



Devalued

by Forces Beyond Your Control

Experiences of COVID-19 lockdown restrictions and visions for the future, from young people who are supported by Barnardo's.

By Kate Sewel, Leonie Harvey-Rolfe
and Edward Stagg
August 2020

Believe in
children
 Barnardo's



Contents

Executive summary	4
1. Introduction	6
2. Lockdown life	12
3. Support from professionals	21
4. Information	26
5. A vision for the future	30
6. Young people's messages for decision makers	33
7. Concluding comment	37

Acknowledgements

First and foremost, we are extremely grateful to the 113 young people who so generously gave their time to participate in the research and share their experiences – particularly given the prevailing circumstances. We are also grateful to our Youth Colleagues who helped to shape the research before it was undertaken. We are indebted to our service-based colleagues who, on top of facilitating service delivery during this time of unprecedented crisis, took the time to identify and support young people to participate in this research, ensuring they could have their voices heard. We would also like to thank all other colleagues who helped shape and facilitate the research.



Executive summary

This research comprised 113 in-depth interviews with young people who are supported by Barnardo's. The research explored young people's experiences of COVID-19 lockdown restrictions.

In some ways lockdown has created positive experiences, yet many aspects have been immensely challenging for young people.

When COVID-19 struck, daily routines and provision of support services dramatically and suddenly changed. Young people report feeling less supported, struggling with boredom, a lack of routine and a lack of social contact.

Restrictions on freedom and, in particular, not being able to see friends and family are identified as the most difficult aspect of lockdown. The resulting feelings of loneliness and isolation can have a profound impact on mental health and wellbeing.

In many cases, young people report changes and disruption to the support they receive from professionals. While some support has continued (primarily for very high threshold work and residential) many support services have stopped altogether, and others have reduced provision. In most cases face-to-face interactions have been replaced by remote support. The changes to service provision have resulted in a decreased safety net of services available to support and protect young people.

Young people feel cut off from the support mechanisms that had previously helped them to cope, have their voice heard, exercise their rights and feel safe, happy, and protected. This has exacerbated existing issues,

such as feelings of powerlessness, and an inability to move forward or change aspects of their lives. This has in turn impacted profoundly on mental health and feelings of wellbeing.

While many organisations remodelled provision and attempted to reach out, it is evident that young people feel that the support available during lockdown has, in the main, been less consistent, less effective and of lower quality compared to that which they were receiving before lockdown.

For some young people who faced marginalisation and adversity in their daily lives before lockdown, lockdown restrictions have led to the easing of some of these pressures. More positive experiences of lockdown often refer to the absence of factors found difficult previously, such as school or pressure to conform.

In some ways, young people have realised some of their innate resilience and are adapting and coping with lockdown. This has often taken time to develop, as lockdown has progressed.

Young people identify a wide range of activities they feel have helped them to cope and to maintain their sense of wellbeing. These approaches include: 'keeping busy'; speaking to friends, family and support workers; spending time with family and pets; regular walks and getting 'fresh air'; meditation; playing video games; drawing; and listening to music.

Maintaining some kind of daily routine during lockdown is viewed as helping to keep motivation and energy levels up. But structure and routine can be difficult for young people to maintain when their freedom is so restricted.

The mental health and wellbeing of young people is further impacted by the quality and delivery of the information they are receiving about COVID-19. Messaging is considered untrustworthy, confusing, difficult to understand and overwhelmingly negative. Negative news stories are experienced as relentless, which is resulting in young people feeling scared, fearful of the future, and concerned about loved ones contracting the virus.

Young people want to receive more positive information about what they can do while lockdown restrictions are in place, as opposed to what they can't do. They want to be kept in the loop about when they will be able to return to 'normal', they want information to be more easily accessible and they would like information to be specifically designed for certain groups so that it is representative of the spectrum of needs of young people in the UK.

In considering a post-pandemic future, young people express a vision for a more equal, caring, and understanding world, with greater accountability of governments and wealthy business owners, and more attention to the environmental crisis. They also demonstrate concern for other groups, such as the elderly and key workers, and a key role for governments to provide more support for vulnerable and marginalised communities both during and after lockdown.

There is a view that the UK government lacks understanding of the reality of young people's lives during lockdown, overlooking how each reality is shaped by other circumstances and life experiences. Young people wish decision makers would do more to understand both the existent complexity of their lives and the way in which lockdown has additionally contributed to this.

At Barnardo's, we believe that there is a lot to learn from the young people accessing our services, and that these voices must be heard. Having brought the complexities of their lives to light, we hope the insights young people have shared in the course of this work will help to improve understanding of their needs and will be used to inform policy and practice going forward.



1. Introduction

This report presents the findings of research with 113 young people supported by Barnardo's. The research focuses on young people's experiences of COVID-19 lockdowns.



