

## Barnardo's Quarterly Practitioner Survey

### Wave 10 | Topline Data Tables

- This document presents the findings of Wave 10 of Barnardo's Quarterly Practitioner Survey
- The survey was administered via Survey Monkey, **21 October – 8 November 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, **256 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
- Wave 10 question areas:
  - About You
  - Emerging Vulnerabilities
  - COVID-19
  - Mental Health and Wellbeing
  - Poverty
  - Schools
  - Children In and Leaving Care
  - Young People and Employment
  - Harmful Sexual Behaviour
  - Victims of Crime
  - Hate Crime
  - Christmas
  - Service Provision
- For any queries about the survey or the data presented in this document, or to request any further breakdowns of data, please contact [Joelle.bradly@barnardos.org.uk](mailto:Joelle.bradly@barnardos.org.uk)

### **Abbreviations used**

ASD	Autism Spectrum Disorder
CSA/E	Child sexual abuse/exploitation
CYP	Children and young people
ESOL	English for speakers of other languages
HSB	Harmful sexual behaviour
LGBTQI+	Lesbian, Gay, Bisexual, Transgender, Queer or Questioning, Intersex +
MHWP	Mental health and wellbeing
SEN	Special educational needs
SPD	Sensory Processing Disorder
YP	Young people

## Overview of Key Findings

### Key Concerns

An increase in **mental health** and **wellbeing** issues, and a **lack of support** and resources, remain the primary concerns of practitioners in relation to the children, young people, and families they support.

A lack of support and resources continues to be discussed in terms of a **lack of mental health support, long waiting times**, and the longer-term impacts of this on **escalating mental health issues** and **delays in assessments** for children with additional needs and disabilities. A lack of support for health needs, and long waiting times for GP and dentist appointments, are discussed more frequently than in previous waves of the survey.

The proportion of practitioners identifying poverty as a key concern has increased over the last year. In this wave of the survey it is cited particularly in terms of **cuts to Universal Credit, rising costs** of utility and fuel bills, and more families needing to **access foodbanks**.

An increase in **housing issues/homelessness** continues to be a primary concern and is cited by a higher proportion of practitioners than in previous waves of the survey. Concerns remain regarding **isolation** and **loneliness**, and the impact of COVID-19 on children and young people's **education** and **development**.

### COVID-19

**Mental health** and **wellbeing** issues, **isolation** and **loneliness** continue to be practitioners main concerns about the impact of the pandemic on the children, young people, and families they support. A **lack of professional contact** with children and young people is cited by a higher proportion of practitioners than in July 2020. A lack of **face-to-face support, long waiting times**, and **overstretched services** are identified as particular issues in this regard.

In terms of the long-term impact of COVID-19, practitioners cite the impact on **mental health** and **wellbeing, education**, and a **lack of support** as primary concerns.

### Mental Health and Wellbeing

The vast majority of practitioners (89%) think there has been an increase in the number of children and young people **experiencing mental health and wellbeing issues** compared to before the COVID-19 pandemic (compared to 95% of practitioners in July 2021). Around two thirds of practitioners (67%) think there has been an increase in the number of children and young people experiencing mental health and wellbeing issues since returning to school.

### Poverty

Around two thirds of practitioners (65%) are supporting someone in, or at risk of, poverty (this has remained relatively consistent since April 2021). 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**, compared to April 2021.

### Service Provision

The proportion of practitioners reporting an increase in the '**level of complexity of need**' of service users and an increase in **demand for their service** has increased steadily since July 2020. However, the proportion of practitioners reporting an increase in the number of referrals to their service has declined slightly over the last three months.

## ABOUT YOU

### Do you work...?

Base: All respondents (256)

	<i>n</i>	%
Directly with children and/or young people	82	32
Directly with parents/carers	32	13
Both	142	55

### Please tell us which region or nation you work in...

Base: All respondents (240)

	<i>n</i>	%
Cymru	26	11
England - North	34	14
England - Central	20	8
England - South West	34	14
England - South East	40	17
England - London	11	5
Northern Ireland	37	15
Scotland	37	15
Other	1	0.4

### What type of support does your service provide?

Base: All respondents (240)

