Barnardo's Quarterly Practitioner Survey | Wave Eight | Full Results

- This document presents the findings of Wave 8 of Barnardo's Quarterly Practitioner Survey

- The survey was administered via Survey Monkey, **8 – 26 April 2021**

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

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

- In total, **405 practitioners** responded

- Where percentages do not sum to 100, this is due to computer rounding or inclusion of multiple responses

- An asterisk (*) represents a value of less than one half of a percent, but not zero; a '-' represents a value of zero

- 'All respondents' refers to the total number of respondents who answered a question

- Where open ended questions were asked, illustrative examples of responses are included after the tables of results

- Wave 8 question areas:
    - About You
    - Emerging Vulnerabilities
    - COVID-19
    - Schools and COVID-19
    - Mental Health/Anxiety and COVID-19
    - Poverty and COVID-19
    - Service Changes post-COVID-19 Pandemic
    - Care Review (questions asked to those working in England only)
    - Trauma and Trauma-Informed Practice
    - Cultural Competence

- For any queries about the survey or the data presented in this document, or to request any further breakdowns of data, please contact kate.sewel@barnardos.org.uk

Abbreviations used

ADHD	Attention Deficit Hyperactivity Disorder
ASD	Autism Spectrum Disorder
ASL	Additional Support for Learning
ASN	Additional Support Needs
BAME	Black, Asian and Minority Ethnic
CCE	Child criminal exploitation
CSE	Child sexual exploitation
CYP	Children and young people
CYPF	Children, young people, and families
DV	Domestic violence
ESOL	English for speakers of other languages
IGS	Independent Guardians Service
LA	Local authority
LAC	Looked after children
LA	Local authority
LGBTQI+	Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Intersex +
MHWB	Mental health and wellbeing
SEN	Special educational needs
SEND	Special educational needs and disabilities
SPD	Sensory Processing Disorder
TIP	Trauma-informed practice
YP	Young people

<h2 style="text-align:center">Overview of key findings</h2>

Key concerns

Mental health and **wellbeing**, **isolation**, and **loneliness** remain practitioner's main concerns in relation to those they support. **Lack of support** and resources also continues to cause concern, and is cited by a higher proportion of practitioners than in January 2021. Lack of mental health support, **long waiting times**, and **high thresholds** were frequently mentioned in this respect.

With the easing of lockdown restrictions, the **transition back to 'normality'** and **returning to school** are identified as issues for children and families. Increasing **anxiety** – which has remained a concern throughout the pandemic – is identified as a particular issue in this regard. Concerns around returning to school also focus on changes to **routine** and **catching up** with school work, and felt to be particularly challenging to children with **additional needs** or **disabilities**.

An increase in **housing issues/homelessness** and concerns about **child development** are cited more frequently than in previous waves of the survey.

COVID-19

Practitioners continue to be more concerned about the indirect impacts of COVID-19 on children and families (e.g. lockdown, quarantine, reduced service provision) than direct impacts of contracting COVID-19. The proportion of practitioners reporting high levels of concern about the impacts of **reduced service provision** has increased steadily since July 2020.

Increasing funding for, and **availability** of, **mental health** and **wellbeing** support continues to be identified as the most important response that decisionmakers could take to address the impacts of COVID-19 on children and families. Increasing the provision of support available, and providing clear guidance and information are also frequently cited.

Mental health and wellbeing

The vast majority of practitioners (9 in 10) are supporting children, young people, and/or parents reporting an **increase in mental health issues** (compared to 7 in 10 in April 2020). **Anxiety**, **sleep dysregulation**, and **reduced self-esteem** remain key issues for children and young people's mental health (identified by a substantially greater proportion of practitioners than in April 2020). Similarly, a greater proportion of practitioners cite **anxiety**, **stress**, and **depression** as key issues for parental mental health.

Schools

Over a third of practitioners supporting families where children have returned to school feel that children have **not been provided with sufficient support to help them re-engage** with school. A **greater focus on mental health and wellbeing** and more support for children who require it are identified as ways that support could have been improved. Children with additional needs or disabilities are felt to have been particularly impacted by a lack of support to re-engage, as are children who may have felt less pressure, or felt happier, schooling at home.

Poverty

Around two thirds of practitioners are supporting someone in, or at risk of, poverty (compared to just under half of practitioners in April 2020). While young people or families experiencing reduced earnings due to job loss/reduced hours remains a key issue, a substantially higher proportion of practitioners report an **increased need for grants/financial support** and an increase in people **unable to pay bills/rent**. There is a view that worst effects of this may not yet have been seen, and could serve to further exacerbate inequality, affect children and families well into the future, and impact on their **longer term 'life chances' and outcomes**.

ABOUT YOU

Do you work...?

Base: All respondents (405)

	n	%
Directly with children and/or young people	124	31
Directly with parents/carers	48	12
Both	233	58

Please tell us which region or nation you work in…

Base: All respondents (375)

	n	%
Cymru	19	5
England - North	57	15
England - Central	31	8
England - South West	36	10
England - South East	63	17
England - London	20	5
Northern Ireland	88	23
Scotland	59	16
Other	2	1

What type of support does your service provide?

Base: All respondents (375)

	n	%
Youth Work (including Youth Justice)	10	3
ETS	7	2
Care leavers/Accommodation support	26	7
Advocacy, Children's Rights and Participation	16	4
Refugee and Asylum Seekers	8	2
Child Protection (e.g. Domestic Abuse)	20	5
Child Abuse and Exploitation (e.g. CSE, Missing, Trafficking, HSB)	20	5
Looked After Children (e.g. Family Placement, Residential Care)	43	11
Education	11	3
Disability/Health	14	4
Mental Health	29	8
Family Support Services (e.g. CAPI, Young Carers)	86	23
Early Support (e.g. Children's Centres, Parenting Programmes)	85	23
Other	-	-

How long have you been working directly with children, young people and/or families?

Base: All respondents (375)

	n	%
Less than 1 year	7	2
1-2 years	43	11
3-5 years	59	16
More than 5 years	266	71

EMERGING VULNERABILITIES

Are there are 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 respondents (310)

	n	%
Increase in MHWB issues among CYP and families	117	38
Isolation (incl. loneliness, loss of social contact)	47	15
Lack of support and resources	41	13
Transition back to 'normality' (incl. returning to school)	31	10
No change/nothing new	28	9
Financial issues	14	5
COVID-19/lockdown (non-specific)	13	4
Increase in housing issues (incl. homelessness)	11	4
Child development (incl. issues with toilet training)	11	4
Impact of COVID-19 on education/attainment	10	3
Increase in violent/challenging behaviour	10	3
Poverty/changes to benefits system (incl. inc. need for foodbanks)	10	3
Increase in CYPF affected by substance misuse (incl. addiction)	9	3
Increased impact of digital	9	3
More CYP & families affected by domestic abuse	7	2
Concern about contracting/family contracting COVID-19	6	2
Boredom/lack of activities for CYP	6	2
Lack of/changes to routine	6	2
Job loss/employment prospects	6	2
More pressure on CYP & families	5	2
Pressure/stress relating to education/home-schooling	4	1
Worry about the future (incl. uncertainty)	4	1
Limitations of digital support	4	1
Reduced family contact	4	1
Increase in number of vulnerable CYP & families	3	1
Fear of going outside/seeing people	3	1
Family conflict/relationship breakdown	3	1
Increase in safeguarding issues (non-specific)	3	1
Lower self-esteem/motivation	3	1
Delays in diagnosis of ASD & additional needs (incl. SEND)	3	1
Increase in number of children impacted by trauma	2	1
Increase in enforced criminal activity/county lines	2	1
Increase in (Knife) crime/youth violence	2	1
CYP/families finding this lockdown more challenging	2	1
Bereavement/loss	2	1
Home Office practice/rights of asylum seekers	2	1
Lack of suitable placements	2	1
Lack of foster carers/adopters	2	1
Other	26	8

