerned about impacts of reduced service provision and lockdown for children and families as a result of Covid-19, than the impact of getting Covid-19.

On a scale of 1-10 (where 10 is significant threat), in terms of the threat Covid-19 poses to the children, young people, and families they support, 34% of practitioners (155 of 450) rate the indirect impacts resulting from reduced services/provision as '9' or '10', compared to only 9% (42 of 447) rating the direct impact of getting Covid-19 as '9' or '10'.

Twelve per cent of practitioners (43 of 363) who told us there are emerging issues or concerns for young people from specific ethnic backgrounds reported that 'vulnerability to Covid-19' was a key concern.

Mental Health

81% of practitioners (364 of 447) said that they were supporting someone reporting an *increase* in mental health issues due to the Covid-19 crisis, compared to 69% in the previous survey (April 2020).

Reduced social contact was again the single biggest concern practitioners expressed in terms of the effect of Covid-19 on the mental health of those they support.

Poverty

74% of practitioners (341 of 463) have worked with young people or families who have been referred to a foodbank/community kitchen or applied for welfare provision grants over the last year, compared to 70% when we asked this last year (June 2019). Sixty per cent (282 of 471) stated that they were *currently* supporting someone in, or at risk of being in, poverty, compared to 47% in the previous survey (April 2020)

Hidden issues

While 50% of practitioners (214 of 428) think there has been an increase in children and young people experiencing domestic abuse since lockdown was announced, there was a reduction in the percentage of practitioners who reported supporting someone who has experienced domestic abuse, compared to our survey last year (June 2019).

There was also a reduction in the percentage of practitioners who stated that they had worked with children or young people who they think are being coerced, deceived or manipulated into criminal activity in the last year, compared to a year ago. Fifteen per cent of practitioners (60 of 411) stated that lockdown had resulted in more children and young people being involved in serious youth violence and criminal exploitation.

In terms of changes in number of service user practitioners are seeing, 30% (142 of 471) stated that there had been an increase in referrals compared to 27% stating that there had been a decrease. However, 36% (144 of 401) stated that the changes to their service delivery have led to a reduction in the number of children, young people or families they are reaching (and 17% stated an increase in reach).

Service Delivery

While a *higher* proportion of practitioners reported currently working with service users around mental health issues, safeguarding, and poverty, compared to the previous survey (April 2020), they were *less* likely to say they *didn't* have the resources to provide this support.

56% of practitioners (265 of 471) felt that demand on services has increased since lockdown was announced. Among practitioners who told us how changes to their service have impacted on the quality of support their service provides:

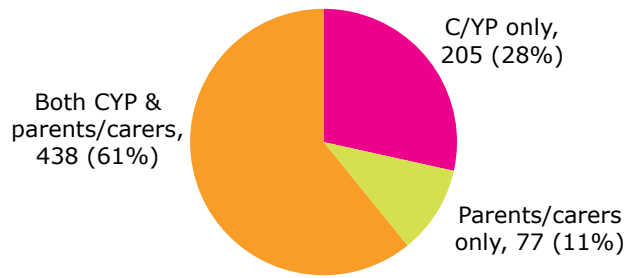
- 75% report that changes have increased levels of stress for staff (304 of 407)
- 56% report that changes have resulted in a reduction in quality of support (236 of 418)
- 50% report that changes have resulted in a reduced level of engagement with service users (198 of 398)

37% of practitioners (150 of 410) report that their service is considering making longer-term changes based on how the service is being run differently. It will be important to monitor the impacts of such changes to services, and mitigate negative outcomes, particularly in terms of stress levels for staff and the quality of support that service users are receiving.

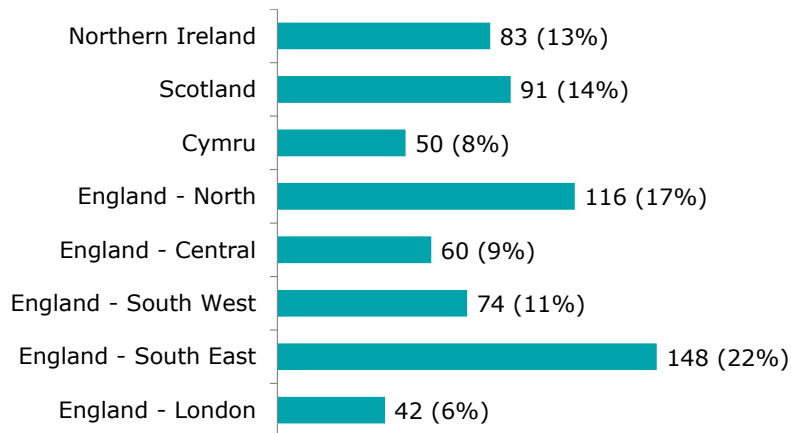
Sample Overview

	<i>n</i>	<i>%</i>
Service users supported (<i>n</i>=720)		
Children/young people	205	28
Parents/carers	77	11
Both	438	61
Region (<i>n</i>=664)		
Northern Ireland	83	13
Scotland	91	14
Cymru	50	8
England - North	116	17
England - Central	60	9
England - South West	74	11
England - South East	148	22
England - London	42	6
Service type (<i>n</i>=664)		
Youth Work	18	3
Employment, Training and Skills (ETS)	14	2
Care Leavers/Accommodation Support	49	7
Advocacy, Children's Rights & Participation	22	3
Refugee and Asylum Seekers	13	2
Child Protection	22	3
Child Abuse and Exploitation	44	7
Looked After Children	53	8
Education	27	4
Disability/Health	26	4
Mental Health	53	8
Family Support Services	118	18
Early Support	200	30
Other	5	1
Length of time working with CYP/families (<i>n</i>=661)		
Less than 1 year	60	9
1-2 years	80	12
3-5 years	68	10
More than 5 years	453	69

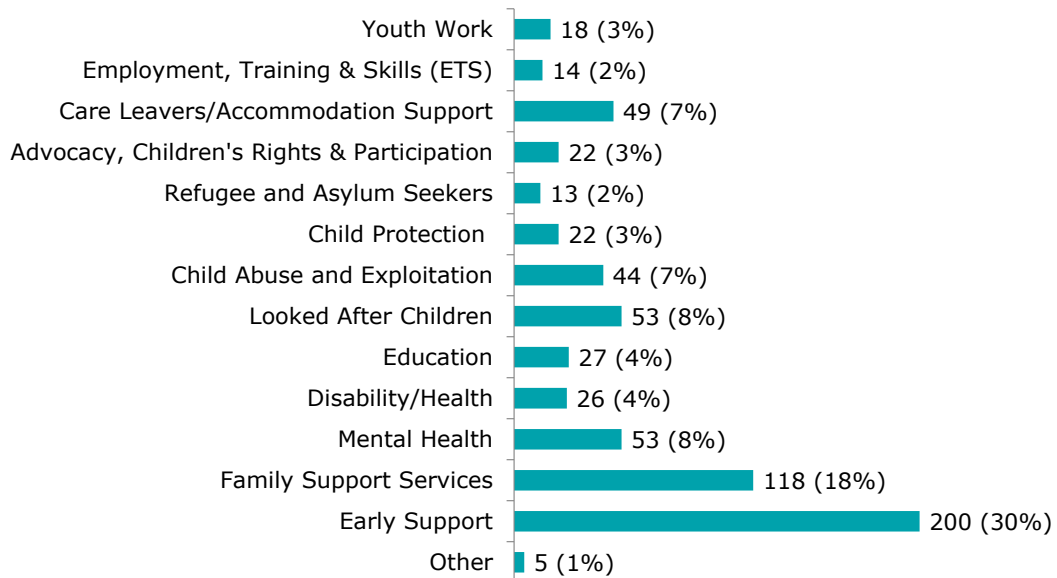
Q. Do you work directly with...? (n=720)



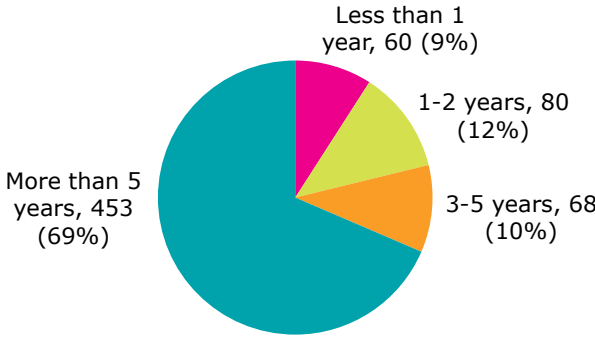
Q. Please tell us which nation or region you work in (n=664)



Q. What type of support does your service provide? (n=664)



Q. How long have you been working directly with children, young people and/or families? (n=661)



Emerging Vulnerabilities

Summary

Thirty-five per cent of respondents (168 of 478) who told us they have seen new issues emerging, or heard new things, from children, young people and families over the last few months report an 'increase in mental health and wellbeing issues', 25% report 'isolation', and 8% report a 'lack of support and resources'.

Respondents' biggest concerns for children, young people and families are 'mental health and wellbeing issues' (cited by 30% of practitioners, 150 of 495), followed by a 'lack of support and resources' (20%), and 'transitioning back to normality' following lockdown (18%).

Twenty-eight per cent of practitioners (134 of 482) report 'all children and families' are most affected by these concerns, followed by 'low income, workless and families reliant on benefits' (15%) and 'the most vulnerable children and families' (9%).

Twelve per cent of practitioners (43 of 363) who told us there are emerging issues or concerns for young people from specific ethnic backgrounds report 'vulnerability to Covid-19', followed by 'racism' (7%), 'language/communication barriers' and the 'Black Lives Matter movement' (each cited by 6% of practitioners).

Two thirds of practitioners (66%; 330 of 497) feel able to meet the needs of service users from different ethnic backgrounds and/or those whose race or culture is minoritised in a UK context. When asked why they feel this way, 23% of practitioners (63 of 271) said they 'have sufficient (access to) training, knowledge and support', 16% said there is 'scope for more training, knowledge and support', and 15% said they 'treat everyone the same/universal service offer'.

More than three quarters of practitioners (78%; 394 of 505) feel able to respond to issues around race in their role. When asked why they feel this way, 44% of practitioners (96 of 219) said they 'have sufficient (access to) training, knowledge and support', 20% said there is 'scope for more training, knowledge and support', and 11% said they 'treat everyone the same/universal service offer'.

Q. Are there any new issues you are seeing emerging, or new things you are hearing from children, young people or families, over the last few months?

Base: all who answered this question (478)

	<i>n</i>	<i>%</i>
Increase in MHWB issues among CYP and families	168	35
Isolation (incl. loneliness)	118	25
Lack of support and resources	39	8
Poverty/changes to benefits system	37	8
Transition back to 'normality'	34	7
No change/nothing new	32	7
Financial issues	30	6
Limitations of digital/remote support	28	6
Impact of Covid-19 on education/attainment	27	6
Covid-19 (non-specific)	23	5
Boredom/lack of activities for CYP	21	4
Pressure/stress relating to education/home-schooling	19	4
More CYP & families affected by domestic abuse	17	4
More pressure on CYP & families	16	3
Lack of/changes to routine	16	3
Increase in violent/challenging behaviour	15	3
Job loss/employment prospects	15	3
Increased impact of digital	13	3
Lack of access to digital technology	13	3
CYP & families struggling to adhere to/understand Government restrictions on Covid-19	12	3
Worry about the future (incl. uncertainty)	11	2
Child development	10	2
Concern about contracting/family contracting Covid-19	8	2
Increase in housing issues	8	2
Fear of going outside/seeing people	8	2
Family/relationship breakdown	8	2
Reduction in MHWB issues (school closures/being at home)	7	1
Increase in CYP and families affected by substance misuse	6	1
Increase in enforced criminal activity/county lines/gang involvement	6	1
Physical health	6	1
Frustration	5	1
Increase in sleep disturbance	5	1
Access to open space/outside	5	1
Family contact	4	1
CYP/families coping/adapting well	4	1
Difficulties with accessing 'basic essentials'	3	1
Lack of motivation	3	1
Exploitation (non-specific)	3	1
Increase in number of vulnerable CYP & families	2	*
Decrease in school attendance and an increase in exclusion	2	*
Increase in bullying	2	*
Difficulties with accessing health care	2	*
Increase in stop and search/police harassment	2	*
Racism	2	*
CYP not able to self-regulate	2	*
Issues with eating	2	*
Increase in referrals	2	*
Other	24	5
Don't know	1	*

Increase in MHWB issues among CYP and families (n=168)

"There are even more anxiety issues for the children and both child and parent are struggling to cope in the current climate of Covid-19."

"We have been supporting families who are suffering from mental health due to concerns about shielding, feeling isolated, finances and what will happen once shielding lifted."

"Mental Health issues (parents) are becoming more prominent."

"Lockdown has increased anxiety significantly, both amongst our children, adults and their parents and carers as a result of lockdown."

Isolation (incl. loneliness) (n=118)

"Children are becoming isolated and parents struggling to cope."

"Covid-19 issues including increased loneliness and isolation and issues around money and benefits."

"Impact of Covid-19 on children in care desperate to see their parents after having only phone contact for last few months."

"They are increasingly lonely and have less things to focus on and occupy them."

Lack of support and resources (n=39)

"The usual additional supports that are not in place is putting strain on some foster families."

"Service has been practically on hold since Covid-19 as hosts are not able to take a placement so support has been limited."

"Difficulties with lack of facilities being open, limited respite."

Poverty/changes to benefits system (n=37)

"More poverty that is much more obvious due to no schools, and families struggling with bills such as food, electricity and clothing."

"There has been an increase in foodbank vouchers given out due to parents struggling financially."

"Working families are now having to claim benefits and there has been an increase in the requests for food parcels."

Transition back to 'normality' (n=34)

"Worried about restrictions being lifted - returning to school."

"Some parents are very anxious about their children's return to school in September particularly some of our service users who have children with ASC are very worried about the transition."

"People are fed up with lockdown, but also anxious about going back out into the world and returning to a new normal."

"Parents are particularly worried about how their young people will re-integrate back into schools when they open again fully."

Q. What is your biggest concern now for children, young people and families?

Base: All who answered this question (495)

	<i>n</i>	<i>%</i>
MHWB issues among CYP and families	150	30
Lack of support and resources	98	20
Transition back to 'normality'	88	18
Isolation (incl. loneliness)	75	15
Education (incl. attainment, exclusion & lack of support)	46	9
Job loss/employment prospects	36	7
Domestic abuse	31	6
Safeguarding issues due to services having less contact with families (e.g. schools)	30	6
Financial issues	30	6
Poverty/changes to benefits system	27	5
Trauma/neglect/abuse	19	4
Increased impact of digital	15	3
Covid-19 (non-specific)	14	3
More pressure on CYP/families	12	2
Homelessness and housing issues	11	2
Lack of/changes to routine	11	2
Child development	8	2
Boredom/lack of activities for CYP	7	1
Lack of opportunities/access to opportunities	7	1
Family/relationship/placement breakdown	7	1
Uncertainty of the future	7	1
CYP/families affected by substance misuse	5	1
Safeguarding (non-specific)	5	1
Physical health	5	1
CYP & families struggling to adhere to/understand Government restrictions on Covid-19	4	1
CCE/criminal activity/county lines/gang involvement	4	1
Lack of access to digital technology	4	1
The economy	4	1
Fear of going outside/seeing people	4	1
Increase in CYP impacted by CSA/E	3	1
Increase in violent/challenging behaviour	3	1
A second wave of Covid-19	3	1
The summer holidays	3	1
Increase in number of vulnerable CYP	2	*
Difficulties with accessing food	2	*
Other	32	6

MHWP issues among CYP and families (n=150)

"Coping with change and increased anxiety/poor mental health."