The rapid spread of COVID-19 resulted in swift and widespread changes to daily life across the UK. In a matter of days, entire communities were locked down, changing lives and livelihoods almost overnight. This resulted in dramatic changes to daily routine and structure, with little warning. But, while the pandemic and associated lockdown has affected the life of almost everyone in the UK, we were not 'all in the same boat', the playing field was not level.

Many young people supported by Barnardo's face significant challenges in their lives, whether that be homelessness, caring for a family member, experience of the care system, having refugee or asylum seeking status, or struggling to access post-16 education and employment. Those we support include young people with physical disabilities, learning disabilities, complex communication impairments, and poor mental health and wellbeing. Many of those we support are living in precarious situations or facing particular hardship. Some are at risk of discrimination, social isolation, destitution, neglect, exploitation or abuse. Some experience language or communication barriers. Some don't feel safe on a daily basis and some have experienced trauma. Many of these factors are interrelated, and some young people experience complex and overlapping inequalities.

By virtue of these situations, these children often require support from services to ensure that their rights are realised and to help them to live happy and safe lives. A number of these young people rely on support from more than one agency.

By identifying particular experiences of young people supported by Barnardo's, the research findings make an important contribution to what is currently a limited evidence base.

This research is firmly rooted in our approach to listening to children, amplifying their voices and working to ensure their needs are understood, identified and responded to. Having provided children with an opportunity to express their views, we hope that the insights they have shared will enhance widespread understanding of their needs and will enable their voices to inform practice and decision making, both nationally and locally.

Method

Question development

This research was designed by Barnardo's, and included input from Youth Colleagues¹. The questions were designed for young people aged 13-25.

Mode

Due to COVID-19 lockdown restrictions, this work was undertaken remotely. To this end, the questions were posed to young people by the Barnardo's project workers who have supported them during lockdown.

Conversations were held in the course of practitioner's work with young people, either by telephone or video call. As they listened, project workers typed young people's responses, verbatim, into Survey Monkey. These responses were submitted directly to the research team.

¹ When children and young people collaborate with us in our work at Barnardo's, we refer to them as our Youth Colleagues because we understand the value of their lived and learnt expertise, and how essential the learning partnership is between the organisation and the children and families who we serve. This partnership enables Barnardo's to achieve the ambitions of our corporate strategy, whilst empowering and developing skills and critical thinking for the young people who take part.

This approach was identified as the most appropriate way to undertake this work during COVID-19 lockdown restrictions. The method provided a safe and supportive environment for young people to express their views and experiences during a time of crisis. The approach avoided children being introduced to researchers previously unknown to them. It also enabled practitioners to build relationships and understand children's views as a way of informing local learning and service provision with first-hand experience. The most crucial role of the practitioner in supporting this research, however, has been to provide follow up support around any issues or concerns raised during discussions.

Fieldwork ran from 6 May – 1 June 2020, at which point, the COVID-19 lockdown restrictions had been in place for 6-10 weeks.

Analysis of findings

Responses were analysed by Barnardo's researchers using a thematic framework which was based around the key research questions.

Respondent profile

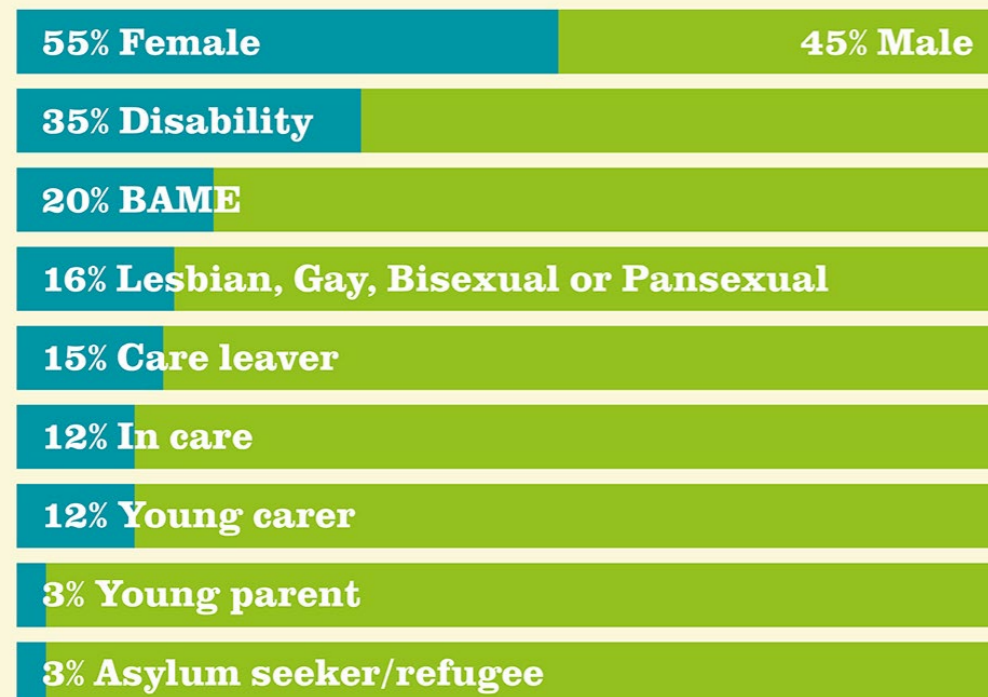
The project captured information from 113 children between the ages of 13 and 25, supported by Barnardo's across the four UK nations.