"A number of young people who have autism or ADHD have been made homeless due to parental **domestic abuse**"

"… we support children and young people through the Asylum system. We have seen a significant deterioration in **the practice of the Home Office** related to how they ignore rights and essentially treat them more harshly than adult applicants even though the opposite should be the case. Holding the Home Office to account for their actions appears to becoming more difficult"

"**Behavioural issues** have been raised in a few new cases I've recently picked up. Behaviour is more volatile and aggressive, where parents are unsure how to handle them and are nervous for their children to go to nursery and potentially hurt other children because of it"

"Due to COVID-19, young people's wellbeing has been affected and preparing young people for **independent living** has proved challenging due to continued need to prioritise emotional support and connections"

"Families are not aware that we have been offering virtual sessions and are starting to be able to offer outdoor face-to-face sessions"

"Families that have worked closely with social services under child protection procedures receiving little or no input when **children removed from the register**. Some families have spoken of feeling 'left to it'. Social Workers accept the need but are swamped by other demands within child protection and LAC cases"

"Increased vulnerability for young people **aged 15-21** who potentially require statutory support however because of age and assumed capacity there is **no duty of care** under legislation"

"Much more **high tariff cases** referred to us as a result of many social workers not visiting over the year unless child protection"

"Now that school has returned there is an understandable reluctance for day time appointments"

"Due to the number of large groups of young people, there is more and more young people who are engaging negative lifestyles inclusive of **drugs**, **alcohol, criminality** and **sexual exploitation** as a way to feel that they belong and have meaning in their lives"

"Parents are frustrated as they have spent time trying to get children away from **technology** and now we are living in a world where unfortunately we have become more dependent on it"

"… I am seeing a lot more high need with families. I feel this is due to **CAMHS and Children's Services threshold** has gone up hence ours has gone up too"

"There appears to be gaps between services that offer **universal services** and more **professional services**. Children are not always reaching thresholds for level 3/4 services but their issues are greater than is being provided for by level 1 and 2 services"

"Vulnerable young mums being placed in **temporary accommodation that is not suitable**. Young people placed in hotels that are not suitable for long periods"

"Young people **selling photos/videos online**"

"Being out of school due to lack of **autism** knowledge and willingness to put in strategies to help the young person cope"

"Children with disabilities in mainstream being anxious and their parents very concerned they have missed out on key education and socialisation learning"

"Children's relationships with their **parents in prison** are weakening due to reduced contact and significant periods without face to face contact. A lot of children feel sad about this and a small number are very distressed and displaying deterioration in mental health and general levels of happiness"

"Concerns for young babies born in lockdown and toddlers for their lack of **social interaction** and how this will affect their **development**"

"**Contact with families** for care experienced young people. LA have not been creative enough in ensuring children still have best quality contact with parents and siblings"

"Crisis in the care system for children aged 8+. Children moving **from placement to placement** in some instances every week because there are so few vacancies of foster who can take children in with complexity in their backgrounds or who present with anger-related issues or a level of challenging behaviours. **Foster carers** are exhausted and **at breaking point**. When a placement ends, we are seeing families re-evaluate if they can continue fostering"

"General isolation. **Antenatal** and **young parents** not having full access to health support therefore feeling unsupported. Children **not accessing health care and early years provision**, therefore missing opportunities to be observed and fully safeguarded. Little or no early years attendance if parents have decided their children won't be attending school, nursery or stay and plays"

"… I work a lot with families with children with **SEND** needs and they have really been affected by COVID and the endless amount of **waiting lists** and **delays** for their children to be seen or assessed and to get the support they need"

"Needs of children from diverse backgrounds not fully understood or catered for"

"Schools not having enough awareness of the needs of LAC and how best to provide an inclusive environment or activity for them"

"Securing direct face-to-face support for young people, especially those facing mental health crisis has been lacking. Also having continual virtual meetings with families means the small behaviours are not being picked up as quickly or easily as having the **ability to be alongside people**…."

"…. LAC children are having to link with advocacy workers virtually where they have little time to build **trusting relationships** so often the young people are then not engaging in a way that would benefit them"

"…. We are seeing children's hearings where the numbers of representatives allowed to attend is limited which means that sometimes carers for young people or their workers are not being invited meaning that panels are hearing more from the birth parents and the **child's opinion and voice isn't being heard**"

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

Base: All respondents (320)

	n	%
MHWB issues among CYP and families	119	37
Lack of support and resources	49	15
Isolation (incl. loneliness, loss of social/family contact)	37	12
Education (incl. difficulties with home-schooling, attainment)	27	8
Transition back to 'normality'/adjusting to changes (incl. returning to school)	25	8
COVID-19/lockdown (non-specific)	13	4
Poverty/changes to benefits system	12	4
Child development	11	3
Safeguarding issues due to services having less contact with families (incl. hidden vulnerabilities)	10	3
Financial issues	9	3
Domestic abuse	9	3
Job loss/employment prospects	6	2
Trauma/neglect/abuse	5	2
Delays to care proceedings/lack of suitable placements	5	2
CYP/families affected by substance misuse	4	1
Lack of/changes to routine	4	1
Widening pre-existing inequalities	4	1
Homelessness and housing issues	3	1
Lack of opportunities/access to opportunities	3	1
More pressure on CYP/families	3	1
CCE/county lines	3	1
Parenting issues (incl. struggling to manage CYP's behaviour)	3	1
Moving on to adult services	3	1
Family/relationship/placement breakdown	2	1
Physical health	2	1
Boredom/lack of activities for CYP	2	1
Lack of hope for the future	2	1
Increased impact of digital	2	1
Neglect	2	1
Increase in violent/challenging behaviour	2	1
Bereavement/loss	2	1
Other	16	5

"Access to **mental health support**, we have had two situations where young people have been hospitalised due to self-harming issues, and told by CAMHS this is not a mental health issue for them but due to the young person's ASD"

"Hidden families: Thresholds have been raised over the course of the pandemic resulting in many more families slipping through the net **increasing safeguarding concerns**"

"How the **internet** is **corrupting** young people's **values** and **aspirations** in the future such as how they look, how relationships should be conducted, the link of the self-esteem and confidence to their online presence and the subsequent breakdown of all relationships around them when they are **groomed**"

"Role of **pornography driving behaviour** in young people. Impact of lockdown on young people (too much time viewing 'stuff' online)"

"I think young people are going to **struggle more coming out of lockdown** than they did going into it. They have adjusted well virtually with peers, that physical social interaction (not through gaming, photos, etc) may be harder to adjust back into"

"My biggest concern currently is that children and families that may need extra support and guidance are being missed due to **not being seen at universal groups or services**"

"That **educational delay has further disadvantaged young carers** and that aspirations which were already going to be quite a challenge to realise will now be almost impossible"

"That the **care proceedings** are being **delayed** in the courts for too long. Children get to an age due [to] delays and instead of an adoption placement they remain in long term foster care"

"A delay in accessing essential services due to very long **waiting lists** and family **not knowing where to turn**"

"Child contact arrangement orders through the Family Court"

"Impact of reduced **access to services** for the most vulnerable children – e.g. how vulnerable children who missed significant amounts of school over the last year might be **even further behind** peers in terms of academic/social/communication skills and how this will **impact them long-term**…."