"I worry about their mental health and wellbeing. Young people I work with are describing much higher levels of anxiety requiring professional intervention."

"Parents not coping with lockdown and pre-existing stress, depression, anxiety increasing."

"Mental health impact from Covid-19 and social isolation for a length of time heightening anxieties when restrictions lifted."

Lack of support and resources (n=98)

"Them being able to access the right level of support at the right time"

"The lack of visible support from universal services. I am working with new mums who are care leavers and they are not seeing a health visitor at all once baby is born."

"That they are not receiving the face-to-face contact from those who can support them."

"Children/families that are not receiving the same level of support that they may have done before the lockdown."

Transition back to 'normality' (n=88)

"Moving back into society after Covid-19 and learning to manage with restrictions on nursery provision."

"My biggest concern for young people is how they will feel when they go back to school in September."

"Reintegration with others as restrictions are lifted."

"Trying to get back to the new normal and re-engage with services."

Isolation (incl. loneliness) (n=75)

"Isolation, not being around external supports such as school and youth groups."

"Parents are feeling isolated. Parents feel that their children are feeling isolated."

"Social isolation from young people living on their own in confinement."

"Being socially isolated due to restrictions which is impacting their emotional health."

Education (incl. attainment, exclusion & lack of support) (n=46)

"The widening gap to be overcome by those without the same advantages of others in terms of education and resources in the widest sense."

"The children will struggle to return to school. They will be so behind in their education."

"Some children have not had access to the internet to enable them to complete school work during lock down, so they have missed out on a lot of education."

"Being out of education due to Covid-19 and re-engaging with education once this is possible. Limited options in terms of education/training for 16/18 year olds."

Q. Which groups of children, young people, and families do you think are most affected by the concerns you raised above?

Base: All who answered this question (482)

	<i>n</i>	<i>%</i>
All children/families	134	28
Low income families/workless/reliant on benefits	71	15
The most vulnerable children and families	44	9
CYP & families affected by mental health and wellbeing issues	32	7
Children with additional needs (incl. ASD, SEN & SPD)	28	6
Children in care	24	5
Teenagers and children aged 16+	21	4
CYP & families with limited/no support network	20	4
Refugee and asylum seekers/migrants/ESOL	20	4
CYP with protected characteristics (LGBTQI+, ethnic minorities)	18	4
Children aged 0-5	17	4
Lone/single parent families	17	4
Care leavers/care experienced YP	16	3
CYP & families with disabilities	15	3
Children aged 5-16	11	2
CYP & families affected by domestic abuse	11	2
Those from disadvantaged/deprived backgrounds/dealing with deprivation	11	2
Those in deprived areas	10	2
All CYP our service/Barnardo's works with	9	2
CYP & families not known to services/not under social care (incl. those not asking for help)	9	2
CYP who haven't been back to school	8	2
New/young parents/families	8	2
Primary school aged children	8	2
Those living independently/alone	7	1
CYP aged 10+	7	1
CYP & families affected by substance misuse	6	1
Young carers	5	1
CYP & families living in unsuitable housing	4	1
CYP & families with health conditions	4	1
Bereaved CYP & families	4	1
CYP due to leave school (primary & secondary)	4	1
CYP & families with no/limited access to digital technology	4	1
Secondary school aged children	4	1
Children who are not in education, employment or training (NEET)	3	1
CYP & families impacted by trauma	3	1
Larger families	3	1
Young people influenced by digital/technology	3	1
Foster carers/families	3	1
CYP where the perpetrator is a family member/family friend	2	*
CYP & families affected by homelessness	2	*
CYP & families who require support/services	2	*
CYP & families statutory services struggle to engage	2	*
Other	38	8
Don't know	3	1

Q. Do you think there any emerging issues/concerns for young people from specific ethnic backgrounds? (please state the specific ethnic background and emerging issue)

Base: All who answered this question (363)	n	%
No emerging issues/nothing new/not aware of any issues/no experience of this	116	32
Vulnerability to Covid-19	43	12
Racism (incl. racial profiling/stop & search)	24	7
Language/communication barriers	22	6
Black Lives Matter movement	22	6
Issues affect all CYP & families	15	4
Isolation/social exclusion	14	4
Lack of support/resources	13	4
Increased vulnerability due to Black Lives Matter coverage	13	4
Barriers to accessing support/services	11	3
Poverty (incl. benefits system)	10	3
Barriers to accessing opportunities (work/education)	9	2
MHWB	8	2
Discrimination, marginalisation, oppression	6	2
CCE	5	1
Housing/homelessness	4	1
Lack of access to digital technology	4	1
Difficulties understanding/adhering to Government restrictions	4	1
Brexit/political climate	3	1
Worries about welfare of family members not in the UK	3	1
Yes (non-specific)	3	1
Inequality	3	1
Issues with education/home schooling	3	1
Other	22	6
Don't know	17	5

Vulnerability to Covid-19 (n=43)

"An increase in susceptibility to the disease has increased anxiety for children of some ethnic groups."

"BAME families have been disproportionately affected by Covid-19, thus BAME young people are affected by the emerging issues more than other ethnic groups."

"BAME young people worried more around Covid-19 for themselves and family members due to higher proportion of BAME people being affected."

"With the increased vulnerability of BAME communities to Covid-19 there may be disproportionate amounts of loss and grief."

Racism (incl. racial profiling/stop & search) (n=24)

"BAME groups in general feeling more vulnerable to Covid-19, feeling targeted in relation to police stop and search, and the existing culture of racial discrimination in the UK."

"Concerns re potential increase in racism following Covid-19 pandemic & focus on Black lives matter movement."

"I believe that BAME young people are at risk of being affected by systemic racism in the UK which can affect their opportunities for employment and education."

"There has been recent racism/blame over Covid-19 towards the Chinese community in Glasgow (including in pamphlet form arriving through letterboxes)."

Language/communication barriers (n=22)

"Yes, lack of competent effective interpreters for our non-English speaking unaccompanied asylum seeking young people."

"With support being mainly online/virtually, it is harder for EAL families to engage fully."

"Language barrier in accessing and requesting help in the Romanian community."

"Lack of translators making service more difficult to be provided over the phone/video call."

Black Lives Matter movement (n=22)

"The BLM movement has likely had an impact."

"The movement of black lives matter has raised and will continue to raise awareness and debate."

"Black Lives Matter issues arising from recent events."

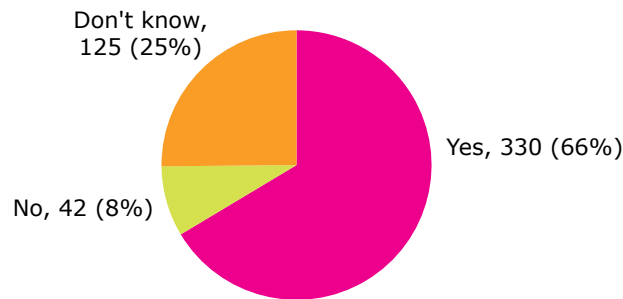
"The BLM campaign may impact on some of our young people for various reasons."

Issues affect all CYP & families (n=15)

"I feel the challenges faced are being experienced by all."

"I feel all young people are at risk of the above concerns."

Q. Do you feel able to meet the needs of service users from different ethnic backgrounds and/or those whose race or culture is minoritised in a UK context? (n=497)



Q. Please tell us why you feel this way

Base: All who answered this question (271)	n	%
Have sufficient (access to) training/knowledge/support	63	23
Scope for more training/knowledge/support	43	16
Treat everyone the same/universal service offer	41	15
Don't work with BAME service users	40	15
Try to understand specific needs of service users	28	10
Can experience communication/language barriers	21	8
Varies - depends on individual/needs	14	5
Impacted by Covid-19	14	5
From own experiences	9	3
Lack of diversity in workforce	8	3
Other	19	7
Don't know	1	*

Have sufficient (access to) training/knowledge/support (n=63)

"Yes, I have attended the 'Equality and Diversity training' and ensure that people's ethic and religious views are taken into consideration and respected."

"We have a diverse team itself and the management encourages us to share this diversity."

"Through training that has been provided by Barnardo's. Constant updates and communication from senior management team, workplace information."

"I know that I can access other services to provide support including translators."

Scope for more training/knowledge/support (n=43)

"Would like further training around this."

"I think that there is a willing but lack of expertise in this area. I also feel that as practitioners there should be more of an emphasis on inclusion and reflective practice to challenge the stereotypes and refine the practice that workers may carry with them."

"Racial equality training would be good. Also our staff team is all white Scottish/British so no one for YP from different ethnic backgrounds to relate to."

"I have had previous training around different cultures, but I would benefit from more regular training around race, ethnicity and culture."

Treat everyone the same/universal service offer (n=41)

"I feel I treat everyone the same and try to be aware of cultural issues."

"Support provided for children and young people from all cultures and race."

"I treat everyone the same, their needs will be met with my very best response."

Try to understand specific needs of service users (n=28)

"I respect the families I work with and their cultural beliefs and support them in whatever way they require, on occasion I have learnt to adapt my behaviour to adhere to them such as contact at certain times of day or attend funerals with a headscarf."

"We recognise individual needs of all the service users and work towards improving the service ongoing and celebrate diversity."

"Every individual is unique and based around an individual plan for that child, young person and family."

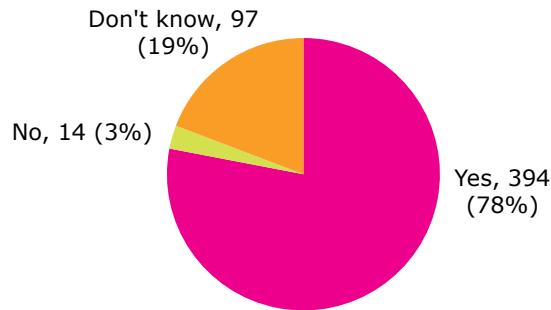
Can experience communication/language barriers (n=21)

"We do find creative ways to meet the needs of young people however access to interpreters is currently difficult."

"Families where English isn't their first language, where language barriers create barriers to support. Lack of interpreters."

"We try to ensure that we meet each person's needs well but we could do more e.g. interpretation of service literature."

Q. In your role as a Practitioner, do you feel able to respond to issues around race? (n=505)



Q. Please tell us why you feel this way

Base: All who answered this question (219)	n	%
Have sufficient (access to) training/knowledge/support	96	44
Scope for more training/knowledge/support	43	20
Treat everyone the same/universal service offer	23	11
Don't work with BAME service users/not been an issue	19	9
From own experiences	14	6
Varies - depends on individual needs/issues	11	5
Try to understand specific needs of service users	5	2
Can experience communication/language barriers	4	2
Other	19	9

Have sufficient (access to) training/knowledge/support (n=96)

"Confident to discuss and ready to listen/address where necessary."

"Diversity training and Barnardo's Basis and Values."

"Training in equality and diversity, looking into the family's culture and background."

"My work experience, reading I do personally and training I have attended."

Scope for more training/knowledge/support (n=43)

"I am aware of how to respond to issues around race and I can from personal experience but not always from a professional perspective - unknown where to signpost BAME people for specific services."

"I am keen to learn more about race and how to confront the challenges and support others."

"In some areas I would require more guidance and training to ensure I was meeting the holistic needs of a child."

"I would always challenge every inequality and injustice however I would appreciate a fuller understanding on how to be best effective in this way."

Treat everyone the same/universal service offer (n=23)

"We work with all families regardless of race, colour and religion. We value all individuals who attend for a service."

"I believe I am able to treat all people as equals and have respect for others cultures and beliefs."

"I personally treat everyone with respect, able to listen to what they say/need and support appropriately."

From own experiences (n=14)

"Trying to educate myself, and we are getting clearer messages from within Barnardo's too but I guess also my own experience of listening to friends and family own listening and experience."

"As a person of colour I am directly affected and feel confident to respond to these issues."

"Because my lived experience as a black woman has taught me about the issues that people have in terms of race i.e. stereotyping, unconscious bias etc."

Varies - depends on individual needs/issues (n=11)

"It depends on the issue. If I am not able to respond to the issues then I will go away and find a response that I feel is appropriate."

"Depends on the individual and how it is affecting them personally."

"It would depend upon what was needed in terms of knowledge."

Covid-19 Concerns

Summary

Practitioners biggest concern in terms of the impact of Covid-19 on children and families is the 'impact on mental health and wellbeing' (cited by 45% of practitioners; 211 of 467), followed by 'isolation and loneliness' (27%), and the 'economic/financial impact' (25%).

Thirty-one per cent of respondents (141 of 454) report 'all children and families' are most affected by these concerns, 14% report 'low income, workless and families reliant on benefits' are, while 7% report 'the most vulnerable children and families' are.

Fifteen per cent of practitioners (64 of 416) said the Government or decision makers could 'increase funding for/availability of mental health support' to address these issues, followed by 'financial support' (14%), and 'increase provision of support for children, young people and families' (11%).

Twenty-nine per cent of practitioners (119 of 415) said Barnardo's could 'continue to support/have regular contact with children and families' to address these issues, 12% said 'influence/lobby Government/decision makers', and 9% said 'increase provision of support to children, young people and families'.

Approximately a third of practitioners (31%; 154 of 489) are currently supporting, or have previously supported, someone with symptoms suspected to be associated with Covid-19.

Eighty-eight per cent of practitioners (415 of 472) who told us what children and families are concerned about in relation to Covid-19 cite 'reduced social contact', followed by 'impact on mental health' (81%) and 'boredom' (73%).

On a scale of 1-10 (where 10 is significant threat), in terms of the threat Covid-19 poses to the children, young people and families they support

- 34% of practitioners (155 of 450) rate the direct impacts as result of reduced services/provision as '9' or '10'.
- 31% (142 of 453) rate the direct impacts such as extended lockdown/quarantine as '9' or '10'.
- 9% (42 of 447) rate the direct impacts of contracting Covid-19 as '9' or '10'.

On a scale of 1-10 (where 10 is very compliant), 18% practitioners (81 of 444) rate young people's compliance with official guidance about lockdown as '9' or '10'.

On a scale of 1-10 (where 10 is very influenced), 11% of practitioners (48 of 438) rate the impact of factors other than official guidance influencing whether young people stay in/go out as '9' or '10'.

Two fifths of practitioners (41%; 184 of 452) feel young peoples' compliance with official guidance has remained about the same since lockdown began, while 34% feel young people have become less compliant.

Thirty-seven per cent of practitioners (116 of 315) feel 'fear and anxiety' is influencing young people's compliance, followed by 'peer influence/pressure' (24%), and the 'need for social contact' (19%).

Approximately three quarters of practitioners (74%; 347 of 471) are working as an 'essential service'.

Since lockdown was announced:

- 56% of practitioners (265 of 471) report an increase in demand for services.
- 44% (208 of 471) report an increase in the 'level of complexity of need' of service users.
- 30% (142 of 471) report an increased number of referrals to their service.

On a scale of 1-10 (where 1 is 'can't meet demand' and 10 is 'able to meet demand'), 29% of practitioners (129 of 452) rate feeling able to meet demand for services between '1' and '5'.