	<i>n</i>	%
Youth Work (including Youth Justice)	2	1
ETS	4	2
Care leavers/Accommodation support	18	8
Advocacy, Children's Rights and Participation	11	5
Refugee and Asylum Seekers	2	1
Child Protection (e.g. Domestic Abuse)	8	3
Child Abuse and Exploitation (e.g. CSE, Missing, Trafficking, HSB)	15	6
Looked After Children (e.g. Family Placement, Residential Care)	30	13
Education	4	2
Disability/Health	11	5
Mental Health	30	13
Family Support Services (e.g. CAPI, Young Carers)	42	18
Early Support (e.g. Children's Centres, Parenting Programmes)	59	25
Other	4	2

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

Base: All respondents (240)

	<i>n</i>	%
Less than 1 year	4	2
1-2 years	28	12
3-5 years	34	14
More than 5 years	174	73

## EMERGING VULNERABILITIES

**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 respondents (207)*

	<i>n</i>	<i>%</i>
Increase in MHWB issues among CYP and families	65	31
Lack of support and resources (incl. lack of health resources)	37	18
No change/nothing new	34	16
Poverty/changes to benefits system (incl. increased need for foodbanks)	17	8
Isolation (incl. loneliness, loss of social contact)	15	7
Increased impact of digital	13	6
Increase in housing issues (incl. homelessness)	12	6
Education (incl. school refusal/exclusion)	11	5
Financial issues	10	5
COVID-19 (non-specific)	9	4
Child development (incl. lack of social skills)	8	4
Increase in CYP and families affected by substance misuse	5	2
Increase in violent/challenging behaviour	4	2
More CYP & families affected by domestic abuse	4	2
Transition back to 'normality'/returning to school	4	2
Reduced family contact	3	1
Increase in (knife) crime/youth violence	3	1
Exploitation (non-specific)	3	1
Physical health	3	1
Family conflict/relationship breakdown	3	1
Increase in bullying	3	1
Lower self-esteem/motivation	3	1
Increase in (diagnosis of) ASD & additional needs	3	1
Concern about contracting/family contracting COVID-19	2	1
Concerns about COVID-19 vaccinations	2	1
Impact of COVID-19 on education/attainment	2	1
Increase in tics	2	1
Increase in CYP impacted by CSA/E	2	1
Other	16	8

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

*Base: All respondents (215)*

	<i>n</i>	<i>%</i>
MHWB issues among CYP and families	64	30
Lack of support and resources	63	29
Poverty/changes to benefits system	34	16
Financial issues	14	7
Homelessness and housing issues	12	6
Increased impact of digital	11	5
Education (incl. attainment and exclusion)	9	4
Isolation (incl. loss of social/family contact)	9	4
COVID-19/lockdown (non-specific)	8	4

Safeguarding issues due to services having less contact with families (incl. hidden vulnerabilities)	5	2
Trauma/neglect/abuse	4	2
Delays to care proceedings/lack of suitable placements	4	2
CYP/families affected by substance misuse	3	1
(Knife) crime and youth violence	3	1
Not listening to CYP & families	3	1
Domestic abuse	2	1
Child development	2	1
Transition back to 'normality'/adjusting to changes (incl. returning to school)	2	1
Uncertainty of the future	2	1
Staffing issues/burn out	2	1
Other	15	7

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

*Base: All respondents (214)*

	<i>n</i>	<i>%</i>
All children/families	59	28
Low income families/workless/reliant on benefits	31	14
The most vulnerable children and families	14	7
Children with additional needs (incl. ASD, SEN & SPD)	13	6
CYP & families with disabilities	11	5
Teenagers and children aged 16+	10	5
CYP & families affected by mental health and wellbeing issues	10	5
Children aged 0-5	9	4
Care leavers/care experienced YP	9	4
Children in care	8	4
Refugee and asylum seekers/migrants/ESOL	8	4
Secondary school aged children	7	3
All CYP our service/Barnardo's works with	7	3
CYP & families affected by domestic abuse	6	3
CYP & families affected by substance misuse	5	2
CYP & families with limited/no support network	5	2
CYP with protected characteristics (ethnic minorities)	5	2
CYP & families impacted by trauma	4	2
Those in deprived areas	4	2
CYP affected by parental/familial offending	4	2
New/young parents/families	3	1
Lone/single parent families	2	1
Primary school aged children	2	1
Young people living independently	2	1
Other	23	11
Don't know	1	0.5