"…. How children with a **parent in prisons long-term relationship/s** will be impacted by the lack of face-to-face contact over the last year (prison visits suspended for long periods) – e.g. 1 year old babies having never seen or been held by their dad, older children not seeing their father or having a hug for over a year. What will be the **long term impact** of that?"

"Services being overloaded and a long **waiting list** for families to get the support needed"

"That some children and families won't be able to access, or won't be offered support, particularly emotional support following the stress of the last year"

"That vulnerable children may have been missed and suffered **harm due to decreased interactions with professionals**, schools and other organisations during the lockdowns and COVID pandemic"

"The levels of **reported distress in children manifesting as behaviours of concern**, which families are struggling to manage"

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

Base: All respondents (313)

	n	%
All children/families	103	33
Low income families/workless/reliant on benefits	33	11
Teenagers and children aged 16+	22	7
Children with additional needs (incl. ASD, SEN & SPD)	21	7
CYP & families affected by mental health and wellbeing issues	18	6
The most vulnerable children and families	16	5
Children aged 0-5	13	4
Children in care	13	4
CYP & families with disabilities	11	4
New/young parents/families	11	4
Those from disadvantaged/deprived backgrounds/dealing with deprivation	11	4
CYP & families affected by domestic abuse	10	3
Refugee and asylum seekers/migrants/ESOL	10	3
CYP & families with limited/no support network	9	3
Secondary school aged children	9	3
CYP & families affected by substance misuse	8	3
Those in deprived areas	8	3
Care leavers/care experienced YP	7	2
CYP & families who require support/services	6	2
Primary school aged children	6	2
Young carers	5	2
Children aged 5-16	4	1
CYP with protected characteristics (LGBTQI+, ethnic minorities)	4	1
CYP & families impacted by trauma	4	1
Lone/single parent families	3	1
All CYP our service/Barnardo's works with	3	1
CYP & families not known to services/not under social care	3	1
CYP affected by parental/familial offending	2	1
Bereaved CYP & families	2	1
CYP who were unable to complete school work at home	2	1
Other	18	6

COVID-19

In your role as a practitioner, have you supported anyone who has had symptoms suspected to be associated with COVID-19?

Base: All respondents (310)

	n	%
Yes - currently	22	7
Yes - but not currently	155	50
No	114	37
Don't know	19	6

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…?
- Directly (i.e. illness)
- Indirectly as a result of extended lockdown/quarantine
- Indirectly as a result of reduced services/provision

		1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	*Base*
Directly	*n*	9	14	25	19	78	33	36	38	12	36	*300*
(illness)	*%*	3	5	8	6	26	11	12	13	4	12	
Indirectly	*n*	4	2	8	4	28	11	33	72	58	81	*301*
(lockdown)	*%*	1	1	3	1	9	4	11	24	19	27	
Indirectly	*n*	8	3	7	5	27	16	29	59	65	86	*305*
(services)	*%*	3	1	2	2	9	5	10	19	21	28	

To what extent do you feel that the young people you support are currently…?
- Compliant with official guidance (1=Not compliant, 10=Very compliant)
- Responding to other factors (other than the official guidance) influencing whether to stay in/go out (1=Not influenced, 10=Very influenced)

		1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	Base
Compliant	*n*	15	22	26	21	76	33	37	43	19	14	*306*
	%	5	7	8	7	25	11	12	14	6	5	
Responding to	*n*	14	15	17	19	90	31	43	45	15	16	*305*
other factors	*%*	5	5	6	6	30	10	14	15	5	5	

As COVID-19 restrictions are eased, what is your main concern for children, young people, and families you work with?

Base: All respondents (305)

	n	*%*
Readjusting/understanding/adherence to changes	95	31
MHWB issues	52	17
Fear/anxiety	49	16
Issues relating to service provision/accessibility	45	15
Another lockdown/contracting COVID-19	45	15
Issues around returning/re-engaging with school	44	14
Economic impact/financial security	22	7
Lack of social interaction/impact on social skills	21	7
Safeguarding/safety issues	8	3
Longer term impact/recovery	5	2
Increase in substance misuse	4	1
Exploitation (incl. CSE)	4	1
Lack of motivation/low self-esteem	4	1
No concerns	4	1
Other	18	6

"Accommodating the overwhelming surge of families wanting to access our groups and services safely"

"Catching back up – families who had **difficulties before COVID** were much less likely to access support within it and will be behind others who are now recovering and getting back to normal"

"**Children with additional needs struggle with change** and therefore putting a lot of anxiety in their lives. With the restrictions lifting this can cause problems in the home life as the children and young people will be very anxious about going back into the community"

"**Delays in availability of/access to services** have increased vulnerabilities and risk within families therefore **exacerbated the difficulties** they already faced making **positive outcomes less likely** for children and families"

"**Educational impact for young carers**, many young people will not have had a well parent to support them with remote learning as well as many will not have had a suitable environment to study. Older young people those doing GCSE and A-levels have had to do siblings school work and not had time for their own or have been responding to challenging behaviours from the cared for family member and **unable to have break** from this and **focus on their studies**"

"**Financial burden of providing activities/clothing** for school and social outings – much of this has been slowed down due to limited home life but with the opening of restrictions, that pressure on parents to provide these things such as clubs and trips will add to already stressed finances – especially for those whose jobs have been affected or are continuing to have to work from home"

"**Lockdown easing for the wealthy and not the disadvantaged** – for example, paid-for children and baby classes are starting however unpaid services such as Bookbug sessions, free or small donation mum and toddler groups, etc are not starting back"

"…. That **services offered do not reach the most vulnerable** and drop-in services are no longer available – for example booking onto sessions would be easier for families not facing any challenges…."

"… That returning to normal – may forget that many are still facing poverty, reduced incomes, and working opportunities"

"That they **don't know where to get support** as they have not experienced being parents pre-COVID. Many are **using YouTube etc for advice**"

"They may still have fears about contracting the virus and not want me into their home."