Practitioners' biggest concern as restrictions are relaxed is 'a second wave/contracting Covid-19' (cited by 36% of practitioners; 140 of 388), followed by 'readjusting/understanding/adherence to changes' (21%), and 'fear/anxiety' (14%).

Q. What is your main concern about the impact of the Covid-19 crisis on children, young people and families that you support?

Base: All who answered this question (467)

	<i>n</i>	<i>%</i>
Impact on MHWB	211	45
Isolation & loneliness	126	27
Economic/financial impact	118	25
Educational concerns	110	24
Lack of direct professional contact with CYP	55	12
Concern about end of lockdown	47	10
Limitations of non-face-to-face support	34	7
Risk of increase in domestic abuse	33	7
Lack of/changes to routine	23	5
Risk of increase in abuse/exploitation (non-specific)	20	4
Lack of respite/pressure on parents	14	3
Impact of getting Covid-19 (bereavement, illness)	12	3
Increase in challenging behaviour	11	2
Family conflict	11	2
Loss of protective environments/people	10	2
Ability to adhere to Government restrictions/advice	10	2
Physical health	10	2
Family contact issues	9	2
Lack of access to 'basic essentials'	8	2
Lack of stimulation	8	2
Too much time online	7	1
Keeping safe (non-specific)	7	1
Issues with housing	5	1
CP/safeguarding concerns (non-specific)	4	1
Increased substance misuse	4	1
Lack of access to digital	4	1
A second wave of Covid-19	4	1
Risk of increase in criminal exploitation	3	1
Access to open space/outside	3	1
Impact on referrals	3	1
Rise in inequality	3	1
Fake news	2	*
Other	24	5

Impact on MHWB (n=211)

"Anxiety/mental health increase amongst parents and children."

"Children's mental health; how the impact of not being at school, all the negative media, being isolated from others has affected their mental health and wellbeing."

"The impact on children's mental health as we move out of this crisis."

"The mental health of both young people and parents are the ongoing concerns."

Isolation & loneliness (n=126)

"They feel isolated, yes there are ways of receiving support online, some in person, but the reality is until things go back to normal this will be an ongoing difficulty no matter how much support is offered."

"They are isolated from their peer groups in the school, college and community settings."

"Lack of education and isolation due to not being able to mix with friends and go to usual activities."

"Loneliness and the effect on mental health and wellbeing."

Economic/financial impact (n=118)

"Recovery of finances and coming summer holidays which usually have an impact on families on the poverty level."

"Also the financial worries with families who have been made redundant and had reduced wages etc."

"Serious financial difficulties as a result of living costs increasing and income decreasing."

"Families losing jobs, not getting enough money to support their families."

Educational concerns (n=110)

"Anxieties around return of children to school. Supporting parents' concerns around if schools are safe. Further developmental delays for some children with additional needs."

"Education - not accessible due to lack of technology and teachers not providing work specifically for children who speak EAL."

"Home schooling is particularly problematic for YP who are affected by trauma and carers often feel ill-equipped to meet their educational needs."

Lack of direct professional contact with CYP (n=55)

"The lack of our support as we are not seeing these families during Covid-19."

"That children and young people are struggling to engage or get the support they need."

"My main concern is that a lot of people are struggling without support during this time and lockdown has had a major impact on many people's mental health and well-being."

"Families are being missed as we are not seeing them to pick up on signs."

Q. Which groups of children, young people and families are most affected by this concern?

<i>Base: All who support parents (454)</i>	<i>n</i>	<i>%</i>
All children/families	141	31
Low income families/workless/reliant on benefits	62	14
The most vulnerable children and families	33	7
CYP/families affected by mental health and wellbeing issues	32	7
Children with additional needs (incl. ASD, SEN & SPD)	22	5
Lone/single parent families	22	5
All CYP our service/Barnardo's works with	22	5
Teenagers and children aged 16+	18	4
Children in care	18	4
CYP with protected characteristics (LGBTQI+, ethnic minorities)	17	4
Children aged 0-5	15	3
Care leavers/care experienced YP	13	3
CYP/families affected by domestic abuse	13	3
Refugee and asylum seekers/migrants/ESOL	13	3
CYP/families with health conditions	13	3
Children aged 5-16	12	3
CYP/families with disabilities	12	3
Those from disadvantaged/deprived backgrounds/dealing with deprivation	11	2
CYP/families with limited/no support network	10	2
CYP/families affected by substance misuse	7	2
CYP/families with financial difficulties (incl. debt)	7	2
CYP who haven't been back to school	7	2
CYP/families who require support/services	6	1
CYP/families with limited resources	6	1
Those in deprived areas	4	1
Young carers	4	1
CYP/families living in unsuitable housing	4	1
CYP/families not in contact with services	4	1
CYP & families with no/limited access to digital technology	4	1
Primary school aged children	4	1
CYP/families affected by homelessness	3	1
Those living independently/alone	3	1
CYP underachieving in education	3	1
CYP/families statutory services struggle to engage	3	1
CYP due to leave school (primary & secondary)	3	1
CYP with challenging behaviour	3	1
Foster carers/families	3	1
CYP/families impacted by trauma	2	*
Young parents	2	*
Children who are not in education, employment or training (NEET)	2	*
Bereaved CYP & families	2	*
CYP/families who do not meet thresholds	2	*
CYP returning to school	2	*
CYP/families with low self-esteem	2	*
Other	45	10
Don't know	3	1

Q. What do you think the Government or other decision makers could do to address this issue?

Base: All who answered this question (416)	n	%
Increase funding for/availability of MHWB support (incl. counselling)	64	15
Financial support (non-specific)	60	14
Increase provision of support for CYP & families	45	11
A plan & support for CYP re-entering education post-lockdown	38	9
Clear guidance/information	32	8
Support for job security/opportunities/employers/the economy	28	7
The Government is doing a good job/doing what it can	17	4
Provide funding/support/resources to schools	16	4
Listen to charities/front line workers/public	16	4
Financial support for charities/third sector	14	3
Relax some of the restrictions (incl. allow face-to-face support)	13	3
A plan & support for post-lockdown	10	2
Get all CYP back to school/education	10	2
Ensure people have access to digital technology	10	2
Ensure people have 'basic essentials' (e.g. food)	8	2
Improve/increase benefits (UC)	8	2
Improve financial support for CYP & families	7	2
Increase resources/activities for CYP & families	6	1
Address pre-existing issues (inequality, poverty, employment, housing, health and social care)	6	1
Increase testing for Covid-19	5	1
Financial support for public sector/local authorities	4	1
Increase amount of PPE for staff	4	1
Provide telephone support/helplines	4	1
Address language barriers to accessing services/support	4	1
More support to address domestic abuse	3	1
More support for carers/parents	3	1
More partnership working	3	1
Publicise/raise awareness of available support	2	*
Ensure vulnerable children can still attend school	2	*
Reduce pressure of school/exams on CYP	2	*
Increase taxes	2	*
Other	48	12
Don't know	27	6

Increase funding for/availability of MHWB support (incl. counselling) (n=64)

"Provide additional funding for services to support mental health."

"Mental health/counsellors in every school to help with those who will find transition back to learning environment difficult."

"Providing more free on going mental health support that is easily accessible without long waiting lists."

"Employ a mental health practitioner in each school. Offer teachers the relevant training how to recognise children and families who may be struggling to cope. Open more mental health units, employ more mental health practitioners."

Financial support (non-specific) (n=60)

"A lot more funding and specialised support needs provided for such children."

"Ensure more financial support, emotional/practical support e.g. support workers for the families."

"Funding for families to access more support."

"Increase funding & support to the most vulnerable."

Increase provision of support for CYP & families (n=45)

"Provide a lot more support and accommodation for families dealing with abuse. Free therapy, shelters and advice, and lower the thresholds for support."

"Offer more support and specifically target this to the areas of need through engaging with key partners to ensure best value and practice."

"More resources/support for children with special needs."

A plan & support for CYP re-entering education post-lockdown (n=38)

"Phased return to school/education - clear guidelines and information."

"Be clearer about their plans for education and schools."

"Children need regular contacts from schools, schools to be made as safe as possible as quickly as possible so that children can return safely. Vulnerable children identified and more regular contacts from schools (some schools are already doing this and are really good, others not so)."

"Slow, part return to education rather than everyone back in September. Provide education/catch ups over the summer holidays, keep schools open over summer."

Clear guidance/information (n=32)

"The government needs to have less confusing guidelines so employers and employees are clear about safety and their rights."

"Provide adequate and appropriate information."

"Give clear guidance. Constantly changing advice and advice for different parts of the UK is confusing to follow."

Q. What do you think Barnardo's can do to address this issue?

Base: All who answered this question (415)

	n	%
Continue to support/have regular contact with CYP/families - doing all we can	119	29
Influence/lobby Government/decision-makers	49	12
Increase provision of support to CYP/families	38	9
Provide support, resources, activities	28	7
Work with CYP/families, be responsive to needs	26	6
Ad campaigns/publicise impacts on CYP of substance misuse, domestic abuse, relationship breakdown, Covid-19, MHWB	21	5
Provide MHWB support	19	5
More training for staff (e.g. counselling)	19	5
Enable face-to-face support	17	4
Better partnership working/communication	14	3
Work with schools/nurseries to provide childcare/support	12	3
More staff	12	3
Continue supporting staff	10	2
Provide more funding for services	9	2
Fundraising	9	2
Provide support remotely/digitally	8	2
Provide financial support/advice for YP/families	8	2
Advertise services more	7	2
Signposting/sharing of information/resources (for families)	7	2
Provide more resources/guidelines (for staff to support families)	7	2
Get feedback from/listen to staff	6	1
Be trauma-informed	6	1
Advocate for CYP/families	5	1
Continue communications to/from staff/managers	3	1
Develop plan for after lockdown	3	1
Improve learning/focus on equality, diversity and inclusion	3	1
Collate research and evidence	3	1
Provide digital technology to CYP/families	2	*
Provide PPE for staff	2	*
Assess how well CYP/families have coped during lockdown	2	*
Nothing	2	*
Other	29	7
Don't know	15	4

Continue to support/have regular contact with CYP/families - doing all we can (n=119)

"We are supporting the best we can."

"We are addressing the issue with immediate response to families in need, offering support in the form of respite, grants, food, activity packs etc."

"Continue to connect with vulnerable children, young people and families. Think about new/different ways that we can make people more aware of services available."

Influence/lobby Government/decision-makers (n=49)

"Lobby the Government, work systemically teaming up with social workers, schools and families."

"Lobby parliament on behalf of struggling communities, highlight the importance of support for those young people struggling with mental health needs."

"Barnardo's is a strong and influential organisation and can lobby for changes of legislation with regards to children and young peoples' rights to better health, education and become a stronger voice for young peoples' current struggles."

"Appeal to the UK Government to uphold its pledge of not returning of austerity measures."

"Barnardo's could work to raise awareness of the current struggle for young people under 30 in the UK, lobbying the Government to provide targeted, real opportunities for this age group and living wages."

Increase provision of support to CYP/families (n=38)

"Provide catch up support for those missing school and supporting with mental health"

"Open more services to support families facing disability. There is a need for support outside of school that encompasses allied health professionals to support development."

"Offer more support groups to families whom we know are in abusive relationships. Support for their children. More safety work for mothers and children."

"Increase range of projects and capacity to reach these families."

Provide support, resources, activities (n=28)

"This is a very difficult time and Barnardo's should have resources available (e.g. project workers) to support these young people to help them get through this time."

"Reach the children who need it, ensuring that anyone who needs support regardless of their background is given support."

"Provide outdoor events for families, opportunities to engage with others in group events in their communities."

Work with CYP/families, be responsive to needs (n=26)

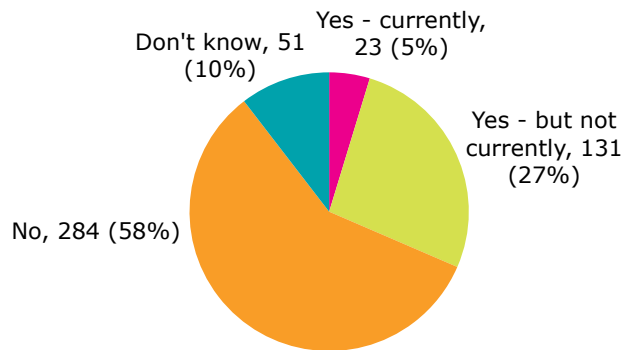
"Try something new to engage the BAME communities. Include them more in the decision making process of Barnardo's relating to the services which they need."

"Survey parents and take on their experiences to identify how to support and enable families to address their concerns and areas of need."

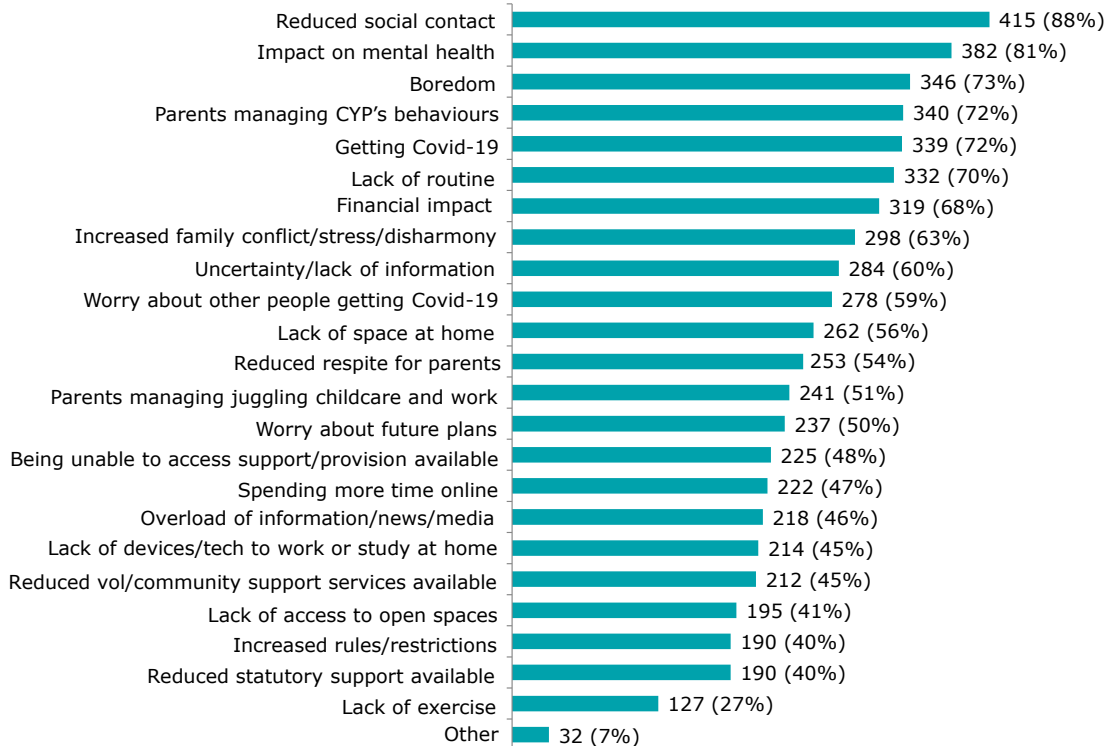
"Talk to the family`s about what their needs are."

"Be dynamic, flexible and tailor to families' individual needs (which we already do)."