## 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 (215)*

	<i>n</i>	<i>%</i>
Yes - currently	40	19
Yes - but not currently	94	44
No	63	29
Don't know	18	8

**At present, what is your one main concern about the impact of the COVID-19 crisis/pandemic on the children, young people and families that you support?**

*Base: All respondents (209)*

	<i>n</i>	<i>%</i>
Impact on MHWB	63	30
Isolation & loneliness	40	19
Lack of direct professional contact with CYP	35	17
Educational concerns	28	13
Economic/financial impact	18	9
Workforce/staffing issues (incl. burnout, lack of staff, overstretched)	11	5
Lack of/changes to routine	8	4
Loss of social skills/impact on development	8	4
Limitations of non-face to face support	7	3
Physical health	5	2
Loss of resilience	5	2
Family contact issues	4	2
Not getting vaccine/fear of vaccine	4	2
Lack of respite/pressure on parents	3	1
Too much time online	3	1
Impact of getting COVID-19 (bereavement, illness)	3	1
Impact on referrals	3	1
Loss of protective environments/people	2	1
Issues with housing	2	1
Risk of increase in abuse/exploitation (non-specific)	2	1
Lack of access to 'basic essentials'	2	1
Ability to adhere to government restrictions/advice	2	1
Other	16	8

**What is your one main concern about the long-term impact of the COVID-19 crisis/pandemic on the children, young people and families that you support?**

*Base: All respondents (202)*

	<i>n</i>	<i>%</i>
Impact on MHWB	87	43
Educational concerns	26	13
Lack of support	24	12
Loss of social skills/lack of socialisation	21	10
Isolation	16	8
Lack of opportunity/impact on future	9	4

Economic/financial impact	9	4
Physical health	8	4
Poverty	7	3
Impact on development	7	3
Workforce/staffing issues (incl. burnout, lack of staff)	4	2
Loss of protective environments/increased vulnerability	4	2
Attachment issues	4	2
Too much time online	3	1
Resilience	3	1
Family contact issues	2	1
Too early to say	2	1
Other	22	11
Don't know	1	0.5

## MENTAL HEALTH AND WELLBEING

**Do you think there has been a change in the number of children and young people experiencing mental health and wellbeing issues, compared to before the COVID-19 pandemic?**

*Base: All respondents (215)*

	<i>n</i>	%
Increased	192	89
Stayed the same	9	4
Decreased	-	-
Don't know	14	7

**Do you think there has been a change in the number of children and young people experiencing mental health and wellbeing issues, since children and young people have returned to school?**

*Base: All respondents (214)*

	<i>n</i>	%
Increased	144	67
Stayed the same	28	13
Decreased	7	3
Don't know	35	16

## POVERTY

**Are you supporting anyone who is in, or at risk of, being in poverty?**

*Base: All respondents (215)*

	<i>n</i>	%
Yes	139	65
No	42	20
Don't know	34	16

**Have you experienced...? (Select all that apply)**

*Base: All respondents supporting someone in, or at risk of, poverty (134)*

	<i>n</i>	%
Increased need for grants/financial support	107	80



YP or families experiencing reduced earnings due to job loss/reduced hours	100	75
Increase in YP or families unable to pay bills/rent	93	69
Increased need for budgeting help	74	55
Increase in those affected by waiting times for benefits	56	42
YP or families with difficulties accessing foodbanks	52	39
YP or families unable to access the application process for benefits	43	32
Other (please specify)	10	7

## SCHOOLS

**Are you currently supporting any families with school-aged children, who are enrolled at school?**

*Base: All respondents (211)*

	<i>n</i>	<i>%</i>
Yes	160	76
No	46	22
Don't know	5	2

**What is your main concern regarding COVID-19 in schools?**

*Base: All respondents (191)*

	<i>n</i>	<i>%</i>
Missing school/impact on education/attainment	56	29
Spreading/contracting COVID-19	44	23
MHWB	26	14
Lack of support	16	8
Understanding/following guidance/restrictions	16	8
Difficulties with home-schooling/lack of devices	12	6
Impact on socialisation/development	8	4
No concerns	7	4
Having to self-isolate	6	3
Staffing levels	6	3
Isolation	5	3
Loss of protective environments/increased vulnerability	4	2
Another lockdown	3	2
Increased pressure	3	2
Disruption/changes to routine	3	2
Safety (non-specific)	3	2
Behaviour	2	1
Other	10	5
Don't know	5	3