"Waiting list for ASD diagnosis and therefore support"

"Transitions back to school and into the community, this is impacting on some families' mental health. **Acceptance of having services back in the home**, some are worried about having people in their homes again"

"The fallout regarding housing where **evictions are imminent** due to non-payments of rent during lockdown"

"Some children are showing **anxiety at school**, due to leaving a parent at home where they have **witnessed DV/arguments during lockdown**"

"We will see the **abuse that has been hidden** and **support services will be inundated** and unable to cope and therefore support will be ineffective"

What do you think is the most important thing the Government or other decision makers could do to address the concern you raised above?

Base: All respondents (293)

	n	%
Increase funding for/availability of MHWB support (incl. counselling)	66	23
Increase provision of support for CYP & families	57	19
Clear guidance/information	30	10
Relax some of the restrictions/encourage reintegration	22	8
Don't ease restrictions too quickly/reinforce rules	19	6
Extra support for CYP in schools	18	6
Increase activities and youth/community groups for CYP	16	5
Understand impacts/needs of specific groups	12	4
Support for job security/opportunities/employers/the economy	9	3
Continue to roll out vaccine (incl. to YP)	8	3
The Government is doing a good job/doing what it can	7	2
Financial support (non-specific)	7	2
Support for CYP with additional needs	6	2
Ensure people have 'basic essentials' (e.g. food, housing)	5	2
Improve financial support for CYP & families	5	2
Keep CYP in schools	4	1
Improve/increase benefits/Universal Credit	3	1
Increase testing for COVID-19	3	1
Support for refugee/asylum seekers	3	1
Support for substance misuse	3	1
Other	23	8
Don't know	15	5

SCHOOLS AND COVID-19

Are you supporting families where children have recently returned to school – i.e. since the 'reopening of schools' in 2021?

Base: All respondents (309)

	n	%
Yes	239	77
No	64	21
Don't know	6	2

Do you think that children and families have been provided with sufficient support to help children re-engage with school?

Base: All respondents supporting families where children have recently returned to school (236)

	n	%
Yes	80	34
No	82	35
Don't know	74	31

How could the support have been improved?

Base: All respondents supporting families where children have recently returned to school (140)

	n	%
More focus on MHWB	22	16
More support for those who require it	20	14
Phased/gradual/staggered returns	15	11
Clearer comms/guidance	15	11
Have done a good job/doesn't need to be improved	13	9
More planning/preparation	12	9
More staff/professionals/workers in schools	8	6
Additional/tailored support for children with SEN/ASL needs	6	4
Extra funding	5	4
Additional measures to control spread of virus	5	4
Clarity about exam expectations	4	3
More effort to understand needs of individual children	4	3
Depends on individual school	4	3
Additional support for schools/teachers	3	2
Continued online learning	2	1
Support plans	2	1
More Education Authority/Local Authority support	2	1
More wraparound support/support outside of school	2	1
Less negative narrative	2	1
Other	10	7
Don't know	7	5

"A change to **expectations** with regard to **GCSE** and **A-level exams** – young people report concern that they are behind but still having to do exams"

"More consultations with parents re-assessing the **needs of individual children** (e.g. what were the biggest difficulties and what to be aware of); more opportunities to **focus on mindfulness** and **supporting anxiety and stress management** for children…."

"**More focus on the children's emotional health**, many teachers are focusing on education and that is not the most important thing at present"

"**More professionals** present in school to work with YP experiencing mental health issues – no matter how small. This is a new normal and many YP have not been given the support"

"Much more **bespoke preparation** for children who they know are either already behind in learning or anxious on returning. Help is also needed on **minimising what is different and reducing change** once they have returned to school as they need a high level of consistency to feel safe there"

"School and the staff in schools have been in a very difficult situation – funding and resources to provide assistance for children who require a **phased return** would have been useful. Adults who are long term sick are not expected to slip back into work without additional support - why are we expecting this of the children?"

"Schools are overwhelmed with the impact of lockdown and the expectations on them to comply with COVID guidance. This has resulted in staff being in **compassion fatigue** and not able to adequately respond to safeguarding issues. They need support from **external services** to help"

"**Support for teachers** is another urgent issue, schools need support helping children who have been impacted emotionally and mentally from the last year and all of the uncertainty we have lived with. Trained staff to be in schools doing work with children on building their confidence and self-esteem again. Also, young people taking GCSEs and A-levels have been badly treated since September in terms of working in isolation and living in stressful situations, now expected to sit exams that dictate their future life course after school. It's really serious stuff that has **potential lifelong impact**"

"The short **timescale of decision making** by government doesn't help many families with **ASN** as they require more preparation to help **understand what is going on** – lateral flow tests/what a return to school is going to look like/mixing with peers"

"There were lots of **resources** available to help children process worries, concerns, anxieties and emotions surrounding the return to school ahead of returning but I don't think these **reached the majority of children who would have benefitted** from them"

"Videos of **what the classrooms would look like**. **Explain the routine** of the day and how this may be different. Let children with difficulties transition over a few days (**part-time timetable**)"

"Some children have been absent for many days since re-opening and **schools could be driving** the support of how to get the young people into school as I have found parents seem to be doing this"

"A unified approach with more focus on **reconnecting** and practicing **strategies for positive mental health**. No assessments as advised, however many schools are assessing young people"

"Children and their families need better mental health support to cope with the trauma of the pandemic and the lockdowns. They need to **focus as a school on wellbeing and not education gaps** at the moment as children are not in the right position to be learning new things"

"**Grants should have been promoted better**; allowing funds for children to seek uniforms etc. Felt no families knew of the grant or benefits they could receive"

"More tailored, **less focus on academic catch up, more focus on wellbeing**"

Do you think particular groups of children have faced additional barriers to re-engaging with school?

Base: All respondents supporting families where children have recently returned to school (235)	*n*	*%*
Yes	194	83
No	13	6
Don't know	28	12

Which groups of children, and what additional barriers have they faced in re-engaging with school? – Groups

Base: All respondents who think particular groups of children have faced additional barriers to re-engaging with school (191)	n	%
CYP with additional needs (incl. ASD, SEN & SPD)	61	32
CYP/families affected by mental health and wellbeing issues	36	19
Low income families/workless/reliant on benefits	20	10
CYP who were unable to complete school work at home	19	10
CYP who struggle with school (incl. school refusers)	16	8
The most vulnerable children and families	14	7
CYP with disabilities	13	7
CYP in exam/assessment years	11	6
CYP/families who are shielding or concerned about catching COVID	9	5
Teenagers and children aged 16+	8	4
Young carers	7	4
Those who experienced difficulties prior to the pandemic	6	3
Children who struggle with social skills/interaction	6	3
Children aged 0-5	5	3
CYP affected by abuse/neglect	5	3
CYP & families impacted by trauma	5	3
CYP who felt less pressure/happier with homeschooling/keyworker provision	5	3
Children in care	5	3
All children	5	3
CYP in families affected by substance misuse	4	2
CYP/families with limited/no support network	4	2
CYP with protected characteristics	4	2
CYP/families with health care needs	4	2
CYP/families who face language barriers	4	2
CYP transitioning schools/school years	3	2
Secondary school aged children	3	2
Children aged 5-16	3	2
Those from disadvantaged/deprived backgrounds/dealing with deprivation	3	2
Bereaved CYP & families	2	1
Lone/single parent families	1	1
Other	18	9

