

Dear Sir/Madam

I am writing to let you know about two new services Barnardo's has launched in Wales to support children and families who are struggling to cope through the current pandemic. Called See, Hear, Respond, the service has been running successfully in England since the summer and now, thanks to a donation from the insurance industry through the National Emergencies Trust, it has been extended into Wales.

Through this funding we're now able to offer therapeutic support for families in Wales to help them overcome challenges exacerbated by Covid-19. These might include bereavement and loss, anxiety, child mental health and worries about returning to school, isolation and loneliness or financial and relationship difficulties.

The service is a direct response to the effects of the pandemic and aims to reach families below the threshold of statutory intervention so they can be supported before they reach crisis point. Families can access online support and counselling provided by Barnardo's Cymru, get online advice on a wide range of subjects including how to cope with increased anxieties and be signposted to other specialist services. You can read more detail in our press release at:

<https://www.barnardos.org.uk/news/barnardos-launches-counselling-and-wellbeing-services-families-struggling-effects-covid-19>

Children, young people and families are able to self-refer online or through a telephone helpline available from noon 12pm until 7pm, Monday to Friday. Professionals are also welcome to refer through using the phone line or the enquiry form on the microsite. The microsite also holds a wealth of self-help information and links to local services which support families with issues such as emotional wellbeing, bereavement, domestic abuse and financial worries.

The helpline number is **0800 157 7015** or you can visit the microsite at:

<https://www.barnardos.org.uk/see-hear-respond-net>

We have also launched the first UK-wide helpline and live webchat facility for Black, Asian and minority ethnic children, young people and their families aiming to provide advice, signposting and support from trained specialist advisors and therapists – all of whom are from a diverse set of cultural backgrounds and able to speak a range of languages. This will run for 12 months ending in September 2021.

The helpline and live webchat facility for children from Black, Asian and other minority ethnic backgrounds is on **0800 151 2605** or visit:

<https://helpline.barnardos.org.uk>

You can read more at

<https://www.barnardos.org.uk/news/barnardos-launches-new-uk-specialist-helpline>

Please contact us should you require further information by phoning the helpline or e mailing on [SHRWales@barnardos.org.uk](mailto:SHRWales@barnardos.org.uk)



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Barnardo's Cymru

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