**Have you supported children who have not attended school due to COVID-19 during this school year?**

*Base: All respondents (210)*

	<i>n</i>	<i>%</i>
Yes	126	60
No	72	34
Don't know	12	6

**What additional support is being provided by schools to children who are not attending school? (Select all that apply)**

*Base: All respondents supporting children who have not attended school due to COVID-19 (125)*

	<i>n</i>	<i>%</i>
School work to do at home	82	66
Online work/portal	73	58
Support from Barnardo's	63	50
Phone check-ins/on-going school-home communication	56	45
Access to/provision of technology	48	38
Allowing gradual return/reduced timetable	40	32
Reassurance/encouragement to return	31	25
None/very little	16	13
Other (please specify)	11	9
Don't know	16	13

**Do you think that children and young people are provided with sufficient support when they are not attending/are unable to attend school?**

*Base: All respondents supporting children who have not attended school due to COVID-19 (125)*

	<i>n</i>	<i>%</i>
Yes	26	21
No	65	52
Don't know	34	27

**How could the support being provided be improved?**

*Base: All respondents supporting children who have not attended school due to COVID-19 (105)*

	<i>n</i>	<i>%</i>
Better home-school communication/check-ins	33	31
More support for those who require it	17	16
Continued online/at home learning	11	10
Improved access to tech (access, equipment, skills)	10	10
Support for parents to support CYP learning	9	9
Depends on individual school	6	6
More staff/professionals/workers in schools	6	6
More effort to understand needs of individual children	6	6
More focus on MHWB	5	5
More consistent support (incl. between schools)	4	4
More pastoral support/access to services	3	3
Have done a good job/doesn't need to be improved	3	3

Phased/gradual/staggered returns	3	3
Extra funding	2	2
More joined up/multi-agency working	2	2
Other	5	5
Don't know	4	4

## CHILDREN IN AND LEAVING CARE

**In the last 12 months, have you supported any children in care or care leavers?**

*Base: All respondents (210)*

	<i>n</i>	<i>%</i>
Yes	105	50
No	100	48
Don't know	5	2

**In your experience do you think children who enter care are usually placed in the right placement for them?**

*Base: All respondents supporting children in care or care leavers (102)*

	<i>n</i>	<i>%</i>
All the time	-	-
Most of the time	19	19
Some of the time	55	54
Rarely	15	15
Never	-	-
Don't know	13	13

**What do you think is key to ensuring that children entering the care system are placed in the right placement for them?**

*Base: All respondents supporting children in care or care leavers (96)*

	<i>n</i>	<i>%</i>
Listening to CYP/involving them in decision making	24	25
Careful matching of placements	20	21
Needs led decisions/placements	11	11
Thorough assessments	10	10
Well planned placements/introductions	9	9
More placement options/foster carers	9	9
Ongoing provision of support/training for carers	8	8
Interagency working/communication	6	6
Maintaining family contact/keeping siblings together	5	5
Ongoing support/monitoring of placements	4	4
Good quality foster carers	4	4
Placement stability	3	3
More suitable accommodation	2	2
A focus on early intervention and prevention	2	2
Teaching CYP independent living skills	2	2
Other	7	7
Don't know	3	3

**When a care placement fails what is the most common reason(s) for this? (Select all that apply)**

*Base: All respondents supporting children in care or care leavers (100)*

	<i>n</i>	<i>%</i>
Lack of support available from agencies to help support children's behavioural/emotional needs	59	59
Lack of support for carers to support children in placement	46	46
Poor initial matching	42	42
Poor management of relationship with the birth family	17	17
Other (please specify)	22	22
Don't know	19	19

**Are there any particular groups of children that you think face more issues with being placed in appropriate placements?**

*Base: All respondents supporting children in care or care leavers (88)*

	<i>n</i>	<i>%</i>
CYP with challenging behaviour	19	22
Teenagers and children aged 16+	18	20
Children with additional needs (incl. ASD, SEN & SPD)	11	13
CYP with disabilities	9	10
CYP impacted by trauma/abuse/neglect	8	9
CYP who have experienced multiple placement moves	7	8
CYP affected by mental health and wellbeing issues	6	7
CYP with protected characteristics (ethnic minorities)	4	5
CYP with attachment issues	4	5
No	4	5
CYP aged 12+	3	3
Refugee and asylum seekers/migrants/ESOL	2	2
CYP affected by domestic abuse	2	2
Sibling groups	2	2
Other	9	10
Don't know	8	9