"Children with **severe learning disabilities**, the impact on these children has been severe, with one child who was diagnosed with catatonia due to the removal of school provision and his inability to understand why his world and routine changed so drastically and abruptly and for so long"

"**Children with special educational needs**. It's really hard to understand school can want you one minute and then not the next. (I know they are led by Government). Some children are now saying they won't return due to the nature and way school stopped and started and stopped etc"

"Children and young people with **SEND** needs have especially struggled with the lack of support during lockdowns, services who were not able to continue due to this and remain unable to provide they support that is needed"

"Children who are **disabled**, particularly children who **might have coped better with schooling at home and/or key worker provision** which was quieter and less pressured than usual schooling. Children who experience **school refusal**, **anxiety** or school-related **bullying** who might have felt happier schooling at home"

"Children with additional needs such as ASD/ADHD and children who have struggled in the past with social issues and school related anxiety. Many of these children state that they are **less anxious at home than in school**"

"I believe young people with any additional factors (ADHD, even trauma-experienced) in mainstream schools have **thrived** during the **lower numbers in class**, so going back to full capacity quite suddenly is maybe setting them up to fail"

"Children with anxiety who previously were given **rooms for 'break outs' have not had the same provisions** due to space needed in school. Ability to use numerous staff as support also changed due to only allowing contact with **certain staff** decided by school and not of young person's preference"

"Those who do not have means to communicate"

"Those children awaiting assessments and statementing which would have provided additional adult support to re-engage"

"**Young carers –** concerned about bringing virus home from school to vulnerable family members, **low income families** who may not have had **access to technology** to be able to engage in school while at home, concern that there is a focus on 'catching up' and the pressure this places on children – **focus should be wellbeing**"

"Young carers – due to face-to-face support being withdrawn the responsibility is now on the young person to ensure care for person needing this"

"Young people who have been **shielding** a parent or family member throughout the pandemic, some did not return to school in September and have had little or no contact with peers, impacting social skills and also worry about now leaving their ill parent and bringing the virus home to their vulnerable parent or family member"

"There seemed to be some correlation between levels of **poverty** and the loss of **routine** during lockdown. I think this loss of routine (especially in relation to sleep) has made the return to school more challenging for some children. There also seemed to be some correlation between poverty and engagement with **home schooling**. Any children who had partial/no engagement with learning at home during lockdown have struggled with the return to school both academically and due to having to relearn working practices…."

"Children from families with low incomes have faced the usual barriers of not having **funds for school uniforms**"

"The families with less resources who may **not have been able to do home learning** due to their home circumstances, who will now be feeling left behind as schools try to re-engage pupils with direct teaching. Motivation will be low in trying to engage those who feel they are out of their

depth and have not engaged in school activity in a meaningful for the months they have been at home"

"Children who **did not like school** to begin with"

"Those **transitioning to post primary** in the next academic year and primary six pupils with not knowing how the transfer process is going to work and their anxiety surrounding the amount of work missed that can have an impact on their ability to get into the school that they want and would otherwise have gotten in to. Also nursery and primary one I feel have had a massive impact losing out on such critical months that is so important to learn the basic skills in those early years to help with the rest of their school life"

"Those who are traumatised and who have found being at home a very safe and nurturing environment where **returning to school means a return to feelings of lack of safety**"

"Children and families who have been in transient situations, new to area, new to the country and limited language and skills will find it harder to settle in and engage due **additional communication barriers**"

"**Refugee children** who arrived in the UK during lockdown have had extended periods in **overcrowded accommodation** which has affected their ability to start school and begin to learn English and make friends"

".... Families where there is a **language barrier**.... Language barriers may also have contributed to issues in keeping up with home schooling and completing necessary preparations for returning to school"

"Children may **not be able to access the emotional support** needed to re-engage in school and manage feelings of worry/anxiety"

"Children whose parents suffer with their mental health or who are victims of neglect – barriers are their **parents getting them back into school regularly**"

"Those with parents with mental health/substance issues"

"Vulnerable children that it suits parents for them to be off school"

Are you supporting families where children are off school because they have struggled to re-engage?

Base: All respondents (303)

	n	%
Yes	107	35
No	160	53
Don't know	36	12

Are you currently supporting families where children are off school as a result of COVID-19 (e.g. school year is not back at school yet, have been asked not to attend due to a positive test, etc. – NOT because schools are off for Easter holidays)?

Base: All respondents (303)

	n	%
Yes	46	15
No	234	77
Don't know	23	8

What are the main concerns of families where children are not attending school due to COVID-19?

Base: All respondents supporting families where children are not attending school due to COVID-19 (45)	n	%
Reduced social interaction	16	36
Disruption to CYP learning	13	29
Health concerns (incl. fear of spread of virus)	13	29
Worries about CYP falling behind/being unable to catch up with education	10	22
Impact on MHWB	7	16
CYP adjusting back to/re-engaging with school	5	11
Balancing work/home schooling/parenting/childcare	4	9
Disruption from positive cases in school	3	7
Schools not making reasonable adjustments/support available	2	4
Financial impacts	2	4
Increased risk of abuse/exploitation/neglect	2	4
Other	2	4

"Children's **learning** and **social development** has been impacted. Families fear attendance being low"

"Loss in education and learning. Impact on social peer interactions"

"Lost education and loss of face-to-face friends contact. Fear on return to school is also an issue to overcome. From home point of view being able to work at home and have children needing education is a big problem for some"

"Missing out on **normal childhood interactions** with friends and loss of experiences"

"Re-engaging and loss of contact during lockdown making going back more difficult – some children have enjoyed not having the **pressures of school** and are struggling to go back"

"Schools not making **reasonable adjustments** to accommodate their needs/concerns/anxieties"

"Settling back in with **new rules and peer groups**"

"That the children and young people are not in the right frame of mind to attend, but mostly they are simply **trying to get through the days**"

"That they will fall behind, that they will not re-engage, **cost of bigger uniforms and new equipment**, mental health"

"The continued stress and pressure on **foster carers** to be doing multiple roles without natural **respite** that school times can give – also then the expectation sometimes the organisation can put on carers to still be completing everything as normal such as logs/training etc when their time is taken up"

"Unable to access social **support networks that the school could potentially provide**; experiencing and being exposed to increased **parental substance misuse** and being **neglected** children experiencing severe psychosomatic symptoms of stress associated with relational trauma parents neglecting their children and abusing parents caught up in a cycle of 'helplessness' and 'hopelessness' that enhances their neglectful approach"

MENTAL HEALTH/ANXIETY AND COVID-19

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?
Base: All respondents (302)

	n	%
Children/young people	61	20
Parents	43	14
Both	168	56
Neither	30	10

Does this include an increase in issues around…? (select all that apply)
Base: All respondents supporting children, young people, or parents reporting an increase in mental health issues due to the COVID-19 crisis (270)