Q. In your role as a practitioner, have you supported anyone who has had symptoms suspected to be associated with Covid-19?
(n=489)



Q. Which of the following have children, young people or parents you are supporting been concerned about in relation to Covid-19? (n=472)

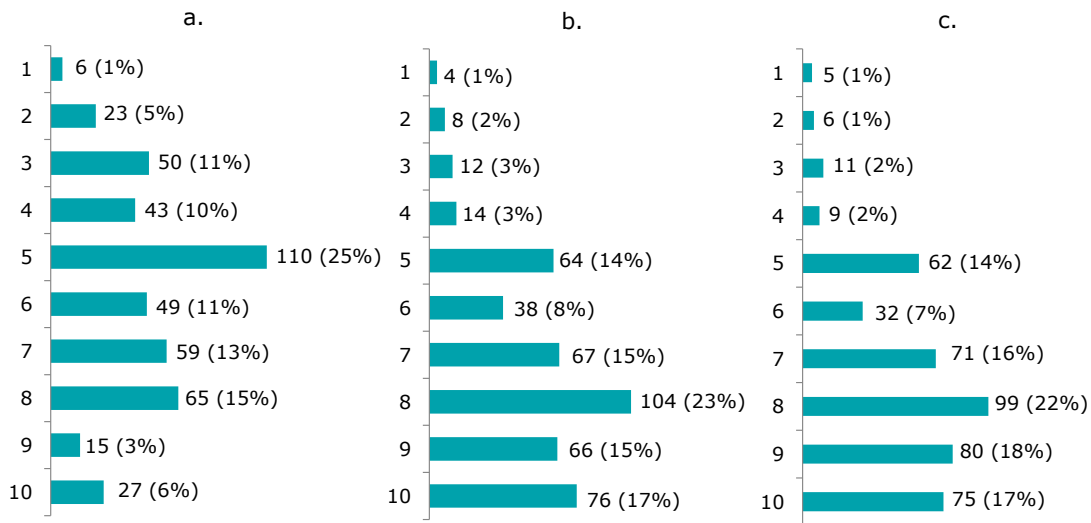


Q. How much of a threat (where 1 = no threat and 10 = significant threat) do you feel Covid-19 poses to the children, young people and families you support...?

a. Directly (i.e. illness) (n=447)

b. Indirectly as a result of extended lockdown/quarantine (n=453)

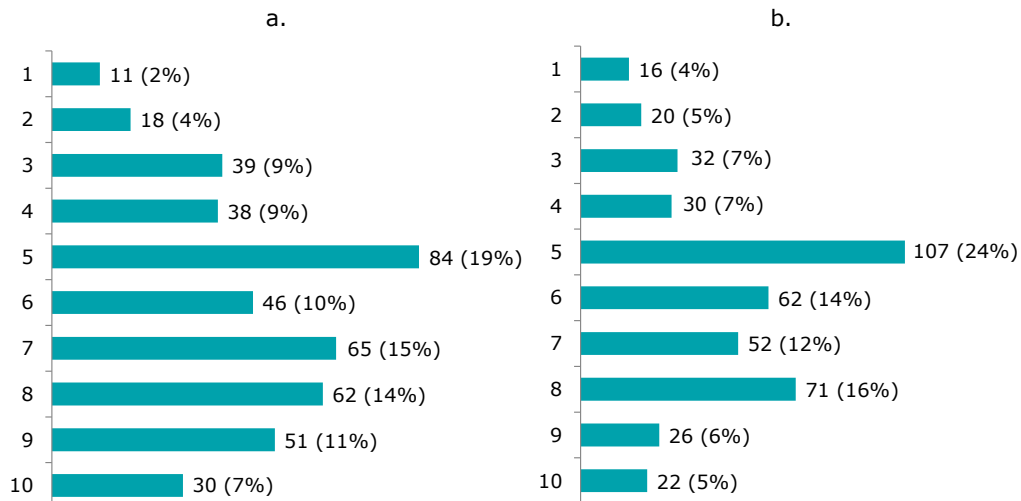
c. Indirectly as a result of reduced services/provision (n=450)



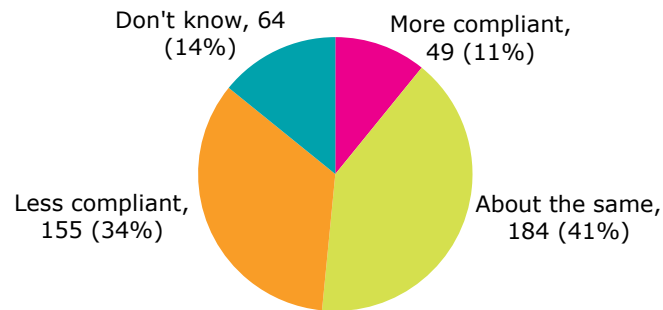
Q. To what extent do you feel that the young people you support are currently...?

a. Compliant with official guidance about lockdown (1 = not compliant and 10 = very compliant) (n=444)

b. Responding to other factors (other than the official guidance) influencing whether to stay in/go out (1 = not influenced 10 = very influenced) (n=438)



Q. Has this changed since lockdown began? (n=452)



Q. What other factors are having an influence their compliance with guidance or not, or staying in/going out (e.g. injustice/protests, anxiety/fear, bullying/peer pressure)?

Base: All who answered this question (315)

	n	%
Fear/anxiety	116	37
Peer influence/pressure	75	24
Need for social contact	59	19
Confusing messaging/level of understanding of restrictions or risks of Covid-19	45	14
Boredom	41	13
Parent/carer influence	23	7
Unsuitable home environment/family pressures	21	7
Protests	14	4
MHWB	13	4
Lack of support in home/to access support	12	4
Other	76	24
Don't know	4	1

Fear/anxiety (n=116)

"The refugee families I work with have been very anxious to go outside and tended to keep the children indoors to keep them safe."

"Anxiety and fear cause people to stay locked in."

"Anxiety and fear of illness. Those with underlying health conditions and parents of children with breathing conditions have shown more compliance or those in families with elders."

"Fear of going out especially children who have health conditions."

Peer influence/pressure (n=75)

"Attitudes of others they see on the news or social media breaking the rules, peer pressure."

"Desire to be around and influence of peers."

"Peer pressure, pressure to keep all carers happy, anxiety about missing out, need to get out and feel free."

"Peer pressure is definitely a factor. Role modelling from parents/carers influences their approach to guidance."

Need for social contact (n=59)

"A need for social interaction with peers, pressure building up at home, which creates arguments, not being at school."

"Friends being their only support systems, so wanting to be with them."

"Lack of family support and children going to other houses for respite/social interaction."

"Need interaction and support from other people."

Confusing messaging/level of understanding of restrictions or risks of Covid-19 (n=45)

"Parents confused with different messages from Government and local government."

"Lack of/misleading information - children who worry tend to just stay in where there they are hearing conflicting information about who can go where for what reason etc."

"Mostly not clear what they are supposed to comply with."

"Lack of information and confusion about what one is allowed to or not allowed to do, as some are limited on technology or have poor English they are dependent on others to give them guidance, a lot of young people are influenced by what their peers do."

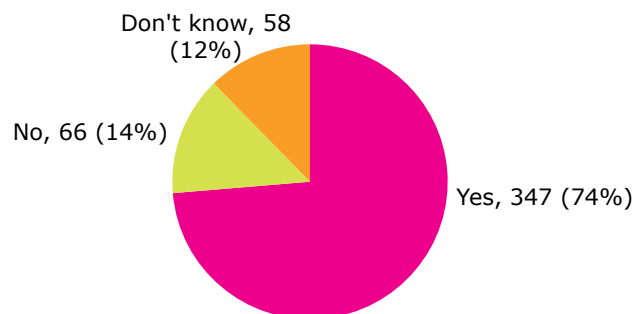
Boredom (n=41)

"Peer pressure - boredom - lack of space at home need to socialise."

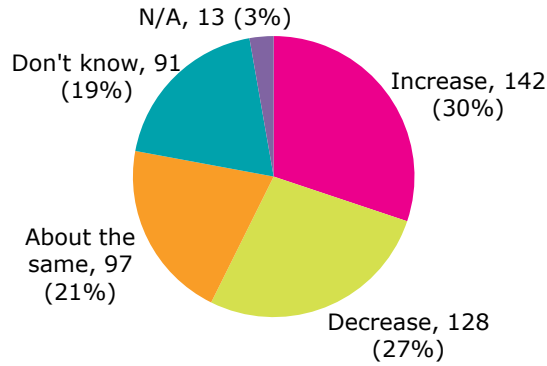
"Boredom is emerging as a concern that might drive some young people to not comply to guidance."

"Boredom and the sense of isolation is influencing decisions to break restrictions."

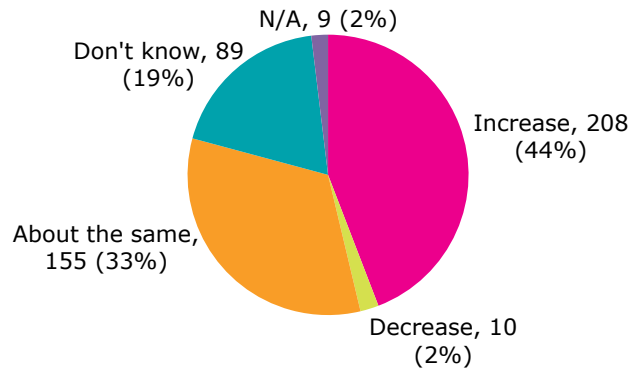
Q. Are you working in an 'essential service'? (An 'essential service' is one supporting vulnerable children and young people as defined by UK Government, or children of essential workers according to Government guidance) (n=471)



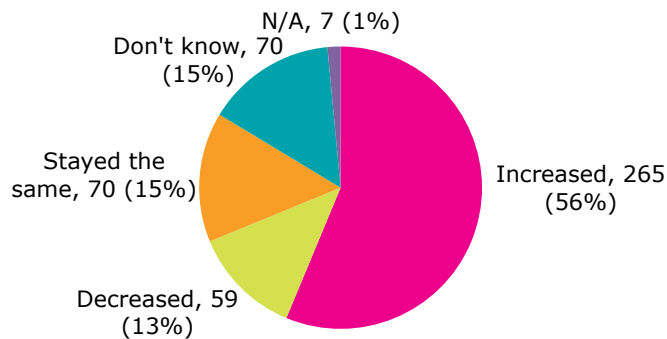
Q. Has there been an increase or decrease in the number of referrals to your service since the lockdown was announced on 23rd March? (n=471)



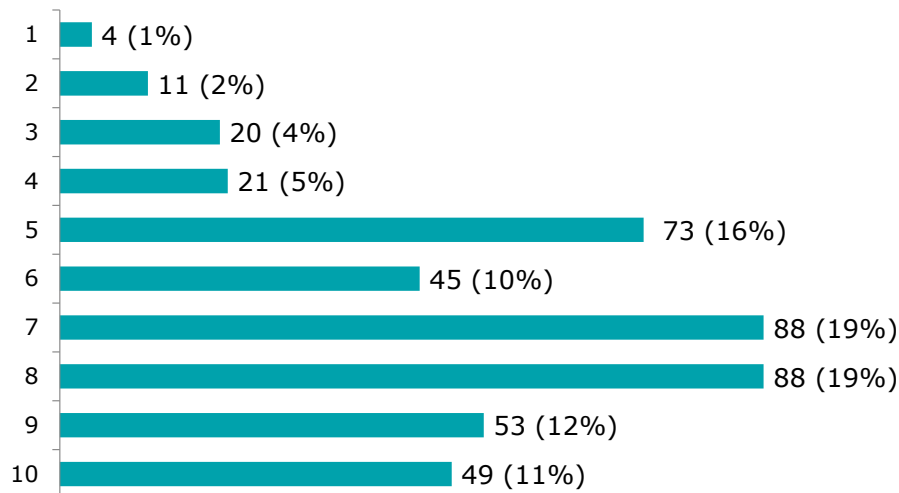
Q. Has there been an increase or decrease in the 'level or complexity of need' for individual service users since the lockdown was announced on 23rd March? (n=471)



Q. Do you feel that demand on services has increased or decreased since lockdown was announced on 23rd March? (n=471)



Q. To what extent do you feel able to meet demand? (where 1 = can't meet demand and 10 = able to meet demand) (n=452)



Q. What is your biggest concern for children, young people and families as restrictions are relaxed/post Covid-19?

Base: All who answered this question (388)

	n	%
A second wave/contracting Covid-19	140	36
Readjusting/understanding/adherence to changes	82	21
Fear/anxiety	56	14
Issues around returning/reengaging with school	48	12
Issues relating to service provision/accessibility	45	12
MHWB issues	44	11
Economic impact/financial security	32	8
Safeguarding/safety issues	10	3
None	2	1
Other	59	15
Don't know	2	1

A second wave/contracting Covid-19 (n=140)

"That Covid-19 has not gone away, people will relax the social distancing and the virus will peak again and we will be back to square one."

"A second peak in the pandemic, and then being unable to get people to go back to such ridged lockdown."

"A second wave resulting in further lockdown and loss of education for young people."

Readjusting/understanding/adherence to changes (n=82)

"Adapting to relaxed restrictions and understanding what they can and can't do."

"Concerns will be trying to get children to engage again in routine, education."

"Anxiety around the unknown, a 'new normal' being difficult to adapt to."

"Being able to return to "normal" routines e.g. getting up for school etc."

Fear/anxiety (n=56)

"Anxiety and fear about returning to work and school, finances and also mental health caused by social contact being reduced during lockdown."

"Anxiety around going out after being home for so long."

"Increase in anxiety currently some families are afraid to leave house."

"Fear of keeping their children safe."

Issues around returning/reengaging with school (n=48)

"Reintegrating back into education - anxiety - challenging behaviour induced by this and juggling work/school."

"For those children who liked lockdown there will be stress of returning to school (noise, bullying, being behind on work etc)."

"Settling children back into school settings, parents managing different routines."

"Children may feel unsure about returning to school, leaving parents, trusting teacher."

Issues relating to service provision/accessibility (n=45)

"That we will continue to work indirectly and that we cannot provide the service we once did."

"That there is not enough mental health support available to support them or they may go under the radar with not being in schools."

"Not being able to provide the same level of service to all families as before due to social distancing requirements and need for additional infection control."

"Children not receiving the most appropriate support to meet their needs - children being missed - disengagement due to limits imposed on contact."

Poverty

Summary

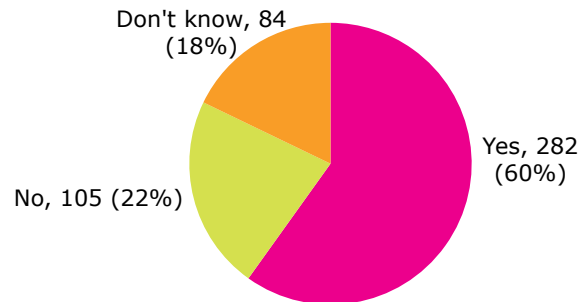
Three fifths of practitioners (60%; 282 of 471) are currently supporting someone in, or at risk of being in, poverty. Of these practitioners, 13% (36 of 278) feel they do not have the support/resources to support families experiencing poverty at this time.

Over the last year, approximately three quarters of practitioners (74%; 341 of 463) have worked with young people or families who have been referred to a foodbank/community kitchen or applied for welfare provision grants.