**Why do you think this is?**

*Base: All respondents supporting children in care or care leavers (76)*

	<i>n</i>	<i>%</i>
Lack of training/poor quality staff/carers	13	17
A lack of support	10	13
The complexity of CYP's needs/unmet needs	9	12
Lack of appropriate (therapeutic) placements/accommodation	8	11
Hard to form attachments/build trust	8	11
CYP's behaviour is challenging/not understood	5	7
CYP have experienced trauma	4	5
Inadequate planning	4	5
Negative perceptions of teenagers/harder to place older children	4	5
Lack of listening to CYP/unable to express their views	3	4
CYP not seen/understood as victims	2	3
Lack of awareness	2	3
Risk averse	2	3

Other	11	14
Don't know	2	3

### Young People & Employment

#### Have you supported young people into employment?

Base: All respondents (208)

	n	%
Yes	30	14
No	174	84
Don't know	4	2

#### What do you think are the main barriers for disabled young people who want to access employment?

Base: All respondents supporting young people into employment (26)

	n	%
Lack of suitable employment, education or training opportunities	11	42
Employer negative attitudes towards disabled people	6	23
Lack of appropriate support from employers	4	15
Lack of support (general)	3	12
Employers lack appropriate facilities	3	12
Difficulties accessing suitable transport	3	12
Lack of confidence	2	8
Employers lack funding/capacity to support disabled YP	2	8
Increased competition for employment/lack of work experience	2	8
Other	1	4
Don't know	2	8

#### What do you think are the main barriers for young people from Black, Asian and other ethnic minority backgrounds who want to access employment?

Base: All respondents supporting young people into employment (24)

	n	%
Discrimination by employers	10	42
Language barriers	6	25
Institutional racism	4	17
Lack of job opportunities	2	8
Other	6	25
Don't know	2	8

#### Have you supported young people to remain in employment?

Base: All respondents (208)

	n	%
Yes	26	13
No	174	84
Don't know	8	4

**What do you think are the main barriers for disabled young people for remaining in employment?**

*Base: All respondents supporting young people to remain in employment (23)*

	<i>n</i>	<i>%</i>
Lack of support (general)	6	26
Lack of knowledge/understanding from employers about how to meet needs	6	26
Employers lack appropriate facilities/capacity to support those with disabilities	4	17
Availability of employment opportunities	3	13
Lack of flexibility from employers	3	13
Made to feel unwelcome at work	2	9
Employer prejudices towards disabled people	2	9
Other	2	9
Don't know	5	22

**What do you think are the main barriers for young people from Black, Asian and other ethnic minority backgrounds for remaining in employment?**

*Base: All respondents supporting young people to remain in employment (20)*

	<i>n</i>	<i>%</i>
Discrimination	5	25
Lack of knowledge/understanding from employers about how to meet needs	3	15
Lack of personal and professional development on offer	2	10
Made to feel unwelcome at work	2	10
Lack of opportunities to improve English	2	10
Other	3	15
Don't know	7	35

**What additional support do you think is needed to help young people access and remain in employment?**

*Base: All respondents supporting young people to remain in employment (21)*

	<i>n</i>	<i>%</i>
Mentoring & coaching	7	33
More support in the workplace	4	19
Employment preparation and experience/careers advice	4	19
Financial support/fair pay/support to access welfare	3	14
Better understanding of individual needs	2	10
Support from agencies working with YP already	2	10
Support with access to transport	2	10
Training/signposting for employers	2	10
Personal and professional development opportunities	2	10
Ongoing support/supervision	2	10
Other	2	10
Don't know	1	5

**HARMFUL SEXUAL BEHAVIOUR**

**Are you supporting children who have experienced harmful sexual behaviour/peer on peer abuse or harassment?**

*Base: All respondents (207)*

	<i>n</i>	<i>%</i>
Yes	85	41

No	104	50
Don't know	18	9

**Over the last year, has there been an increase or decrease in the number of referrals/reports to your service of children experiencing harmful sexual behaviours?**

*Base: All respondents supporting children who have experienced harmful sexual behaviour/peer on peer abuse or harassment (85)*