	Parents		CYP	
	n	%	n	%
Anxiety	204	76	239	89
Sleep dysregulation	103	38	183	68
Reduced self-esteem	105	39	177	66
Stress	202	75	173	64
Depression	178	66	132	49
Self-harm	22	8	96	36
Suicidal thoughts/attempts	48	18	89	33
OCD behaviours	50	19	77	29
Phobias	29	11	64	24
Eating disorders	25	9	56	21
Paranoia	37	14	43	16
Psychotic episodes or delusions	4	1	15	6

POVERTY AND COVID-19

Are you supporting anyone who is in, or at risk of being in, poverty?
Base: All respondents (300)

	n	*%*
Yes	193	64
No	59	20
Don't know	48	16

What is your biggest concern for children, young people or families you support who are in, or at risk of, poverty in relation to the COVID-19 crisis?
Base: All respondents supporting anyone in or at risk of poverty in relation to the COVID-19 crisis (184)

	n	*%*
Impact on MHWB	37	20
Food poverty	32	17
Unable to afford basic essentials/basic needs (other than food) going unmet	27	15
Lack of access to support	21	11
Housing/homelessness issues	20	11
Employment opportunities	18	10
Financial hardship	10	5
Debt	9	5
Increased risk of exploitation/abuse/neglect	9	5
Family stress/conflict	6	3
Impact on physical health	6	3
Digital poverty	6	3
Malnutrition/ability to afford nutritional food	6	3
Impact of withdrawal of COVID-19 support they have received over last year	6	3
Long term/generational impact	6	3
Impact on future opportunities/reaching potential	5	3
Isolation	4	2
Impact on education/educational outcomes	4	2
Not reaching out for required support	4	2
Additional costs of pandemic	3	2
Family breakdown	2	1
Living conditions	2	1
Problems going unseen	2	1
That the worst is still to come	2	1
Widening pre-existing inequalities	2	1
Other	38	21
Don't know	2	1

"**Benefit systems** are slow and families have to wait a long time for any benefit to be processed"

"I worry that these families will get into **debt**, face further difficulties and children will have less **opportunities to reach their full potential**"

"It can be difficult for them to access the support they need and **organisations are so stretched** that it has been more difficult for them to get that support"

"**Poverty will further increase**, placing children and families at even greater exposure to the risks associated with poverty"

"Self-esteem and confidence at all time low due to not being able to **make ends meet** and having to **choose between heating and food**"

"That they are so far behind now that they can't catch up and **give up trying**"

"The difficulty to access consistent and thorough help and support – parents are turning to our service as they know that we will support them through to the end result. COVID-19 is used as an 'excuse' by many support services, families need help and support more than ever to access services/grants, a lot of families **do not have access to computers/printers and scanners in order to send evidence/proof** and rely on us to help them"

"The family are being **evicted** and they will likely be moved out of area to less suited accommodation. The children will have to move schools"

"The whole making **rich, richer** and **poor poorer**. The gap is increasing. Struggles for simple things such as food at home. Shouldn't be like this. The things families miss out on that others take for granted"

"Loss of self-worth and feeling **not being able to reach out for assistance** as they **feel 'they are not the worst off'**"

"Again the long-term impact of mental health being young people are less likely to do well in life and in turn the **generational effect** on their children, etc"

"Families have found other ways to spend money they would normally spend on going out and about, some families have made expensive purchases during lockdown using finance and once things are lifted may find it difficult to **keep up with these repayments**"

"Families **not knowing who to ask for help** and the **limited services available** to provide support. There is a lack of funding within the voluntary sector. I was recently part of a service which provided over 400 families with help and yet that still wasn't enough to ensure everyone who needed help financially received it"

"**Full economic impact of COVID may not have been seen yet** – concerns around school leavers not finding work and some parents may still lose their jobs"

"**Housing** has been one of the biggest concerns for some of our families. Living in very poor accommodation with limited **cooking and cleaning facilities** as well as the risk of **overcrowding** and their health and wellbeing when being cooped up in small areas. The **housing process** during COVID has become even **slower** and **more fractious**. Families who have previously been on benefits and were in the system for receiving support have been less affected. Those families who have been more directly affected are those who have been in **low income households,** have **lost their job** or had **hours reduced**. These families may not have been able to apply for

benefits, additional funding, grants or resources. If they have never had benefits, they may be **too proud or not be aware of the support and benefits on offer**"

"I can't narrow this down to one biggest concern. It has an overall impact on many areas of life, development, opportunities and inclusion in society. I think perhaps my biggest concern would be that these families are **unable to reach their potential** best possible future lives"

"Most of our young people live in poverty and the **COVID support has supported them** over the last year so my concern is **how they will manage with less money and support**"

"Parents are reporting issues such as **juggling finances to be able to buy essentials** such as food, nappies for children. It would take very little for these families to be unable to support their families financially"

"Parents making **rash or unsupported choices around artificial infant feeding**. Making up weak solutions, not having adequate sterilizing equipment. Limited access to establish safe and hygienic feeding or even contemplate breastfeeding. Or breastfeeding being replaced by well-meaning foodbanks who give formula. **Children going hungry**."

"Targeting for **exploitation**, **adultification**, money as a push/pull factor"

"That **funding that was made available to charities during the pandemic has been cut** since lockdown has eased, giving professionals less say it what can and cannot be awarded to these struggling young people. These young people now need to **rely on limited services (opening hours)… which are not open at weekends or bank holidays**"

"That issues with benefits will not be easily resolved remotely over the phone due to **language support mechanisms** not being utilised by professionals leading to further hardship"

"That once all the Government support schemes are stopped and some firms/businesses decide not to continue trading and the loss of jobs there. Also things like the starting of **evicting** people who have got behind in their rent over the COVID period who currently can't be evicted but will be once that period of grace is finished"

"That the situation will be long term. There is so much uncertainty and no guaranteed end in sight so it is very **difficult for some families to have hope**"

In the last 12 months, have you experienced…? (select all that apply)
Base: All respondents (267)

	n	%
Young people or families experiencing reduced earnings due to job loss/reduced hours	211	79
Increased need for grants/financial support	196	73
Increase in young people or families unable to pay bills/rent	155	58
Increased need for budgeting help	124	46
Increase in those affected by waiting times for benefits	90	34
Young people or families with difficulties accessing foodbanks	80	30
Young people or families unable to access the application process for benefits	67	25
Other	23	9

SERVICE CHANGES POST-COVID-19 PANDEMIC

Have you considered making any longer-term changes to service delivery, based on how your service has been operating differently during the COVID-19 crisis? (i.e. changes that will be continued post-COVID-19)

Base: All respondents (296)

	n	%
Yes	168	57
No	27	9
Don't know	101	34

Please give details of the changes you are considering any why

Base: All respondents who have considered making longer-term changes to service delivery (163)

	n	%
Providing support remotely/digitally	63	39
Staff are working from home/remotely/flexibly	43	26
Blended offer	31	19
Providing additional/more frequent/longer support	10	6
Adapted session format/size e.g. reduced group sizes	7	4
Adopting additional COVID-specific health measures	6	4
Continuing with/restarting face to face work	6	4
Outdoor sessions	6	4
Providing activities/resources (incl. technology)	4	2
Providing MHWB support	3	2
Developing/changing support (non-specific)	3	2
Supporting with 'basic essentials' (e.g. food, money)	2	1
Reducing number of staff in buildings	2	1
Completing learning/training	2	1
Other	4	2