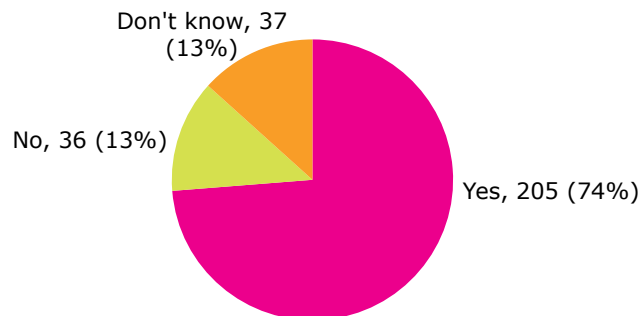
A third of practitioners (33%; 154 of 463) are currently supporting children who don't qualify for free school meals, but who require food aid.

Fifty-six per cent of practitioners (257 of 463) report that since lockdown was announced, the number of families they are supporting that are living in poverty has increased.

Q. Are you supporting anyone who is in, or at risk of, being in poverty? (n=471)



Q. Do you feel that you have the support/resources to support children, young people and families experiencing poverty since lockdown was announced on 23rd March? (n=278)



No – please tell us what would help you

Examples include:

"Continued access to funds to support with food, electricity and heating bills."

"Statutory financial systemic support for these people's needs long term."

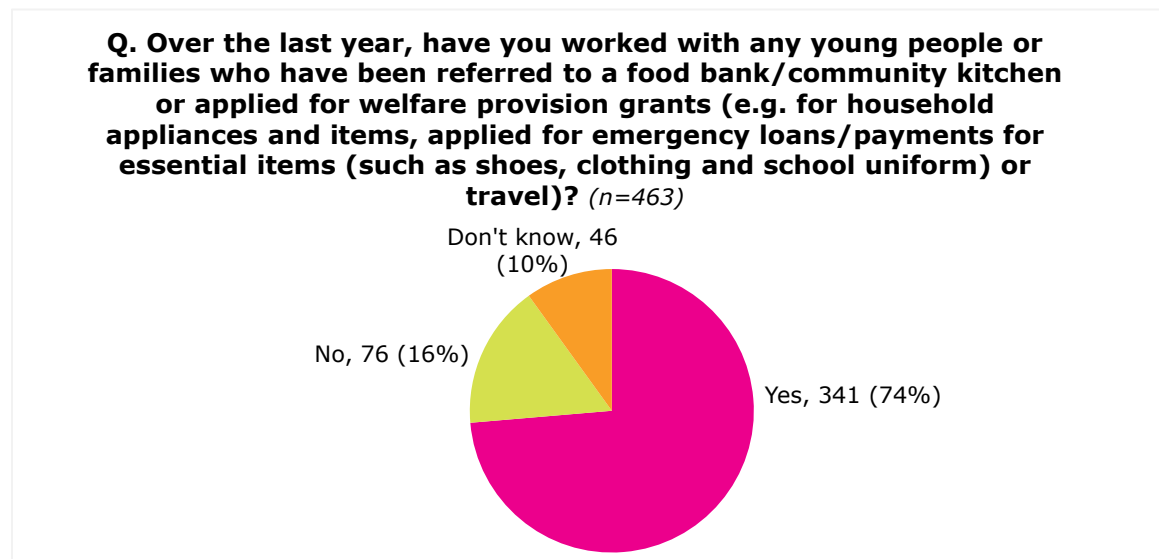
"It would help the current needs to recruit or promote more trained counsellors within Barnardo's to advise and complement staff teams with the changes to the needs around mental health support."

"A clearer view of existing services, a directory of services. Local government needs to communicate what services there are."

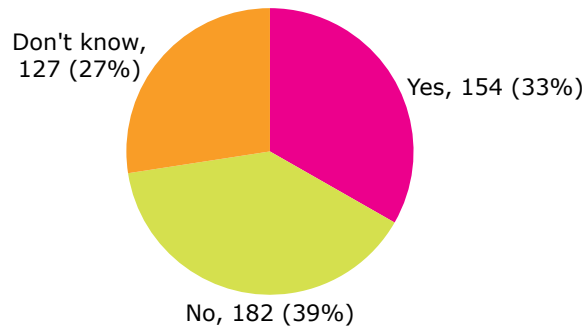
"For support agencies to provide a similar service or find creative ways to continue their support instead of just saying support is no longer available during lockdown."

"Grants to help pay for their bills/food/new clothes."

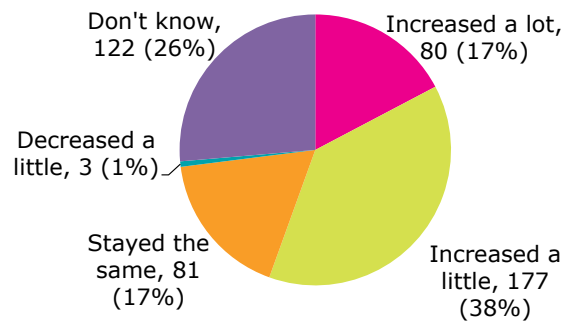
"More information for professionals to be able to effectively support families."



Q. Are you supporting any children who don't qualify for free school meals but who require food aid? (*n*=463)



Q. Since the lockdown was announced on 23rd March, would you say the number of families you are supporting who are living in poverty has...? (*n*=463)



Schools and Covid-19 (Returning to School)

Summary

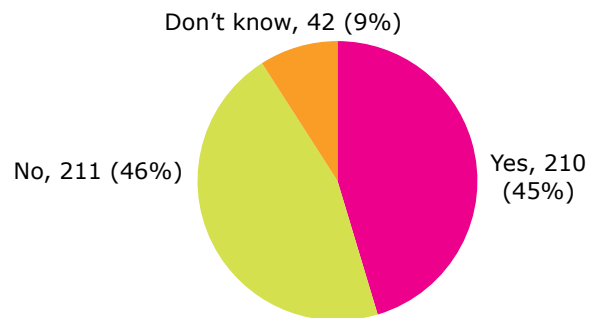
Forty-five per cent of practitioners (210 of 463) are supporting families where children who were not previously attending school have returned to school following lockdown.

Among these practitioners, 79% (162 of 206) report the main concern of families in relation to children returning to school as 'following new rules around social distancing', followed by 'fear around catching the virus in school' (70%), and a 'different school environment to before' (67%).

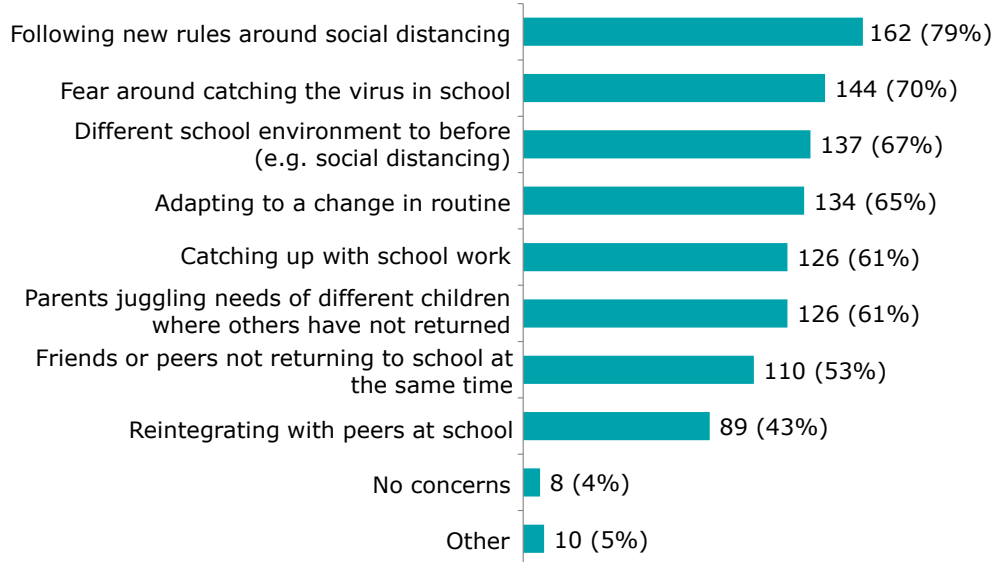
Fifty-three per cent of practitioners (244 of 462) are supporting families where children are eligible to attend school but are not currently attending.

Among these practitioners, 80% (189 of 237) report families' main concern as 'fear around catching the virus', followed by 'following new rules around social distancing' (56%), and a 'different school environment to before' (50%).

Q. Are you supporting families where children who were not previously attending school due to lockdown have returned to school? (n=463)



Q. What are the main concerns of families in relation to children returning to school? (n=206)



Other (please specify)

Examples include:

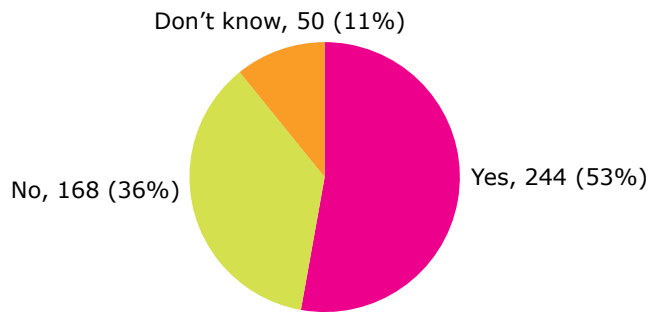
"Different staff to what they were used to and different support workers and this may change daily and not always told who they will be having so causes difficulties with SEN."

"Adults are worried about children contracting/passing virus on to vulnerable family members."

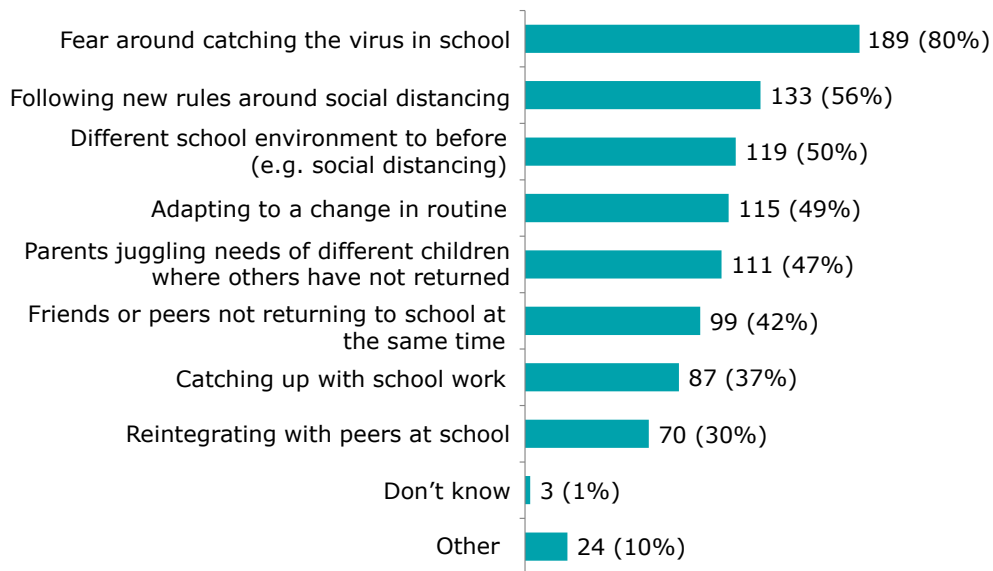
"Parents upset that children will not be able to play and do the things that are essential for their well-being."

"Some parents have expressed concern about schooling but that is more about their lack of control over the decision."

Q. Are you supporting families where children who are eligible to attend school are not currently attending school? (n=462)



Q. What are the main concerns of families in relation to children who are eligible to attend school but are not currently attending school? (n=237)



Other (please specify)

Examples include:

"Bullying in school."

"Not having their additional needs met by staff who do not know them, particularly reception age students or those in the process of diagnosis e.g. for ASD."

"Not being worth returning for a small number of weeks, a single day per week, and in some cases only 2-3 hours in that day. Transport logistics of getting children to schools with staggered start times, limited numbers on public transport, and shortened school days."

"May feel the staggered approach will confuse younger children going for one day a week for three weeks then 6 weeks summer holidays."

"Parent or sibling is shielding."

"All the children I support would be in the "vulnerable" category. Often they do not want peers to know this so were not keen to attend. Some parents may like the opportunity to stay under the radar."

"These young people have not been engaged in education for some time, regardless of the lockdown."

"Child is the carer."

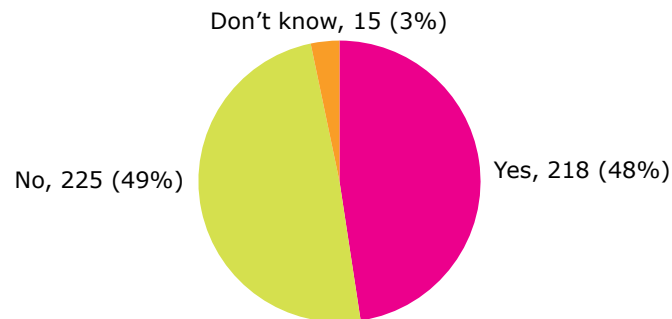
Safeguarding and Covid-19

Summary

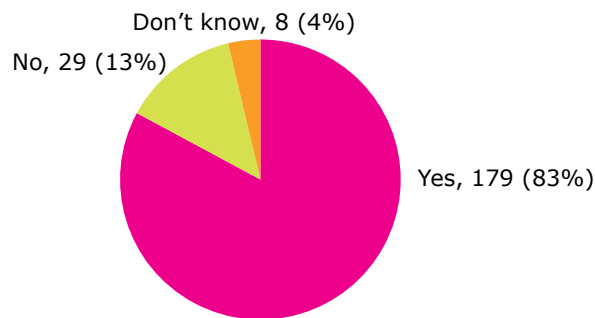
Approximately half of practitioners (48%; 218 of 458) are currently supporting someone they have safeguarding concerns about. Of these practitioners, 13% (29 of 216) feel they do not have the support/resources to support children, young people and families where there are safeguarding issues at this time.

Just under a third of respondents (31%; 141 of 457) report that since lockdown was announced, they have experienced an increase in the number of children and young people they are supporting who they have safeguarding concerns about.

Q. Are you supporting anyone who you have safeguarding concerns about? (n=458)



Q. Do you feel that you have the support/resources to support children, young people and families where there are safeguarding issues during this time? (n=216)



No – please tell us what would help you

Examples include:

"Support from external agencies, social work, CAMHS."

"Better mental health and well-being support for young children under 5 years."

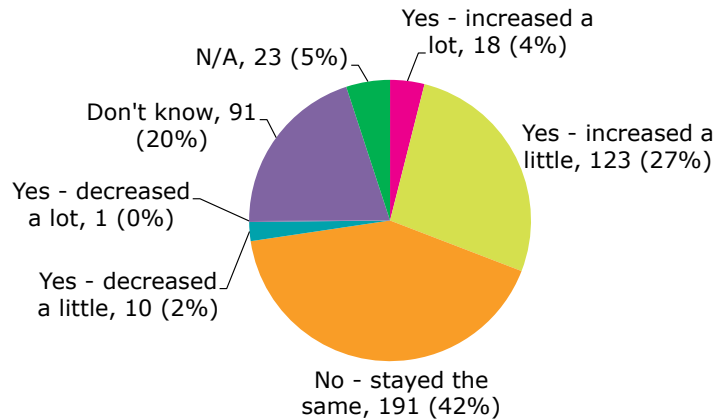
"I have supported these families to the best of my abilities whilst adhering to Government guidelines but it is not the same as being able to have face-to-face contact with someone in their home environment where they feel safe."