	<i>n</i>	<i>%</i>
Increase	20	24
Decrease	-	-
About the same	22	26
Don't know	40	47
Not applicable – new service	3	4

**Are you supporting children who have exhibited harmful sexual behaviour/peer on peer abuse or harassment?**

*Base: All respondents (207)*

	<i>n</i>	<i>%</i>
Yes	46	22
No	148	72
Don't know	13	6

**Over the last year, has there been an increase or decrease in the number of referrals/reports to your service of children exhibiting harmful sexual behaviours?**

*Base: All respondents supporting children who have exhibited harmful sexual behaviour/peer on peer abuse or harassment (46)*

	<i>n</i>	<i>%</i>
Increase	16	35
Decrease	1	2
About the same	13	28
Don't know	15	33
Not applicable – new service	1	2

**What do you think works when supporting children exhibiting harmful sexual behaviour?**

*Base: All respondents supporting children who have exhibited harmful sexual behaviour/peer on peer abuse or harassment (34)*

	<i>n</i>	<i>%</i>
Positive/trusting relationships with safe adults/professionals	8	24
Exploring why YP are exhibiting HSB	6	18
Counselling/therapeutic support	5	15
Consistent/long term support	5	15
Using a non-judgemental/empathetic approach	5	15
Person-centred/trauma-informed support (i.e. understanding individual need)	5	15
Listening to and acting on YP's concerns	4	12
Multi-agency work	4	12
Direct/face to face work	3	9
Education (general)	2	6
Education about HSB and its consequences	2	6
Education around establishing rules and boundaries	2	6
Clear communication	2	6

Modelling of healthy relationships/education about healthy relationships	2	6
Sex education/tackling unhealthy attitudes towards women	2	6
Training for staff and providers	2	6
Other	5	15

#### How much of this behaviour manifests online?

Base: All respondents supporting children who have experienced or exhibited harmful sexual behaviour/peer on peer abuse or harassment (89)

	n	%
All of it	4	4
Most of it	27	30
Some of it	38	43
It rarely does	1	1
It never does	-	-
Don't know	12	13
Not applicable	7	8

#### In your experience, are schools improving how they respond to harmful sexual behaviour?

Base: All respondents supporting children who have experienced or exhibited harmful sexual behaviour/peer on peer abuse or harassment (88)

	n	%
Yes	11	13
No	18	20
About the same	11	13
Don't know	46	52
Not applicable	2	2

### VICTIMS OF CRIME

#### Over the last year, have you supported child victims of crime?

Base: All respondents (207)

	n	%
Yes	49	24
No	147	71
Don't know	11	5

#### Which crimes were they victim of? (Select all that apply)

Base: All respondents supporting child victims of crime (46)

	n	%
Child sexual abuse	33	72
Child criminal exploitation	22	48
Domestic abuse	21	46
Other crimes (please specify)	12	26

#### Do you think that children understand their entitlements and rights as victims of crime?

Base: All respondents supporting child victims of crime (47)

	n	%
Yes	2	4
No	38	81
Don't know	7	15



**Have you supported a child who reported a crime they were victim of to the police?**

*Base: All respondents supporting child victims of crime (47)*

	<i>n</i>	<i>%</i>
Yes	27	57
No	19	40
Don't know	1	2

**Are they being offered appropriate support in a timely way?**

*Base: All respondents supporting a child who reported a crime they were victim of to the police (27)*

	<i>n</i>	<i>%</i>
All the time	1	4
Most of the time	8	30
Some of the time	10	37
Rarely	6	22
Never	1	4
Don't know	1	4

**Are they being updated about their court case/police activity regularly?**

*Base: All respondents supporting a child who reported a crime they were victim of to the police (27)*

	<i>n</i>	<i>%</i>
All the time	-	-
Most of the time	3	11
Some of the time	11	41
Rarely	10	37
Never	1	4
Don't know	2	7

**Are they being offered support through the court process from an advocate?**

*Base: All respondents supporting a child who reported a crime they were victim of to the police (27)*

	<i>n</i>	<i>%</i>
All the time	3	11
Most of the time	5	19
Some of the time	7	26
Rarely	6	22
Never	-	-
Don't know	6	22