Figure 1 provides a breakdown of who these young people were.

Our sample includes children in care, care leavers, children with disabilities, LGBT young people, young carers, young parents, children for whom English is not their first language and children with refugee or asylum seeking status.



Figure 1: Who responded to the survey



BAME = Black, Asian and Minority Ethnic

Interpreting qualitative data

Unlike survey research, qualitative research does not aim to produce a quantifiable or generalisable summary of population attitudes, but to identify and explore the different issues and themes relating to the subject being researched. Qualitative samples are designed to ensure that a range of different views and experiences are captured. The assumption is that issues and themes affecting participants are a reflection of issues and themes in the wider population concerned. Although it is not appropriate to draw conclusions from qualitative data about prevalence of particular views or experiences (i.e. the extent to which they apply to the wider population, or specific sub-groups, cannot be quantified), the value of qualitative research is in identifying the range of different issues involved, and the way in which these impact on people.

Scope and limitations of the research

Scope and depth of discussions

This research provides evidence of how young people are experiencing the COVID-19 lockdown. Specifically, it provides in-depth insight into the views and experiences of young people who have less opportunity to have their voices heard. This includes children in care, care leavers, children with disabilities, LGBT young people, young carers, young parents, children for whom English is not a first language and children with refugee or asylum seeking status.

Limitations

This research provides a snapshot of young people's views and experiences at a particular time, in a rapidly changing situation. The concerns they have, the challenges they face and their access to support may change considerably over coming days, weeks, and months.

The research was conducted with young people who are supported by Barnardo's. It was not in scope to explore views and experiences of young people not in contact with Barnardo's during lockdown. As such, while the interviews with young people identify a wide range of views and experiences, it is likely that there are further variations that are not fully captured – including the views of young people who remain completely unknown to social care agencies.

The nature of the research (telephone/video call research) inherently excludes those without access to a telephone.

This may mean the research is less likely to include the voices of some of the most vulnerable young people supported by Barnardo's. The design is also likely to exclude those for whom practitioners felt it would not be possible to engage in a confidential and open conversation within their home setting.

The research was reliant on Barnardo's project workers identifying and recruiting young people to participate. This is likely to mean that the young people involved in the research are those who were more engaged with Barnardo's, or more easily reached, during the lockdown period. The researchers had an approximate ideal sample in mind, targeted a range of services in order to access a sample across a range of service provision areas, provided guidance for frontline practitioners, and monitored demographics and key circumstances of respondents as the research progressed. However, as a result of the researchers having limited control over sampling,

some populations are overrepresented (e.g. young people in Scotland), while others are underrepresented, (e.g. black and mixed race young people).

As recruitment was facilitated by project workers it is possible that young people were selected because workers knew what their views or experiences were likely to be. It is possible, therefore, that there is a slight bias towards those who are positive about the service they are receiving from Barnardo's.

As interviews were conducted by project workers, it is possible that some participants were more likely to say what they think their worker would want to hear. It is likely that more positive views on support received from Barnardo's are expressed and that the findings reflect less about where Barnardo's support was considered less effective therefore.

The timing of the research may have impacted on those who took part. While interviews with young people

identified a wide range of views and experiences - which included, for example, those participating in Ramadan and involved conversations undertaken with the aid of interpreters - it is likely that there are further variations in circumstances and experiences which are not fully captured. This may particularly relate to those experiencing significant challenges during lockdown, for whom an invitation to take part in the research would not have been ethical. It is likely, therefore, that the research overlooks the experiences of children in the UK who are most extremely or critically impacted by lockdown. These children must not be forgotten or ignored. Their views and experiences should be sought at a more appropriate point in time.

The research nevertheless provides useful and timely information from a wide range of young people, as long as these caveats are considered in the interpretation of findings.