"Face-to-face visits - currently video calls are not giving a clear picture."

"Children's social care does not respond quickly enough to professional concerns in order to safeguard YP."

"For social workers to have a smaller case load so they are able to give due attention to all their clients."

Q. Has the number of children and young people you're supporting who you have a safeguarding concern about changed since the lockdown was announced on 23rd March? (n=457)



Mental Health and Covid-19

Summary

Just over three quarters of practitioners (77%; 350 of 457) are supporting someone with regards to their mental health. Of these practitioners, 28% (98 of 348) feel they do not have the support/resources to support children, young people and families with their mental health at this time.

Approximately four fifths of practitioners (81%; 364 of 447) are supporting someone reporting an increase in mental health issues due to the Covid-19 crisis; 64% (287 of 447) are supporting children and young people, and 62% (276 of 447) are supporting parents/carers.

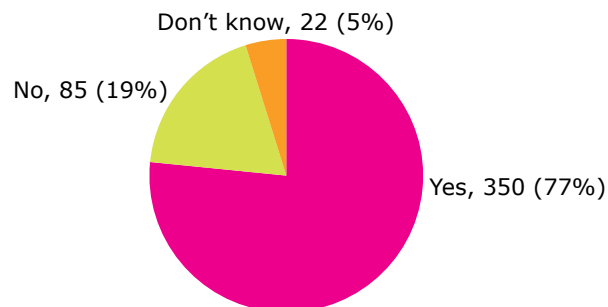
Amongst children and young people, 81% of practitioners (293 of 360) said this included an increase in 'anxiety', 63% said 'sleep dysregulation', and 57% said 'stress'.

Amongst parents/carers, 75% of practitioners (269 of 360) said this included an increase in 'stress', 74% said 'anxiety', and 57% said 'depression'.

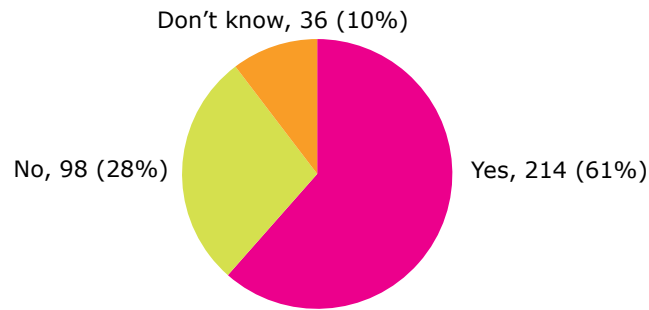
Practitioners report 'reduced social contact' as their biggest concern in terms of the effect of Covid-19 on the mental health of those they support (cited by 39% of practitioners, 172 of 440), followed by being 'unable to access the support/provision available' (14%), and the 'financial impact' (8%).

A quarter of respondents (25%; 81 of 327) who told us what they expect the long-term impact of Covid-19 to be on the mental health of those they support said 'anxiety', 21% said 'poor mental health and wellbeing/the need for mental health services', and 13% said the 'impact on social skills/socialisation'.

Q. Are you currently supporting any children, young people or parents with regards to their mental health? (n=457)



Q. Do you feel that you have the support/resources to support children, young people and families with their mental health during this time? (n=348)



No – please tell us what would help you

Examples include:

"Better access to MH specialists and CAMHS for families."

"More and better quality referral options in the community (mental health charities/CAMHS)."

"Increase in specialist MH agencies to refer to who better understand YP's needs and lifestyles in order to support them effectively."

"Greater training on mental health challenges facing families."

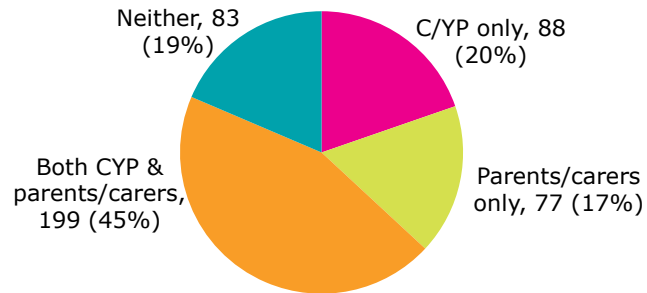
"Limited ability to provide in-depth therapeutic support due to lack of training. Service demands taking precedence over young people's needs."

"Some work needs to be face-to-face in order to be effective. Talking on the phone can sometimes increase anxiety - families need a personal approach and a kind face to speak to."

"Lots of services like us are only offering over the phone or virtual support, providing one-to-one support would be more beneficial."

"Think we need more services and support, more availability and urgency from other professionals and services. Recognition that families are needing much more support and the impact this has on workload."

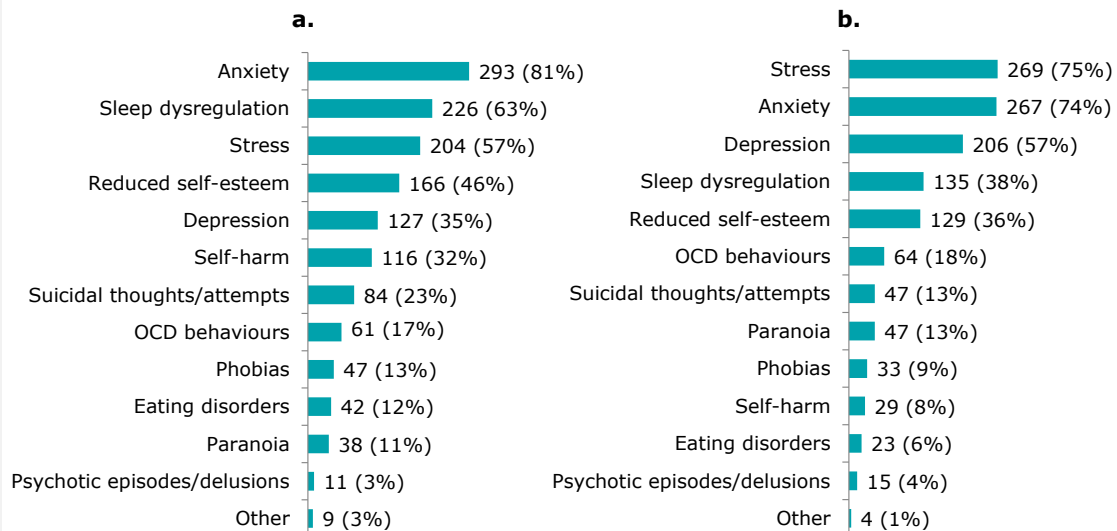
Q. In your role as a practitioner, are you supporting any children, young people or parents who are reporting an increase in mental health issues due to the Covid-19 crisis? (n=447)



Q. Does this include an increase in issues around...? (n=360)

a. Child/young person

b. Parent



Other – please specify

Examples include:

"Addiction/substance use especially alcohol."

"Drinking or using drugs more, sometimes just to take away the boredom and loneliness, lack of structure and routine is difficult for young people who had this prior to lock down."

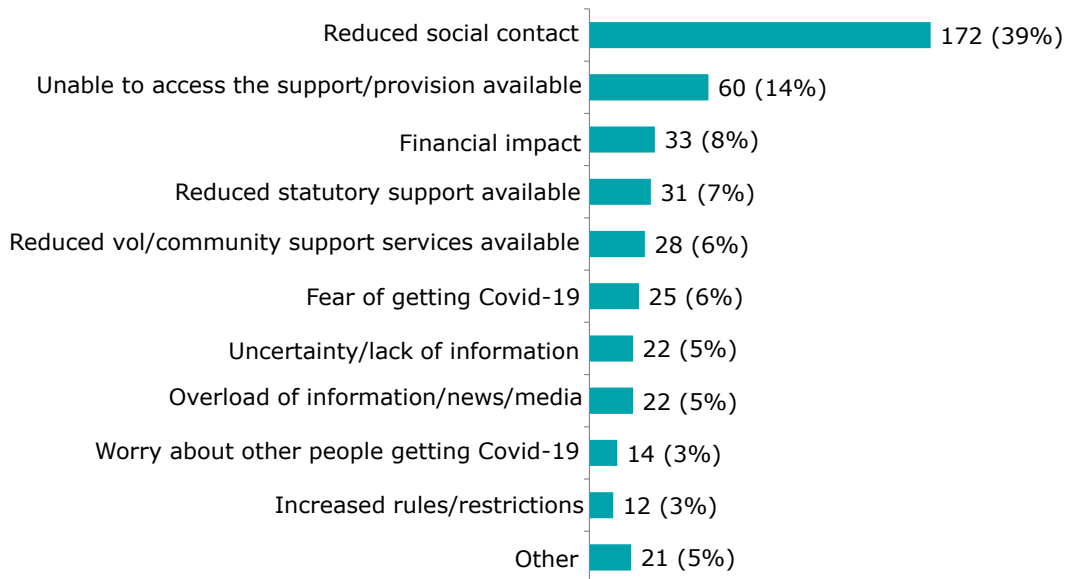
"Lack of motivation."

"Low mood."

"Parent exhaustion."

"PTSD."

Q. Which of the following is your biggest concern in terms of the effect of Covid-19 on the mental health of children, young people and families you support? (n=440)



Other (please specify)

Examples include:

"I can't pick just one. Every single option is valid and applies to my young people."

"Fear and anxiety relating to social situations."

"Lack of routine."

"The lack of structure and routines in family home."

"False information given on social media."

Q. What do you expect the impact of the Covid-19 crisis on mental health and wellbeing of children, young people and families to be long-term?

Base: All who answered this question (327)

	<i>n</i>	%
Anxiety	81	25
Poor MHWB/need for MH services	70	21
Impact on social skills/socialisation	41	13
Fear	25	8
Isolation/loneliness	19	6
Depression	19	6
Trauma/ACEs	17	5
Stress/worry	16	5
Impact on relationships	15	5
Reduced access to MH services	12	4
Low confidence/self-esteem	11	3
Obsessive Compulsive Disorder	9	3
Self-harm	8	2
Bereavement/grief	6	2
Low mood	6	2
Suicide	5	2
Sleep issues	4	1
Post-Traumatic Stress Disorder	4	1
Use of substances	4	1
Builds resilience	2	1
Lack of hope	2	1
Other	80	24
Don't know	24	7

Anxiety (n=81)

"That they continue to feel isolated and anxious."

"Struggling with anxiety and to manage information overload."

"An increase in anxiety and low mood, more sleep issues."

"Anxiety of returning to school."

"I expect that some will experience long term anxiety following this present crisis. This may affect parents and then worries/concerns passed onto the children."

Poor MHWB/need for MH services (n=70)

"A big increase in mental health problems, especially among children."

"I believe that the Covid-19 crisis is going to have a lasting problem for children and families' mental health and well-being once restrictions have been lifted."

"I believe we will see more young people accessing the service for mental & wellbeing issues."

"I think there will be more issues with mental health and more support needed."

Impact on social skills/socialisation (n=41)

"Social skills play an essential part in children's early development and I expect the lack of interaction to have an adverse impact on their mental health on a longer term."

"Massive impact on social skills, confidence and trust in other people."

"Issues around social engagement with wider community as many children have withdrawn into an online world of gaming and social media."

"I feel it will be long term due to social interactions reducing which will in turn have an effect on self-esteem and also social isolation."

Fear (n=25)

"Fear of a second wave and having to go into a lockdown again having already experienced it and now knowing what to expect."

"I have spoken to a number of parents that have been shielding and are now very fearful of leaving the house."

"Impact on sense of basic security and trust, increased fear and anxiety, adverse financial impact on families."

Isolation/loneliness (n=19)

"I fear it could increase isolation for CYP in care who have not been able to have usual planned contact with family/foster placements."

"Many of the families we support were already socially isolated and the crisis has made matters worse for many of them."

"Increased levels of isolation and stress."

Children In and Leaving Care and Covid-19

Summary

A third of practitioners (33%; 147 of 448) are supporting someone in care or adopted. Among these practitioners:

- 53% (77 of 144) report that the quality of contact these children have with their social workers has decreased since lockdown was announced.
- 52% (75 of 144) report that the frequency of contact these children have with their social workers has decreased since lockdown was announced.
- 16% (23 of 141) report an increase in placement breakdown among these children since lockdown was announced.

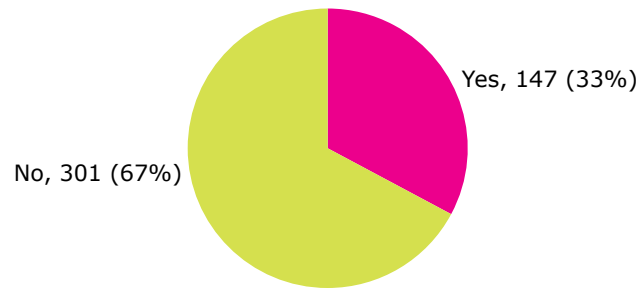
Approximately three quarters of practitioners (74%; 90 of 121) who told us how their contact with these children has altered due to Covid-19 report 'increased virtual contact/decreased face-to-face contact', 23% report 'less support/reduced quality of service', and 6% report 'more regular/increased/daily contact'.

Sixteen per cent of practitioners (73 of 444) are supporting care leavers, of whom 46% report that the quality and frequency of contact care leavers have with their social workers has decreased since lockdown was announced (each 33 of 72).

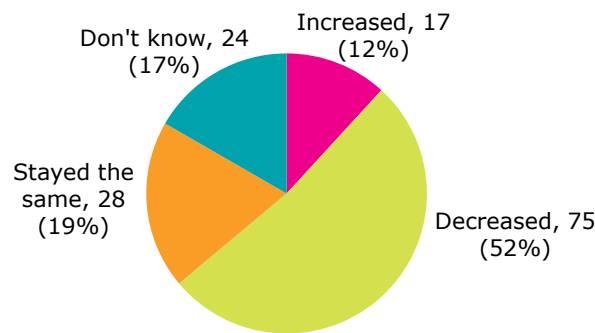
Fifty-four per cent of practitioners (31 of 57) who told us how their contact with these care leavers has altered due to Covid-19 report 'increased virtual contact/decreased face-to-face contact', 18% report 'more regular/increased/daily contact', and 12% report 'less support/reduced quality of service'.

Fifty-five per cent of practitioners (233 of 426) think 'mental health' is the most important area for consideration in the Government's review of the care system in England, followed by 'safeguarding' (49%), and 'placement decisions, support and stability' (42%).

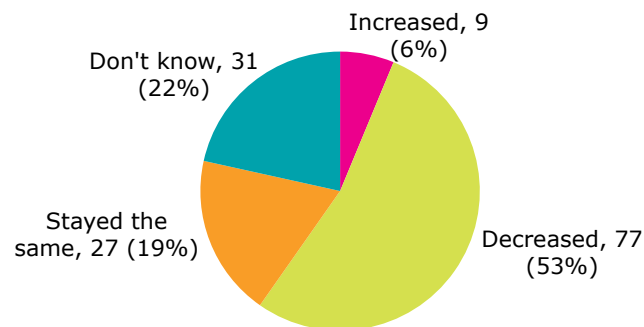
Q. Are you supporting anyone in care or adopted? (n=448)



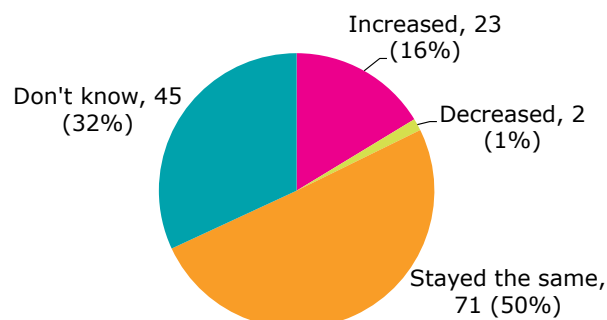
Q. Has the frequency of contact that children in care you support have with their social workers changed since the lockdown was announced on 23rd March? (n=144)



Q. Has the quality of contact that children in care you support have with their social workers changed since the lockdown was announced on 23rd March? (n=144)



Q. Has there been a change in placement breakdown amongst the children in care you support, since the lockdown was announced on 23rd March? (n=141)



Q. How has your contact with the children in care that you support altered because of Covid-19 and changes in other support?