CARE REVIEW (questions asked to those working in England only *n=162*)

In the last 12 months, have you supported any children in care?
Base: All respondents (162)

	n	%
Yes	66	41
No	91	56
Don't know	5	3

What is your ONE biggest concern regarding how children in the care system are supported?
Base: All respondents who, in the last 12 months, have supported children in care (61)

	n	%
Lack of support/services	13	21
Lack of continuity/consistency	10	16
MHWB concerns	7	11
Lack of suitable provision/placements	7	11
Change of workers/high staff turnover	5	8
Lack of stability/number of placement moves	5	8
Lack of prep for leaving care/lack of support post-18	4	7
Lack of trauma responsive practice	3	5
Quality of workforce/lack of regulation	2	3
Children not heard/listened to	2	3
Lack of good multiagency working	2	3
Lack of face to face family contact	2	3
Decisions not made in needs/interests of child	2	3
High worker caseloads	2	3
Other	13	21

"Children **removed from families they have settled with** and bonded with, possibly **split from siblings** with no apparent reason for doing so. Certainly **not for the wellbeing of the children**"

"Due to extensive **risk assessments** etc, it seems care can be **very punitive**"

"Young people are not adequately supported to develop **independence skills** for moving into adulthood"

"**Lack of ambition on their behalf**. Professionals introduce me as a leaving care worker as someone who will help them claim their benefits. Rarely any aspiration for work/education"

"**Lack of appropriate provision**. Care homes are provided based on **availability not the specific needs of the child** i.e. if they need a placement that has specific support regarding Autism they are placed in a home where they claim to help **SEN children**, but the other children all are ADHD/learning difficulties which creates stress for ASD child who needs quiet and calm. This results in missing episodes/failed placement and more crisis for child with ASD"

"Lack of **support out of 'work' hours** for YP"

"The **judgement** around their lives and the **uncertainty**. Therefore the impact on the child's self-esteem and self-worth"

"The **lack of joined-up approach** by those dealing with the care cases and the difficulty in being able to contact social workers when you need to share or obtain vital information"

"The staff are often **poorly qualified**, particularly in TIP. They are **underpaid** and **overworked** which means they do not provide the best possible care to those children. Occasionally this has led to **poor safeguarding responses** and verbal abuse towards children. The staff are **not regulated enough** and **lack adequate supervision** (both practically and clinically)"

"We are finding that children who are **fostered by family members** are sometimes still put at risk. It is very difficult for a loving grandparent to deny access to the children when a parent approaches them"

"They are **treated as numbers, and not as people**"

In the last 12 months, have you worked with any care leavers?
Base: All respondents (162)

	n	%
Yes	37	23
No	119	73
Don't know	6	4

What is your ONE biggest concern regarding how care leavers are currently supported?
Base: All respondents who, in the last 12 months, have worked with care leavers (35)

	n	%
Lack of transition/post-18 support	8	23
Lack of support/services	7	20
Housing issues	5	14
Lack of consistency/continuity of service	3	9
Change of workers	2	6
High worker caseloads	2	6
Employment issues	2	6
Enabling/encouraging engagement with services	2	6
Other	7	20
Don't know	3	9

"How they were just left alone at the end. My service is a specialist, but something should have been there to **support the transition**"

"If they are under 25 years of age they should be supported by the council for housing however if they have more than £500 worth of debt then they cannot help them and they **class them as making themselves homeless**, this is them trying to survive and most of them have a bit of debt but denying them support with housing is only going to make them in worse debt and setting them up to fail or homeless and losing their own young family"

"Lack of aspirations, **assumption young people will leave care and move to benefits**"

"Lack of support for **care leavers in the criminal justice process** (e.g. lack of engagement with leaving care services and lack of access to therapeutic support)"

"**Personal Advisors are not allocated/available to work with young people early enough**, I feel they should start working with/preparing young people at 16yrs old. Most are allocated at 17 and half years this is too late"

"Some of our **children return to care for the same reasons that they were taken into care in the first place**. The majority of children either are adopted or go into long term foster placements"

"The **move on into independent living** process is too **complicated** and is not running as smooth as it used to when they were given quota housing"

"There is limited available in the area especially for **those who are parents themselves**"

"They are not provided with enough support. They **turn 18** and are expected to forget all their trauma and related behaviours and adult with little support or care"

"It is dependent on how good their Leaving Care Worker is"

"In our service we are overwhelmed, lack of staff, low staff morale and therefore the only service we can provide is **crisis management**"

In the last 12 months, have you supported a family who you think would be classified as being on the edge of having their children taken into care?

Base: All respondents (162)

	n	%
Yes	67	41
No	74	46
Don't know	21	13

How would you rate the support to 'edge of care' families?

Base: All respondents who, in the last 12 months, have supported families they think would be classified as being on the edge of care (66)

	n	%
Very good	3	5
Good	18	27
Acceptable	16	24
Poor	23	35
Very poor	3	5
Don't know	3	5

What is your ONE biggest concern regarding how families on the edge of care are currently supported?

Base: All respondents who, in the last 12 months, have supported families they think would be classified as being on the edge of care (61)	n	%
Lack of (access to) support/services	18	30
Lack of face to face contact with professionals	7	11
Families not supported to make changes necessary	6	10
High thresholds for action	6	10
High worker caseloads	6	10
Lack of funding	4	7
Parent/family lack of understanding of support/process	3	5
Parent blaming	2	3
Lack of join up between agencies	2	3
COVID-19 has made matters worse	2	3
Other	10	16
Don't know	1	2

"Attributing blame – many children I support enter care due to 'neglect/beyond parental control'. This **unfairly blames parents** for being unable to prevent exploitation/trafficking of their children, when professionals struggle equally in these situations"

"Children's services write a **lot of reports and assessments but offer zero intervention or support** to help the family make changes"

"Edge of care is **very short term**; 12 weeks I think it is. It takes at least 3 months alone to see if the support is truly working or hasn't. Think more time for this support would be good"

"From experience, strategies and advice not executed as families think it won't make a difference. Families sinking further into despair due to mental health at the **threat of their children being taken into care**"

"Have to be in crisis before support is offered due to **high thresholds to save money**"

"I think more support is needed for victims of domestic abuse before they get their children taken off of them. **Trauma-informed, empathic and empowering models are needed, not judgements and disempowerment actions that are done to them**. This compounds their victimhood and keeps them in that place of blame and shame"

"I wonder if more **practical support** and **mentoring** would help. So often there are meetings, action plans and discussions, parenting courses etc, but often people aren't able/capable to implement due to many factors. They need **role models** within their communities, people who can show how to make changes and deliver support in tandem with the courses they are attending"

"**Lack of support** from key professional who could support family to make a difference"

"Not enough time is spent upskilling some families. They then **go from one crisis to the next** needing intervention along the way"

"That social care are clear in their concerns about the child, but **skirt around the outcomes**"

"…. Many families are going through **legal proceedings** and **do not fully understand** that this means that their **children could be removed** from their care"