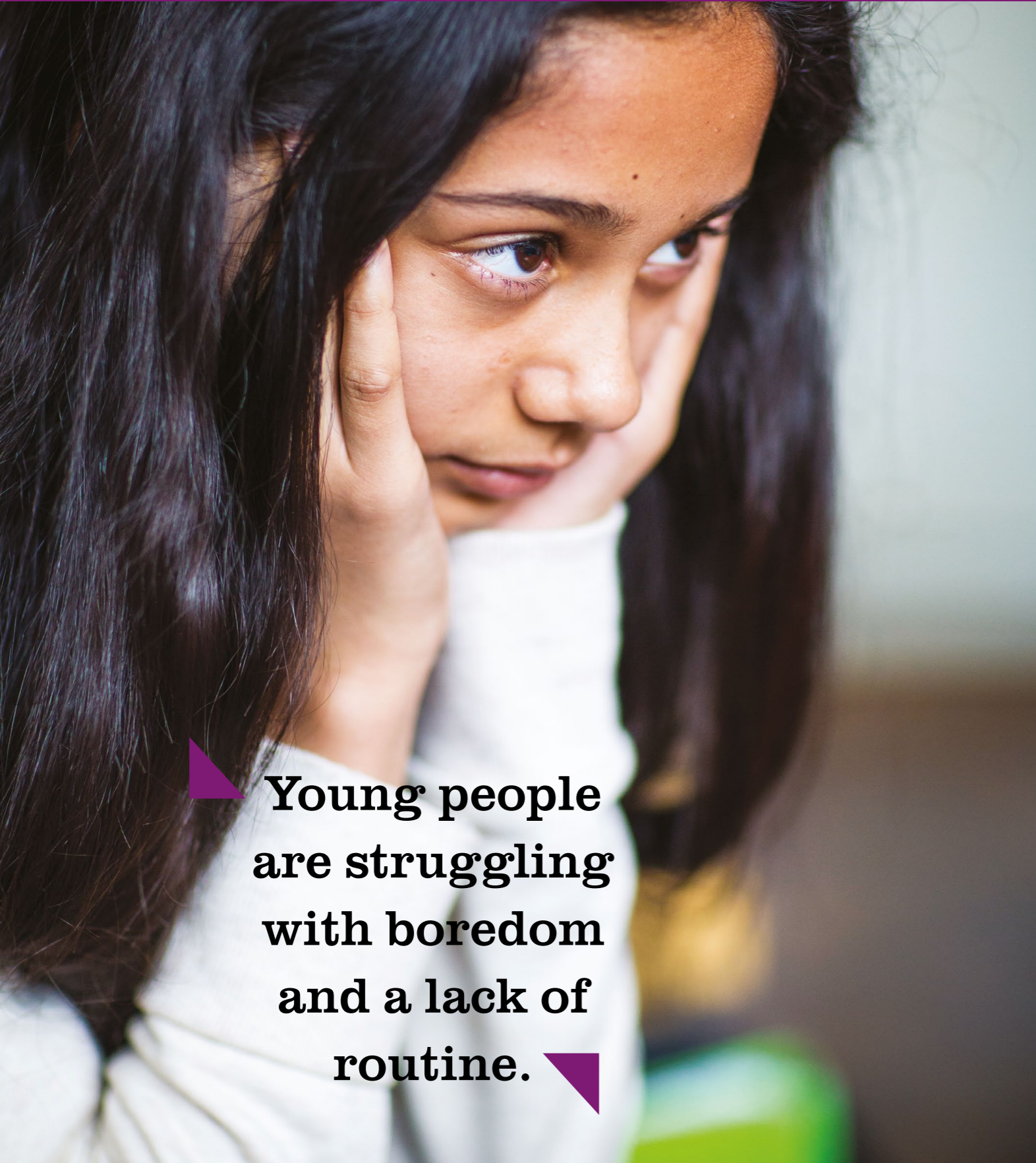
Report structure

The remainder of this report is structured as follows:

- The following chapter describes **daily life**, how this has changed as a result of lockdown restrictions and the impact of these changes
- **Chapter 3** sets out young people's **views on support services** available during lockdown, how this has been influenced by COVID-19 restrictions and the impact of these changes
- **Chapter 4** provides evidence on young people's **views on information** they are receiving on COVID-19 and the associated restrictions to freedom
- **Chapter 5** describes young people's **ideas for the world post-pandemic**
- **Chapter 6** presents young people's **messages for decision makers**
- The final section provides a **synthesis of the key findings**.



2. Lockdown lifestyle



Young people are struggling with boredom and a lack of routine.