Base: All who answered this question (121)	n	%
Increased virtual contact/decreased face-to-face contact	90	74
Less support/reduced quality of service	28	23
More regular/increased/daily contact	7	6
It has not changed	6	5
Other	17	14

Increased virtual contact/decreased face-to-face contact (n=90)

"All of my contact has been virtual instead of face-to-face."

"Decreased face to face contact, increased virtual - same with other support."

"Yes I am unable to complete face to face visits and not all young people engage with remote alternatives."

"We have operated a virtual platform for contact sessions instead of Family Time in our Children's Centre."

Less support/reduced quality of service (n=28)

"I was not able to visit to see the carers and children together directly and to communicate with them face to face. This reduced my ability to attune to their needs and respond to concerns."

"We can no longer do face-to-face advocacy it is now done over the phone or facetime. A lot of young people that have advocacy have refused to speak over the phone."

"They have been less willing to get in contact with me. Their carer is the one who gets in touch with me more."

"Due to the contact being virtual it has led to miss calls and difficulties maintaining the same level of interaction as we previously had."

More regular/increased/daily contact (n=7)

"Virtual support being provided on a more regular basis."

"Daily contact with YP living in move on flats to reduce isolation."

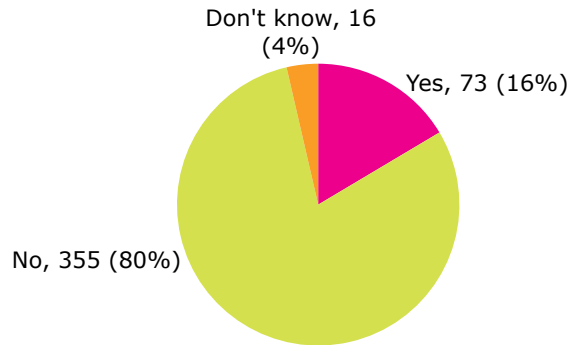
"Has become virtual or telephone, but slightly more than prior to lockdown. A few children have chosen not to engage on any platform."

It has not changed (n=6)

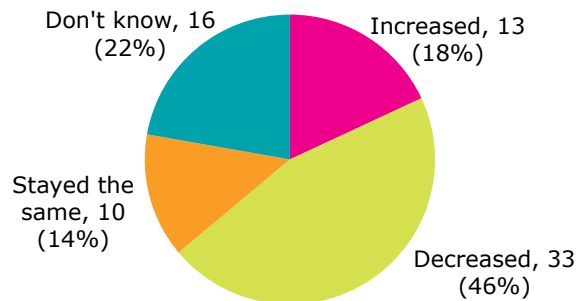
"I have kept consistent throughout as normal support in place from our service."

"Remained the same."

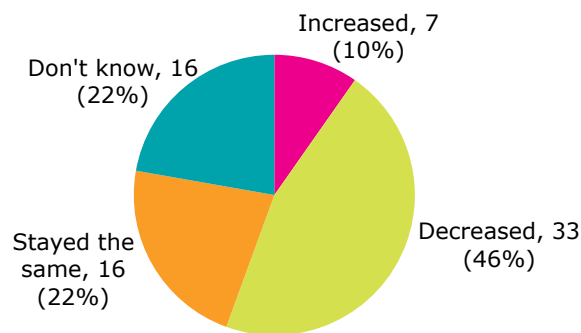
Q. Are you supporting any care leavers? (n=444)



Q. Has the frequency of contact that the care leavers you support have with their social workers changed since the lockdown was announced on 23rd March? (n=72)



Q. Has the quality of contact that the care leavers you support have with their social workers changed since the lockdown was announced on 23rd March? (n=72)



Q. How has your contact with the care leavers you support altered because of Covid-19 and changes in other support?

Base: All who answered this question (57)	n	%
Increased virtual contact/decreased face-to-face contact	31	54
More regular/increased/daily contact	10	18
Less support/reduced quality of service	7	12
It has not changed	2	4
Other	13	23
Don't know	1	2

Increased virtual contact/decreased face-to-face contact (n=31)

"Contact is indirect; via the carers and has changed from face to face to telephone contact. When I visited I would see the YP."

"I do not have face-to-face contact with the care leaver only telephone contact."

"We have moved to remote contact in line with guidance, regular phone contact. Some social distancing walks where appropriate."

"This is mostly by phone with much less one-to-one visits."

More regular/increased/daily contact (n=10)

"More frequent as they need more support."

"Using WhatsApp videos to see them and to have chats with them, as we are spending less time traveling this allows us to have more contact with the young people, but also helps young people where they have a limited social support network."

"Virtual support on a more regular basis."

Less support/reduced quality of service (n=7)

"My contact has been limited to phone and use of social media. Less face-to-face meetings with their personal advisors obviously, and a reduction in phone contact from their LAC teams."

"Less frequent contact as they are now not at school."

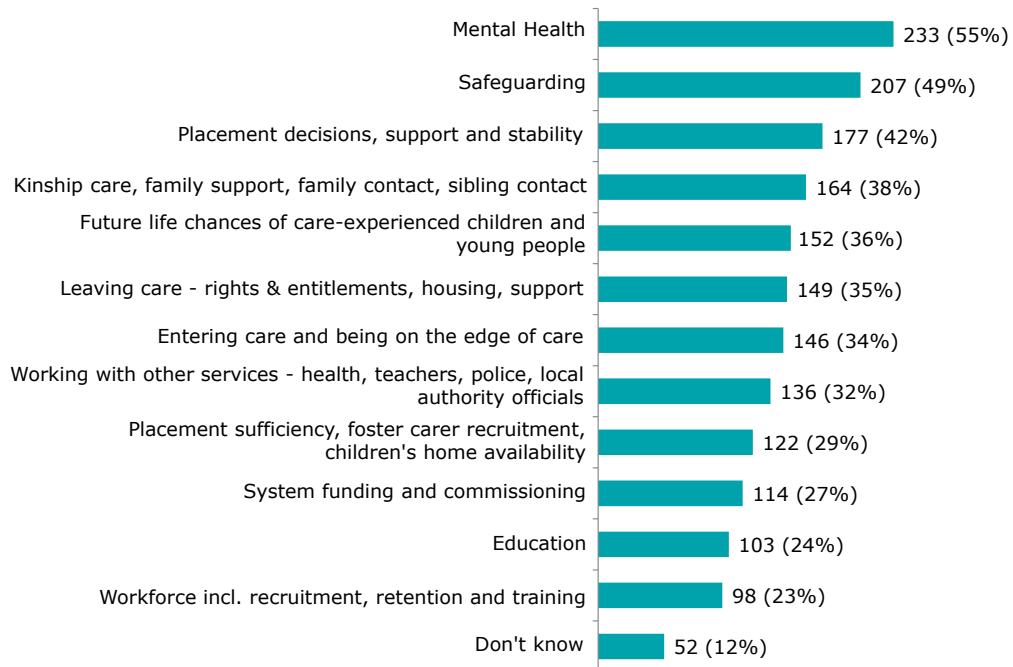
"Less frequent and not face-to-face."

It has not changed (n=2)

"My contact hasn't changed, but social workers' contact with children has been 'arm's length'."

"Not altered."

Q. Before lockdown, the UK Government announced a full review of the care system in England. What do you think are the most important areas the review needs to consider? (n=426)



Domestic Abuse

Summary

In the last year, 70% of practitioners (299 of 428) have supported someone who has experienced domestic abuse.

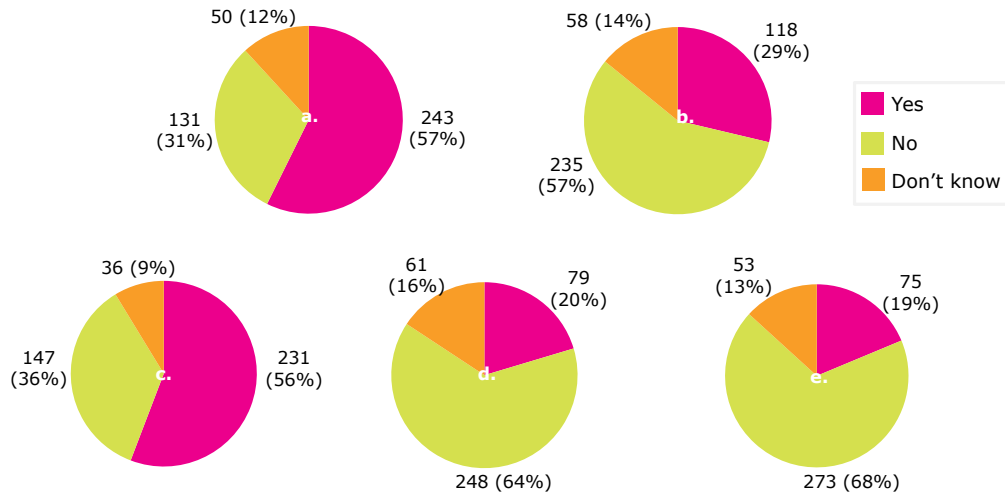
In the last year:

- 57% of practitioners (243 of 424) have supported a child/young person in a household with domestic abuse
- 56% (231 of 414) have supported an adult victim of domestic abuse
- 29% (118 of 411) have support a child/young person who is a victim of domestic abuse in an intimate relationship
- 20% (79 of 388) have supported an adult perpetrator of domestic abuse
- 19% (75 of 401) have supported a young person exhibiting abusive behaviours in an intimate relationship.

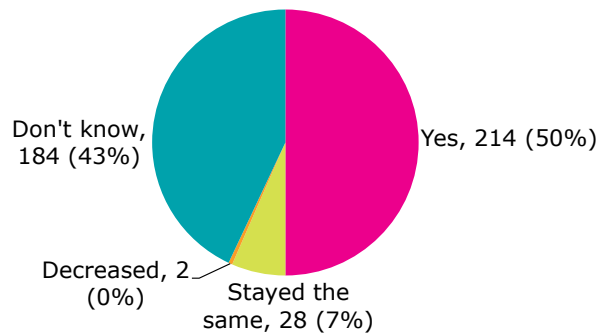
Half of practitioners (50%; 214 of 428) think there has been an increase in the number of children and young people experiencing domestic abuse since lockdown was announced.

Q. In the last year have you supported...?

- a. Child/young person in a household with domestic abuse (n=424)
- b. Child/young person who is a victim of domestic abuse in an intimate relationship (n=411)
- c. Adult victim of domestic abuse (n=414)
- d. Adult perpetrator of domestic abuse (n=388)
- e. Young person exhibiting abusive behaviours in an intimate relationship (n=401)



Q. Do you think there has been an increase in children or young people experiencing domestic abuse since the lockdown was announced on 23rd March? (n=428)



Q. Can you provide examples of how domestic abuse has increased or intensified since the lockdown was announced on 23rd March and what impact this is having on children/young people?

Examples include:

"Aware of a number of cases which DA has rose within lockdown, lack of availability and accessibility for services/victim to make contact and access support."

"Being forced to stay in close environment during lockdown has impacted young people as they are more exposed to domestic violence."

"Children and YP are not at school and so have no safe place to be. Harder for them to disclose DV due to not being able to tell teachers."

"Due to the non-face-to-face contact with families, DV is being hidden, unable to provide the best support for victims of DV, due to limitations in contacting families."

"YP having to be in lockdown with their perpetrator. YP are unable to address the effects of historic abuse with having reduced access to counselling and support services during lockdown."

"We are receiving more referrals into our service on a weekly basis which are relating to domestic abuse."

"Victim and perpetrator together 24/7 due to lockdown. Children not attending school and unable to go outside due to lockdown. Children and young people are witnessing the abuse as there is no escape from the family home."

"The fact that schools/colleges have less contact and opportunities to check and safeguard children as well as increased stress at home (due to loss of routine, structure, freedom, opportunities, etc.) has probably led to an increase of domestic abuse or neglect."

"School/work/or the abuser going to work has provided survivors of DA with temporary refuge. As this was taken away, intensity increases within the household and so does the gaslighting associated with this. The cycle of DA speeds up and the victim is left feeling more helpless as there are more frequent incidents but also more frequent situations of the perpetrator grooming the survivor to stay."

"Contact arrangements have caused concern, where controlling ex partners have used Covid-19 to control the contact, manipulate and in some cases have stated the children should stay with them."

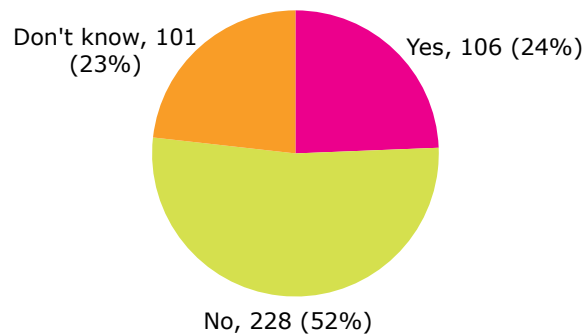
Criminal Exploitation/Youth Violence

Summary

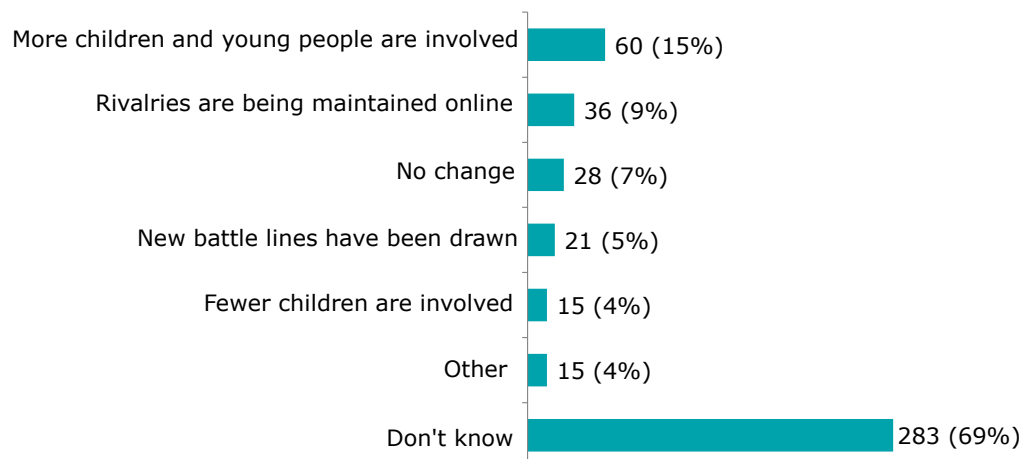
Approximately a quarter of practitioners (24%; 106 of 435) have worked with children or young people who they think are being coerced, deceived or manipulated into criminal activity, over the last year.