**What needs to change in how child victims of crime are supported?**

*Base: All respondents supporting child victims of crime (36)*

	<i>n</i>	<i>%</i>
Better understanding of how to meet the needs of each child	7	19
More victim support	5	14
Greater clarity around progress and timescales of investigations	4	11
Listening to young people of all ages	4	11
Eradicate victim-blaming language/behaviours	4	11
Speed up investigations and responses to disclosures	4	11
More information and resources for children	4	11
Advocacy on behalf of the child	3	8

Professionals should believe children's disclosures	3	8
Ensure more cases go to court	3	8
Convict more perpetrators	3	8
Greater level of support to the child from the police	3	8
Sharing information with appropriate professionals/joined up responses	3	8
A more child-centred approach across the criminal justice system	2	6
Greater clarity around process of investigations/systems	2	6
Ensure children feel safe	2	6
Other	4	11
Don't know	1	3

## HATE CRIME

**In the last year, have you supported a child or young person who has experienced a hate crime or incident/abuse due to their...? (Select a response on each row)**

*Base: All respondents*

		Yes	No	Don't know	Base
Sexual orientation	n	20	128	32	180
	%	11	71	18	
Sex	n	21	128	30	179
	%	12	72	17	
Gender identity	n	28	123	29	180
	%	16	68	16	
Race	n	28	124	32	184
	%	15	67	17	
Religion	n	12	135	30	177
	%	7	76	17	
Disability	n	34	120	29	183
	%	19	66	16	

**Overall, to what extent do you think hate crimes in your local area are happening more or less frequently compared to 12 months ago?**

*Base: All respondents (190)*

	n	%
More frequently	41	22
Less frequently	3	2
Stayed the same	45	24
Don't know	101	53

**What do you think is driving an increase in hate crime?**

*Base: All respondents who think hate crime is happening more frequently (36)*

	n	%
Negative impact of media and social media	15	42
Brexit/political context and polarization of public/far right	12	33
Ignorance/lack of education	5	14
Lockdown/boredom/more free time	4	11
Emotional/mental health issues/general unhappiness	3	8

Lack of preventative support/social activities	3	8
COVID-19	2	6
Lack of compassion/empathy/tolerance	2	6
Financial stress/limited employability	2	6
Family/peer influence	2	6
Blame culture	2	6
Substance misuse	2	6
Other	6	17
Don't know	2	6

**Have you ever supported a child or young person where an 'incel' subculture has been an aspect of the case?** (Incel is an abbreviation of "involuntary celibate"; an incel is a member of an online subculture of people who define themselves as unable to get a romantic or sexual partner despite desiring one)

Base: All respondents (188)

	n	%
Yes	2	1
No	155	82
Don't know	31	16

## CHRISTMAS

**Do you think any children, young people or families you currently support, who would normally celebrate Christmas, are likely to...?** (Select a response on each row)

Base: All respondents

		Yes	No	Don't know	Base
Not receive any presents	n	63	77	37	177
	%	36	44	21	
Not have a Christmas meal	n	67	72	38	177
	%	38	41	21	
Get into debt over the Christmas period	n	135	17	29	181
	%	75	9	16	
Experience an increase in mental health issues over the Christmas period	n	146	8	28	182
	%	80	4	15	
Experience an increase in loneliness over the Christmas period	n	118	20	41	179
	%	66	11	23	

## SERVICE PROVISION

**Has there been an increase or decrease in the 'level or complexity of need' for individual service users over the last three months?**

Base: All respondents (215)

	n	%
Increase	143	67
Decrease	2	1
About the same	45	21
Don't know	20	9

Not applicable – new service	5	2
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**Has there been an increase or decrease in the number of referrals to your service over the last three months?**

*Base: All respondents (215)*

	<i>n</i>	<i>%</i>
Increase	117	54
Decrease	14	7
About the same	43	20
Don't know	38	18
Not applicable – new service	3	1

**Do you feel that demand on services has increased or decreased over the last three months?**

*Base: All respondents (215)*

	<i>n</i>	<i>%</i>
Increased	160	74
Decreased	2	1
About the same	41	19
Don't know	8	4
Not applicable – new service	4	2

**To what extent do you feel able to meet demand? (1 = can't meet demand, 10 = able to meet demand)**

*Base: All respondents (213)*

	<i>n</i>	<i>%</i>
1 – can't meet demand	19	9
2	5	2
3	9	4
4	16	8
5	36	17
6	24	11
7	39	18
8	37	17
9	13	6
10 – able to meet demand	15	7