► Key findings

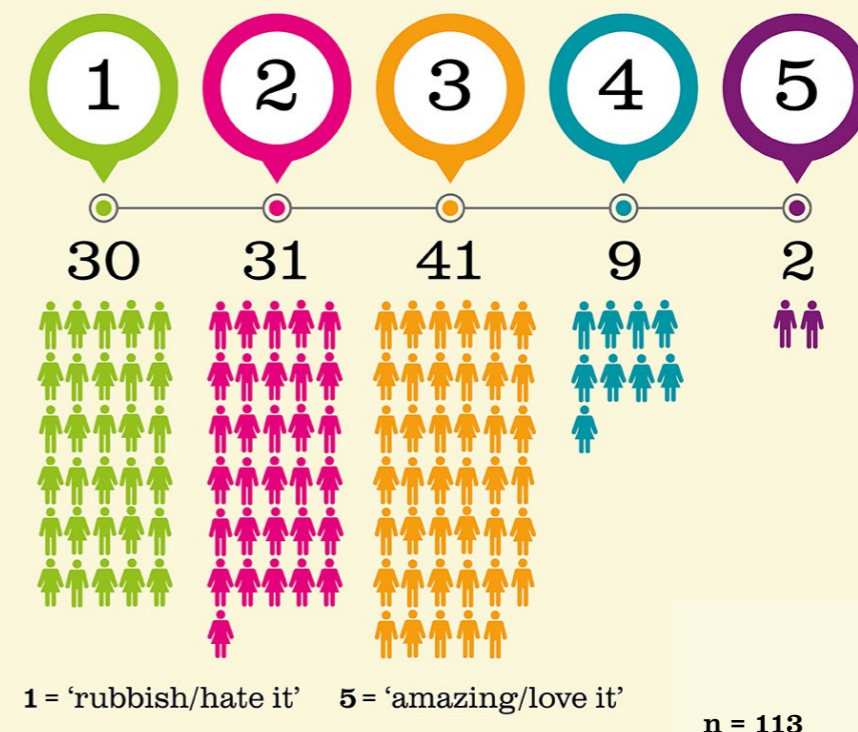
Together, restrictions on freedom, decreased feelings of control and power over aspects of life, and not being able to regularly get out of the house is negatively impacting mental health and feelings of wellbeing.

Feelings of isolation and loneliness are further exacerbated for young people in particular circumstances, for example, those living alone, those with communication difficulties, and care leavers. These young people often face additional barriers in their lives, or circumstances such as mental ill health, insecure or inadequate housing, asylum seeking status, or other deep rooted structural or structural barriers and disadvantages which have resulted in them being disproportionately impacted by the pandemic.

Young people are struggling with boredom and a lack of routine. Maintaining some kind of daily routine is viewed as helping to keep motivation and energy levels up. But structure and routine can be difficult to maintain when freedom is so restricted.

In discussing positive experiences of lockdown, references are made to the absence of complicating factors, such as school or pressure to conform.

Figure 2: Ratings of lockdown



Young people are experiencing lockdown in different ways. The impact of the changes resulting from lockdown restrictions are expressed as a mix of positives and negatives, and there is a fair degree of uncertainty and conflicting feelings (41 of 113 young people give a rating of '3'). These mixed feelings are expressed in young people's comments throughout this report.

"It's good because I don't have to go to school (work) but bad because I don't get to go to school (friends)."
Male, 13yrs, Parental home

"Being stuck inside all day and not being able to go out or socialise with my friends. Good things are doing more of my hobbies like cooking and reading and drawing."
Female, 24yrs, Young Carer

It's as if the world has been parked

With the onset of lockdown, life has changed significantly for young people – they are no longer going to school or work, or accessing any additional groups or support in person.

The start of lockdown was characterised by a lot of change and as it has progressed, young people express a sense of things 'settling down' into a repetitive day-to-day life, where the world stands still.

"...at the beginning lockdown was stressful... there was so much adrenaline, everything was different because it was new, then you kind of got used to it and now it feels like time is standing still, it's completely different."
Female, 22yrs, Physical impairment, Living with partner, Care leaver

"My typical day is awaking, hoisted to the toilet and then back onto the bed for dressing. I get fed my breakfast by my parents. The news is on in the background....coronavirus, COVID-19, coronavirus. It's as if the world has been parked. I watch TV... I get dinner, I watch TV, I get my evening meal, watch TV and then go to bed. On a good day, I might see a human being through the window. Twice a week I get into the pool. Mum and dad do some physio each day. Only for the pool and Barnardo's video chat on Friday, I would not know what day it was."

Female, 19yrs, Irish, Communication & physical impairment, Parental home

"I wake up, take the dogs out, play on Xbox, watch Netflix, play Xbox, take dogs out, have dinner. Play Xbox, go bed."
Female, 15yrs, Communication impairment, Parental home

Even if it is paradise, if there are no people you can't live in it

The most challenging impact of lockdown is the limitation to freedom and, in particular, not being able to go out and socialise with friends. For those young people in care or living independently, this extends to family members.

Not being able to have contact with birth families, extended family or 'hang out' with friends has resulted in a sense of isolation.

"...for someone who would quite happily shut themselves away from everyone and play games, I really miss those social interactions. So much so that I look forward to going to my local shop to talk to other people."
Male, 20yrs, Learning disability, Parental home

"I have missed going out to the shops, church, etc., and most of all, seeing my dad. This has made me feel sad, and sometimes frustrated and angry."
Male, 18yrs, Black Caribbean, Autism, Supported accommodation, In care

Feelings of isolation and loneliness are further exacerbated for certain groups such as care experienced young people living alone, those caring for children, those with refugee or asylum seeking status and those living with communication difficulties.