Fifteen per cent of respondents (60 of 411) report that lockdown has led to more children and young people being involved in serious youth violence and criminal exploitation.

Q. Over the last year, have you worked with children and/or young people who you think are being coerced, deceived or manipulated into criminal activity? (n=435)



Q. How do you think lockdown has changed what you are seeing in terms of serious youth violence and criminal exploitation? (n=411)



Other – please specify

Examples include:

"They are more at risk than ever of county lines abusers targeting them online especially the YP who have learning needs and vulnerable YP."

"Money mule - financial exploitation."

"Increase in YP being coerced into benefit fraud online."

"Relationships have been maintained online and more young people are hanging about and possibly being pulled into exploitative situations."

"Rivalries are being maintained on street."

Q. How is online playing a role in youth violence during lockdown?

Examples include:

"As people are unable to go and see friends, there has been an increased use of social media and gaming devices which has increased risks of grooming, exploitation and coerced behaviour."

"Violent games, no age restriction given in some homes. E.g. I have worked with parents who have allowed their children to go online with all sorts of games, just for a bit of peace and quiet."

"Video games promote violence - social media/cyber bullying."

"There is the possibility for exploitation from online gaming also playing more graphic violent games such as Fortnite."

"Same as before - targeting YP - grooming - coordinating criminal activities."

"More video games being played online threats exchanged."

"More online use results in increased bullying, along with recruitment by gangs/county lines."

"Cyber bullying is increasing violent retaliation."

"Coercion via gaming platforms, recruiting others, calling others out/threatening via YouTube, drill & grime music. Knowing where children are (home), increase in drive by shootings not shared in the mainstream media."

"Children organising fights online or witnessing videos of fights and assaults."

Q. How is organised crime changing the ways they operate in light of restrictions etc. as a result of Covid-19? Where and how this is happening?

Examples include:

"Snapchat being used even more then before to deal and sell drugs as well as arrange drug drop off 'runs' during daily walks or 'social distance' park meet ups."

"My understanding is that drug couriers are using fake id's and imitating NHS workers and emergency staff to travel freely around areas."

"Information is shared on the internet and social media sites."

"In cities, county lines via the internet, access to YP, via social media platforms."

"Drug deals in parks, nature reserves, increase in use of push bikes (hour 'exercise') & mopeds. With ease of lockdown some traditional modes have resumed but new ways have been introduced & may stay. The game Fortnite has been a good cover for criminal exploitation & planned movement of drugs & weapons & adults 'gaming' with young people to exploit & recruit them rather than the school gates which was our issue before lockdown."

"With no school 'missing' and irregular absences are more difficult to spot - parent may feel a YP has gone out with friends etc. rather than being coerced into carrying out criminal."

"I think it is easier for these people to approach targets, as young people are constantly online during Covid-19 and through the links of social media sites i.e. Snapchat, Instagram, Twitter, TikTok and House party."

"Taking up identity of key workers; more technology in use; county lines."

Service Adaptations

Summary

When asked what their service is doing differently to adapt at this time, 95% of practitioners (412 of 433) said 'staff are working from home/remotely', 94% said 'providing support remotely/digitally', and 82% said 'providing new activities/resources/packs to children, young people and families'.

- 83% of practitioners (343 of 411) said the reason for this service change is to meet the existing aims of the service within current restrictions

- 77% said the reason for this service change is to meet new needs arising as a result of Covid-19.

Among practitioners who told us about the impact of these changes:

- 75% (304 of 407) said changes have led to increased levels of stress for staff

- 56% (236 of 418) said changes have led to a reduction in quality of support

- 50% (198 of 398) said changes have led to a reduced level of engagement with service users

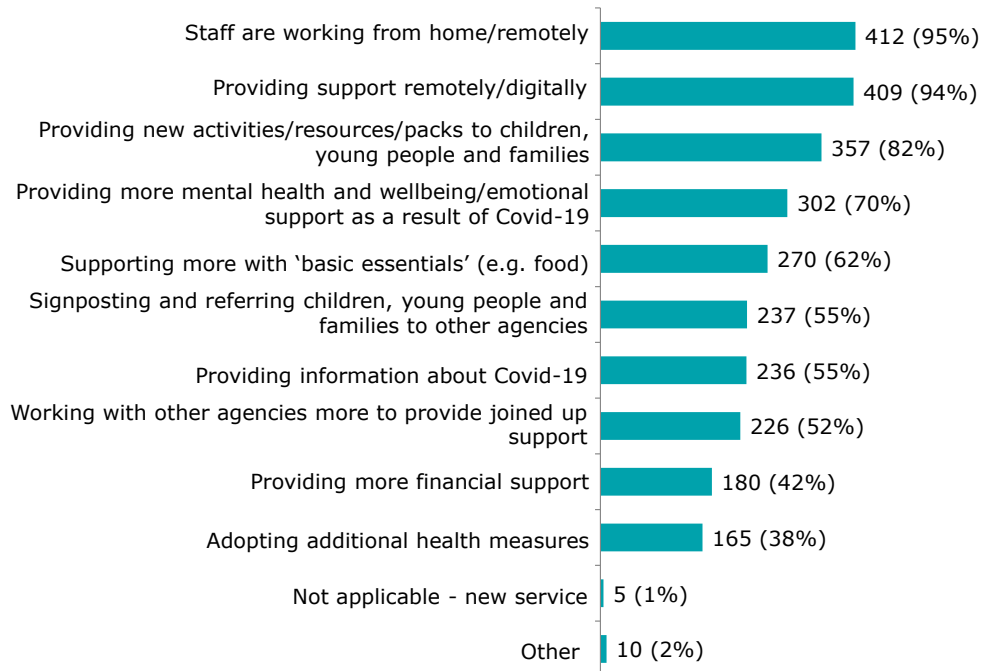
- 36% (144 of 401) said changes have led to decreased reach.

Forty-three per cent of practitioners (173 of 406) feel the overall quality of the support they are able to provide has worsened since lockdown was announced, while 42% feel the quality of support is about the same.

Thirty-seven per cent of practitioners (150 of 410) report their service is considering making longer-term changes based on how the service is being run differently.

A little over a fifth of practitioners (22%; 59 of 267) who told us what service delivery changes they would like to see said 'remote/flexible working for staff', 21% said 'better/continued online presence/service', while 18% said 'resumption of face-to-face work'.

Q. What is your service doing differently to adapt during this time? (n=433)



Other (please specify)

Examples include:

"Working with parents more (e.g. as co-therapists or supporting them to manage challenging behaviour at home alongside with main intervention)."

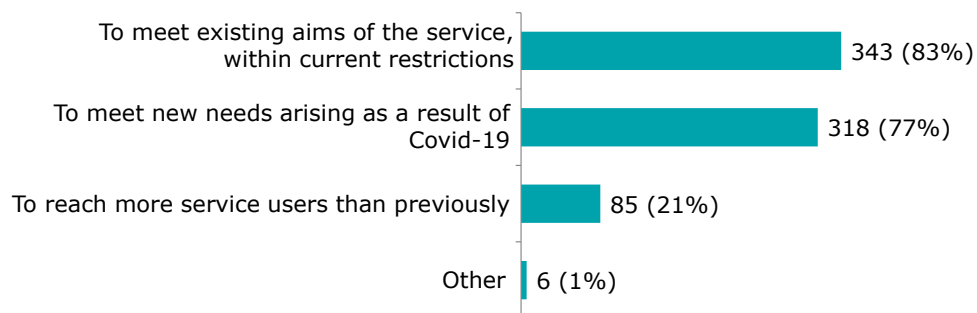
"Supporting my non English families to fill in forms on the phone, this is proving quite tricky and the wait for a translator was quite long."

"Seeing young people in gardens or in their houses."

"Promoting the service (not needed previously)."

"Encouraging more adopters to network and support each other."

Q. Is the reason for your service change...? (n=411)



Other (please specify)

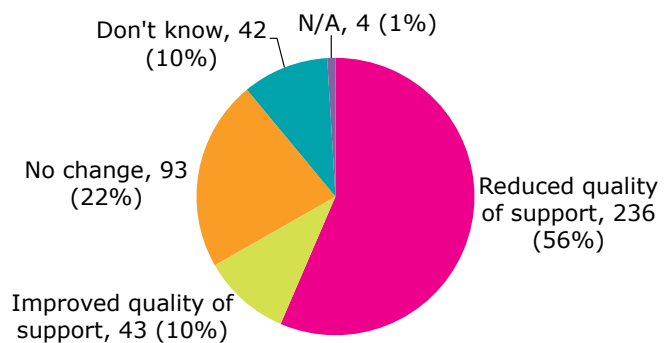
Examples include:

"To find new ways of delivering the service that may also benefit the future development of the service."

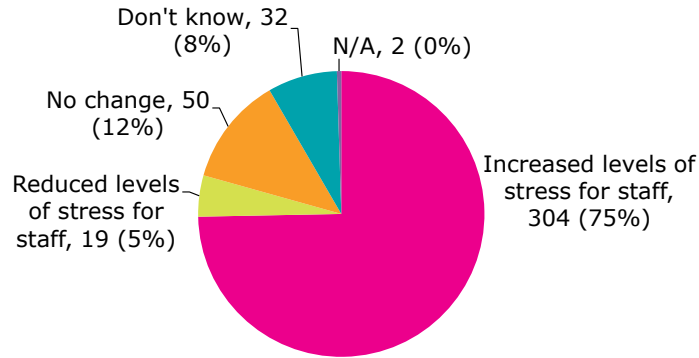
"We extended our reach to meet the needs of those within and beyond our community."

"Keep staff and carers and young people safe."

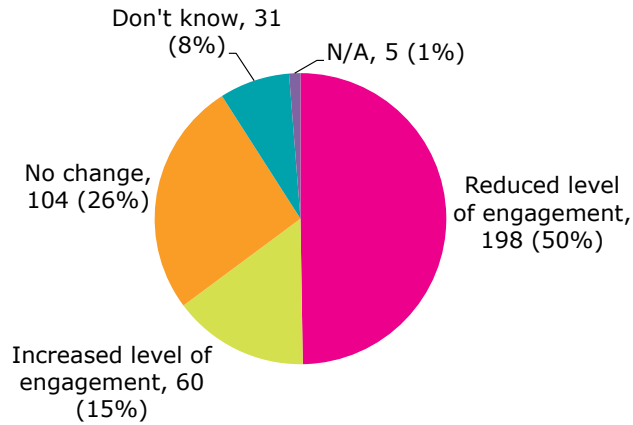
Q. How does this change in your service impact on the quality of support your service provides? (n=418)



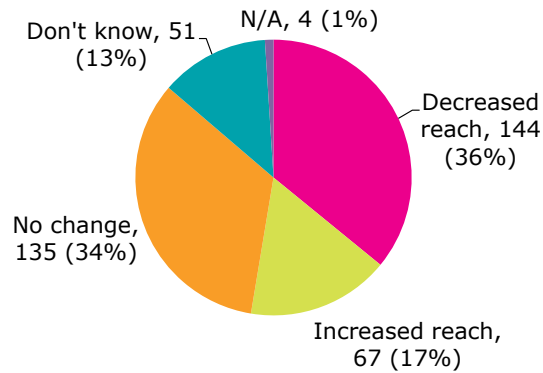
Q. How does this change in your service impact on the stress levels of staff? (n=407)



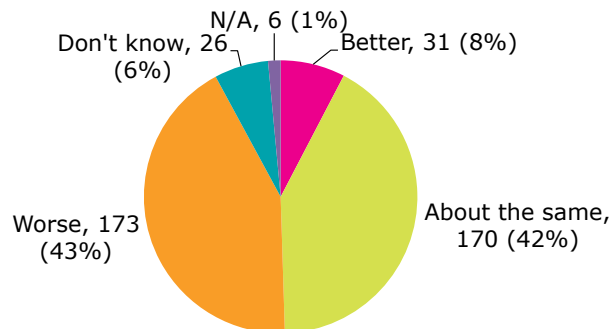
Q. How does this change in your service impact on the levels of engagement with service users? (n=398)



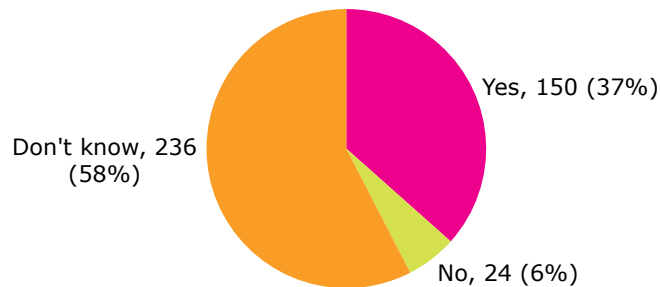
Q. How does this change in your service impact on the number of children, young people or families you are reaching? (n=401)



Q. Do you feel that overall the quality of the support you are able to provide is better or worse than before the lockdown was announced on 23rd March? (n=406)



Q. Is your service considering making any longer-term changes based on how the service is being run differently? (n=410)



Q. What service delivery changes would you like to see in your service?

	n	%
<i>Base: All who answered this question (267)</i>		
Remote/flexible working for staff	59	22
Better/continued online presence/service	55	21
Resumption of face-to-face work	47	18
Blended offer (face-to-face/digital)	29	11
Provision to better meet service user needs	21	8
Better IT/connectivity/platforms/tools	17	6
Better access to tech (smartphones, laptops, iPads)	7	3
More resources	6	2
More/continuation of multiagency working	6	2
Provision of PPE/health & safety measures	6	2
Access to mental health support for CYP	5	2
More staff	5	2
Provision of tech/internet to CYP/families	4	1
Resume office working	3	1
Specific trauma work	2	1
Better marketing	2	1
Other	21	8
Don't know	5	2

Remote/flexible working for staff (n=59)

"Working from home more when not delivering face-to-face support."

"The option to be able to have a more flexible working day with visits and working from home more."

"Possibly more flexibility in shifts to accommodate potential flexibility issues around childcare/schooling/nursery care."

"More working from home, providing phone/video support, groups continue to be run virtually, appointments offered to parents in evenings, more flexible working for employees to suit childcare/caring responsibilities."

Better/continued online presence/service (n=55)

"More purpose made online material for the future including interactive material."

"Telephone advocacy and support has worked particularly well, having moved from a face-to-face drop in format. This I believe should continue even when restrictions are lifted."

"More virtual meetings rather than travelling long distances and spending more time travelling than the length of the meeting."

"More digital events for parents to reach a wider audience."

Resumption of face-to-face work (n=47)

"A way to do some 1:1 face to face support as many are not comfortable doing this over video and choose not to and would benefit from face-to-face."

"Face-to-face working for the most vulnerable families - maybe in centres or with PPE."

"I would like to be able to go on home visit again I feel that having telephone contact is good however we need to work directly and deliver a face-to-face service with our families. There is only so much you can do over the phone."

Blended offer (face-to-face/digital) (n=29)

"A balance of face-to-face therapy and online therapy."

"I feel that some young people have responded well to having the option of phone calls or video chats and I would like to see this combined with face-to-face meetings."

"I would like in the future to provide a balance of digital and face to face delivery. Many parents have accessed digital delivery as it suits their needs better e.g. time/work balance/no child care. However some parents prefer face to face."

Provision to better meet service user needs (n=21)

"More immediate response and younger children with an early intervention approach."

"More flexibility in terms of length of interventions. Especially over the phone or video, you can need longer."

"Improve communication of information to those for whom English is a second language."