

See, Hear, Respond - Our Service

Reaching out to support children and families in crisis in England

See Hear Respond is a service provided across England by Barnardo's and a group of national and local community-based organisations in response to Covid-19.

While we provide services across all UK regions, the programme has been created specifically to help children and young people in England (from pre-birth up to 18 years of age and those with special educational needs under the age of 25) who are experiencing harm and increased adversity during lockdown by providing support to those who are not being seen by schools or other key agencies.

Working with our partners we aim to reduce the likelihood of harm and ensure other support and protective networks are in place using:

- Online digital support, including advice and information, online counselling and a telephone helpline
- Face to face interventions, such as support for groups at risk outside the home and one to one support
- Reintegration into education, including assessments and the delivery of support pathways back to education

We accept referrals for all children and young people under the age of 18 who are not already receiving support from statutory agencies, for example through Child Protection Plans, and especially want to invite referrals for families who are most isolated from support due to COVID-19, including:

- Under 5s with a specific focus on under 2s
- Those with Special Educational Needs and Disabilities and where there are concerns about their welfare e.g. online safety
- Children who maybe at increased risk of abuse, neglect and exploitation inside or outside of the home
- Black, Asian, Minority Ethnic and Refugee children who experience barriers to accessing services
- Young carers

Remember: in an emergency, always contact 999 and in non-emergencies, contact 101