"Been a reminder that I've not got the same support as others like a Mum and Dad, whereas other people at my university are getting collected by family, I'm here alone."
Female, 23yrs, Black African, Living at university, Care leaver

"The feeling of isolation - with babies to look after."
Female, 25yrs, Living with partner, Young parent

"It was difficult for me because as a new person in a new country I am a new immigrant and all my appointments with GPs/doctors and English classes had stopped and it was difficult for me. I feel bored for the repetition of everyday life during lockdown."
Male, 18yrs, Arab, Physical impairment, Living independently, Care leaver, Refugee/asylum seeking

"Because there is nothing to do! Can't attend my daycare, I have no carers supporting [me] at home...I can't talk to my friends, because I can't phone them because of communication difficulty."
Female, 23yrs, Irish, Learning disability, Physical impairment, Parental home

Isolation is sometimes described alongside additional issues, such as troubles at home, feeling 'stuck', and substance misuse.

Out of quarantine I could leave the house and go do stuff ... but now it's kind of stuck

In some circumstances, inability to freely go outside has compounded problems at home, resulting in arguments and family conflict, restricting 'escape routes' from unsafe, challenging or harmful home environments, or impacting on any previous sense of safety and security within the home .

"My home is a place to be warm and calm and safe and now it feels like a prison, prison that impacts on my anxiety."
Female, 17yrs, Parental home

"Living with mum and partner is harder, they are always arguing. No space from each other."
Male, 21yrs, Autism, Sleeping in mother's living room, Care leaver

“I have accepted this way of living now and it’s mainly fine except for when things get tough at home then I wish I could get out for a while and be around my friends with more face to face interaction instead of calls... The situation in the house with parental drinking and not being able to escape and have time out with my home [is the most difficult thing about the current situation].”

Female, 20yrs

“Also doesn’t help with social anxiety and living in a shared house, those two do not mix. At least out of quarantine I could leave the house and go do stuff so I wasn’t in the house that much but now it’s kind of stuck.”

Trans Woman, 20yrs, Learning disability, Lesbian, Shared living, Care leaver

I do more to help mam because I am home

Lockdown has resulted in school closures and young carers spending more time at home, in their caring role. At the same time, lockdown restrictions may impact on friends and wider family being able to provide support, and cut young carers off from their established coping strategies, such as spending time with friends, taking exercise, or doing hobbies.

The indirect impacts of the virus, in terms of loss of established routine, lack of respite from caring responsibilities, and restricted access to support services to help them in their caring roles is highly

likely, therefore, to increase feelings of isolation, and have a negative impact on the mental health and wellbeing of young carers. This may be further compounded by anxiety over COVID-19, as well as fears of going out due to concern about contracting the virus and passing it on to other members of the household.

“I am not sleeping as much and [my] mental and physical health has become really bad.... I am no longer socialising with other people and I feel isolated.”

Female, 16yrs, Hearing Impairment, Mental ill health, Bisexual, Young Carer

“[Before lockdown] I would have been at school and been home for 3.45. [I’m] now doing lunch and dinner. I am doing more washing and cleaning because of lockdown too as we have three animals and at home all day long.”

Female, 16yrs, Young Carer

Keeping my mental health under control

Mental health is mentioned as something that young people are trying to manage, either responding to deteriorating mental health, or making proactive attempts to maintain a certain degree of positive mental wellbeing.

Trying to maintain a certain degree of routine is viewed as important to maintain physical, emotional and mental wellbeing.

“Since the beginning of lockdown I have been trying to build up my routine to keep my mental health from worsening and to give me a sense of purpose throughout the day. I’ve only just started managing to keep it up whereas at the beginning my days were back to front and I was so stressed I stayed in bed all day.”

Female, 20yrs, Mental ill health, Living independently, Care leaver

However, due to restrictions on freedom, developing and maintaining routines and motivation can be a challenge.

“Sometimes you feel like you have less motivation because you are constantly doing the same things everyday, It can mess up your sleeping patterns.”

Female, 14yrs

“I am pretty much bored all the time. Struggle to be bothered with anything.”

Female, 16yrs, Scottish, Learning disability, Living with aunt

In some respects, as lockdown has progressed, what was initially ‘new’ is becoming more ‘normal’ and managing some aspects of lockdown have become easier.

There is too much time to think and worry

Lockdown is resulting in young people spending more time on their own, without the usual day to day distractions to take their mind off negative thoughts

“Home Office have not made a decision on my papers and I am finding the wait very hard, there is too much time to think and worry.”

Female, 17yrs, Black African, Foster placement, Refugee/asylum seeking

“It hurt me too much the lockdown because for my personality, if I sit alone I get bad ideas in my brain. I need to be busy, be outside, when I get bad ideas they stay for 3 or 4 days. It is bad for me the lockdown.”

Male, 17yrs, Arab, Residential care, Refugee/Asylum seeking

“Affecting mental health as bored, over thinking things, depression then end up harming myself.”

Female, 17yrs, Mental ill health, Supported living, In care

Everything has been put on hold

Young people report a feeling that progress they had been making previously (e.g. volunteering, training, education, moving house or forming relationships) is on hold during lockdown.