"Too much '**waiting for disaster**' to happen to remove into care rather than preventing long term care and family breakdown"

"When agencies set **unrealistic goals** for struggling families to meet. Worries and concerns are always viewed but **strengths are sometimes forgotten**"

"When they **ask for help** they often get **rewarded with the children being removed**. Leading to no help and a downward spiral for all"

"Young people **seen as processes rather than individuals**"

"Social Services are fully engaging with parent when on the edge of care. Once children are taken into care, there is zero support for parents"

"The omission of obligations that are agreed at Child in Need meetings not being met"

"**Time** given to help support the families to stay together; enough **resources** e.g. support workers"

TRAUMA AND TRAUMA-INFORMED PRACTICE

Over the last year, have you supported any children, young people or parents who have experienced trauma?
Base: All respondents (294)

	n	*%*
Yes – Children/young people	77	26
Yes – Parents	20	7
Yes – Both children/young people and parents	159	54
No	22	7
Don't know	16	5

How confident do you feel in recognising signs of trauma?
Base: All respondents who, over the last year, have supported someone who has experienced trauma (256)

	n	*%*
Very confident	73	29
Fairly confident	177	69
Not very confident	6	2
Not at all confident	-	-

How confident do you feel in responding in a trauma-informed way?
Base: All respondents who, over the last year, have supported someone who has experienced trauma (256)

	n	*%*
Very confident	73	29
Fairly confident	171	67
Not very confident	10	4
Not at all confident	2	1

To what extent do you feel that Barnardo's (i) understands and (ii) supports staff with regards to the emotional impact (e.g. burnout, vicarious trauma, compassion fatigue) of direct work with children, young people and parents?

	Understands (280)		Supports (292)	
Base: All respondents	*n*	*%*	*n*	*%*
A lot	194	69	157	54
A little	61	22	108	37
Not at all	16	6	18	6
Don't know	9	3	9	3

To what extent do you feel trauma-informed values are reflected in the way you are treated by Barnardo's as a member of staff?

Base: All respondents (293)	*n*	*%*
A lot	144	49
A little	119	41
Not at all	17	6
Don't know	13	4

Please tell us why you think this (select all that apply)

Base: All respondents (293)	*n*	*%*
I feel adequately/well supported	169	58
It's dependent on individual line managers	153	52
I have personal experience of lack of, or no, support	31	11
Senior staff/managers are more informed, but knowledge not yet put into practice	26	9
Not enough people have attended training	23	8
I've not heard of trauma-informed values before	5	2
Don't know	8	3
Other	30	10

"I am **delighted with the level of nurture** I have received from Barnardo's. I have worked in various other sectors who show nothing like the level of awareness and care like I receive at Barnardo's"

"It is **tokenistic** and not applied in reality – **just buzz words**. Lacking real commitment"

"…. After being **made redundant over the phone**, no meetings face to face, and just literally left to my own devices until end date …. I am very disappointed in Barnardo's and how this has been managed"

"Supported by line manager but do not feel supported by senior management or the organisation as a whole"

"The further up the management ladder you go, the less understanding and implementation of trauma-informed working is put into practice. Senior management think they understand it but certainly don't all behave like they do"

"Staff working hands on and face-to-face with families understand this. Senior staff/managers are aware of trauma but not the **reality** of what is going on for families"

"Frontline staff work with people who have experienced trauma every day. There is **little acknowledgement of the values and skills needed** in this area of work, the ongoing academic commitment to learning, and the delivery of services to the most vulnerable. There always appears to be more **emphasis on 'the business'"**

CULTURAL COMPETENCE

How would you rate your level of understanding around cultural competence?
Base: All respondents (287)

	n	%
Very good	38	13
Good	132	46
Average	96	33
Poor	10	3
Very poor	2	1
Don't know	9	3

To what extent do you feel able to meet the cultural needs of service users from different ethnic backgrounds and/or those whose race or culture is minoritised in a UK context?
Base: All respondents (287)

	n	%
Very well	49	17
Fairly well	192	67
Not very well	37	13
Not at all	1	*
Don't know	8	3

Please tell us why you feel this way
Base: All respondents (252)

	n	%
Have sufficient (access to) training/knowledge/support	114	45
Scope for more training/knowledge/support	67	27
Try to understand specific needs of service users	32	13
Don't work with BAME service users/don't work in a diverse area	21	8
From own experiences	18	7
Treat everyone the same/universal service offer	13	5
Diversity in workforce	5	2
Lack of diversity in workforce	2	1
Other	11	4
Don't know	4	2

What do you think Barnardo's could be doing to improve how we meet cultural needs of service users?

Base: All respondents (233)

	n	%
Continue/develop staff training	73	31
Nothing/already meeting cultural needs	32	14
Listen to the views of CYP & families	26	11
Provide additional resources/information	24	10
Diversify the workforce	10	4
Improve access to interpreters	8	3
Raise awareness of cultural needs	8	3
Recognise need for continuous learning/reflection	6	3
Improve links to communities/services	6	3
Recognise individual/local need	5	2
Increase the number of foster carers from diverse backgrounds	2	1
Be open to discussions	2	1
Other	8	3
Don't know	31	13

"A **hub of useful information about different cultures** that we know is reliable and has information specific to working with children and families – e.g. accessing information personally online is problematic as I am unsure if the info is reliable/accurate and also information is not specific to working with families – e.g. when I was making resources for Ramadan I could find info about the religious meaning of Ramadan but wanted information about things like 'Is there a specific special food families share at Ramadan?' 'Is there a specific activity children do at Ramadan?' Is there a greeting or way people acknowledge Ramadan that I can use with families?' etc. More diverse staff team would mean knowledge would be shared"

"Have **more ethnic minority staff in the service**, particularly at centre management level, to reflect the diverse cultures of our users. Definitely provide more training to lower management level. Use the **real life concerns**, issues, and treatment of existing staff to train staff. Let real life situations and the impact of discrimination be known to staff whilst keeping the concerned member of staff's identity anonymous"

"I think it is a case of being **culturally humble**, and acknowledging that we don't know everything, or have knowledge or awareness of cultural diversity. This then enables conversations to happen more naturally, where it becomes more the norm to say, 'I'd love to know about....' 'Could you tell me how this might impact you…?' 'What would work for you?....'"

"We will never meet all the needs of the service as these change and if we think we have met them it's time to look wider. Be **open and outward looking**"

In your role as a practitioner, to what extent do you feel able to support service users on issues around racism?
Base: All respondents (287)

	n	%
Very well	58	20
Fairly well	178	62
Not very well	34	12
Not at all	1	*
Don't know	16	6

Please tell us why you feel this way
Base: All respondents (213)

	n	%
Have sufficient (access to) training/knowledge/support/processes	110	52
Scope for more training/knowledge/support	48	23
Don't work with BAME service users/not been an issue	23	11
From own experiences	19	9
Try to understand specific needs of service users	13	6
Able to signpost to relevant support	9	4
Due to own morals/values	6	3
Treat everyone the same/universal service offer	5	2
Other	5	2
Don't know	3	1