“Hard to move on in my life without services taking action. No decisions being made about my housing and future plans.”

Male, 21yrs, Autism, Sleeping in mother’s living room, Care leaver

“I feel just as I was sorting things out again good relationships were forming then everything felt it was taken away all of a sudden I was just seeing the light at the end of the tunnel then it all got taken away again.”

Female, 17yrs

“I was seeing a worker about hopefully getting moved from [my flat] because I’m not that comfortable here... I was looking to hopefully move but then that got put on hold as well. It’s just everything has been put on hold and there’s not much we can do.”
Female, 20yrs, Learning disability, Lesbian, Shared living, Care leaver

“Due to [the] council office being closed I cannot deal with a request for a house of my own.”
Female, 17yrs, Scottish, Living with boyfriend

“I feel it has affected my mental health, I also cannot get moved into my own flat due to the person currently in the tenancy can not move on right now due to the current circumstances.”
Female, 18yrs, Scottish, Mental ill health, Lesbian, Living with grandparent

“I think the main thing is that it’s hard to get help, because actually I struggle with college and just as I was about to see the, one of the, umm, teachers about getting some help, because I was really struggling and my mental health was starting to dip, the lockdown happened and it took a good month until I could get that meeting sorted and finally get some help.”
Female, 20yrs, Learning disability, Lesbian, Shared living, Care leaver

I feel there is less pressure on me

In some ways, lockdown has created positive changes in young people’s lives. Where young people experienced adversity in daily life pre-lockdown, lockdown has led to the easing of some of the pressures and challenges they faced. In discussing positive experiences of lockdown, references are made to the absence of complicating factors, such as school or pressure to conform.

“I have more time to myself through not having to go to work and I feel there is less pressure on me generally. I like the quieter way of life this has brought.”
Trans Male, 17yrs, Gay, Care leaver

“After lockdown happened, I feel better because no one bullies me now. I liked going to school before so I don’t hate lockdown but don’t exactly want to go back to school either. I am safe at home and I like being at home now.”
Female, 15yrs, Asian Pakistani, Parental home

“Less pressure re school.... Mental health is affected from school stress/pain – it has gone so I am happier as no school and at home, so happier and improved mental health.”
Female, 15yrs, Mental ill health, Physical impairment, Parental Home, Young Carer

“I’m pleased that I don’t have to do exams, it’s a big weight off my shoulder.”
Male, 16yrs, Parental home

“I enjoy being able to go to bed a bit later, not having to get up so early and not having to make the long taxi journey to school and back.”
Male, 14yrs, Autism, Behavioural based disability, Living with grandparents and siblings

Other positive factors identified by young people include having more time to focus on themselves, greater opportunity to build relationships with family or carers, and having more flexibility and choice in terms of bedtimes, school work, and activities.

“I don’t like lockdown because I can’t see my friends but I like how I get to spend more time with staff and I like how it’s the same staff for longer, makes me feel like a family.”
Male, 16yrs, Scottish, In care

“I don’t really mind this, apart from not being able to see my family and friends and I miss exercise classes, I am spending more time with my immediate family and that’s a good thing.”
Female, 14yrs, Parental Home

“I can take care of ‘me’, do facemasks, exercise, and I don’t have to wear makeup. Things have got better with my foster carer since lockdown, more conversations and I feel happier.”
Female, 17yrs, Black African, Foster placement, Refugee/asylum seeking

I’m using all my coping mechanisms

Schoolwork, family time, going for walks, playing with pets, watching TV, playing video games, tidying the house, baking, taking exercise, and speaking to friends and family on the phone or social media are mentioned as activities which afford structure to each day, and help young people to cope.

“Doing more things, playing with babies, definitely my twin boys and partner keeping me going. I love to spend time in the garden with them.”
Female, 25yrs, Living with partner, Young parent

“My five hamsters, they keep me on the go constantly and always needing or wanting something like the emotional part such as cuddles and rocking them to sleep.”
Female, 17yrs, Mental ill health, Supported living, In care

Given that missing friends and family is presenting the greatest challenge to young people, finding time to speak to friends, family, and support workers on the phone is a key way of coping. However, although lockdown has generally resulted in more frequent and regular contact with friends, family, and support workers on phone or video calls, this is not an adequate replacement for face to face connections.

“I can’t go out and meet up with my friends from college, I can’t get to see my sisters who live with our mum a distance away, it’s not the same just phoning or texting people, I like seeing people in person it’s like living a not so good day in exactly the same way, over and over again.”
Female, 17yrs, Scottish, Living with grandparents

A small number of young people referred to alcohol helping them to cope in the short term.

“Drinking vodka. But this will not keep me well as it is getting out of hand.”
Female, 17yrs, Scottish, Living with boyfriend

It's so hard as I don't have a working laptop

Many of the activities which help young people structure their days rely on having access to the internet or digital devices, and young people note that lack of access to these resources impacts negatively on their school work and social contact.

“Broadband has become so poor that I am unable to use my eye-gaze computer to communicate or select my own viewing on the TV... A fully functioning and dependable wi-fi and broadband would go a long way to supporting me. I could communicate more effectively, select my own programmes, select my own music, text people via my computer. I need to know that the world outside of the house still exists.”

Female, 19yrs, Irish, Communication and physical impairment, Parental home

“I don't really do much homework because we don't have a computer.”

Female, 15yrs, Asian Pakistani, Parental home

Cheering other people up

As well as allowing themselves to appreciate and deal with the ups and downs of lockdown, the benefits of lockdown are, notably, also described in relation to opportunities to help others.

“I'm writing a recipe book which is giving me something to focus on and I know a lot of people will benefit from it as well which is something to get up for in the morning.”

Male, 20yrs, Living independently, Care leaver

“...writing [is] helping me and cheering other people up – I wrote a piece for other students on tips in lockdown and that helped.”

Female, 23yrs, Black African, Living at university, Care leaver

“I have been picking up stones from the forest to take home and paint. I write little positive messages on them and take them back to the forest for people to read.”

Female, 20yrs, Mental ill health, Living independently, Care leaver

“Speaking to my friends, giving them someone to speak to, cos I know a lot of my friends are really struggling and a lot of them don't have anyone there but me and having something to focus on.”

Male, 20yrs, Living independently, Care leaver

I am now feeling like I need to be stronger and being my own anchor

In some ways, young people have realised some of their innate resilience and are adapting and coping with lockdown.

“Before, I used to think that if we didn't go to school, it would be the end of the world, but I now realise we can adapt ourselves when we need to.”

Female, 15yrs, Asian Pakistani, Parental home

3. Support from professionals



► Key findings

In many cases, young people report changes and disruption to the support they receive from professionals. Many support services have stopped altogether, and others have reduced provision. In most cases face-to-face interactions have been replaced by remote support. The changes to service provision have resulted in a decreased safety net of services available to support and protect young people.

Young people feel cut off from the support mechanisms that had previously helped them to cope, have their voice heard, exercise their rights and feel safe, happy, and protected. This has exacerbated existing issues, such as feelings of powerlessness, and an inability to move forward or change aspects of their lives. This has in turn impacted profoundly on mental health and feelings of wellbeing.

While many organisations remodelled provision and attempted to reach out, it is evident that young people feel that the support available during lockdown has, in the main, been less consistent, less effective and of lower quality compared to that which they were receiving before lockdown.

He's said to only contact if it's an emergency

In many instances, professional support is markedly more difficult for young people to access during lockdown. Young people cite the closure of services, restricted hours of operation, more demand for services and prioritisation of 'emergency' cases, as reasons for this.

"Don't see my [local authority] leaving care worker at all, he's said to only contact if it's an emergency."

Male, 21yrs, Living alone, Care leaver

Young people are experiencing reduced emotional and educational support from schools. Support from school teachers, counsellors, and support officers has decreased. However, some schools are still supporting young people in the form of remote counselling, weekly check-ins and, in one instance, classroom provision.

"Although my teachers are nice, I feel like we are getting less support from school since we have been at home. It's hard trying to work things out yourself especially if you don't understand the work."

Female, 15yrs, Asian Pakistani, Parental home

Health services have in some cases cancelled appointments entirely.

"Physio has stopped and only for the pool at home with mum and dad I would be stiff to the point of pain."

Female, 19yrs, Irish, Communication and physical impairment, Parental home

"The most difficult for me was dealing with my appointment that was cancelled with my consultant. It was my first appointment to meet the consultant and see what is wrong, now I have to wait... I am worried about this."

Male, 18yrs, Arab, Physical impairment, Living independently, Care leaver, Refugee/asylum seeking

The pandemic has forced the closure of face to face advocacy and support groups, restricting access to support, including social activities, for young carers and young people with disabilities in particular. In some cases, this has resulted in young people feeling "all contact with the outside world has ceased".

Some young carers note continuing engagement with peer support groups facilitated by Barnardo's, via virtual means, and cite these as a significant source of support during lockdown. These not only connect them with peers and support workers, but also offer opportunities to engage in meaningful activities, providing a sense of purpose and of making a positive contribution.

There is a view, however, that staff within Barnardo's are actually more readily available and able to offer more flexible support than before lockdown. Young people tend to say that they are still receiving regular and flexible social and emotional support from Barnardo's. Outwith residential and particularly high

threshold services, this is mainly in the form of telephone and video call check-ins. Additionally, Barnardo's are also providing materials such as books, art supplies and other activities for young people to do while stuck at home.

Phone call and video call appointments rather than face to face ones

The main difference in the type of support young people are receiving is that face to face support - including respite - has in most cases been replaced by remote support, via telephone and video conferencing.

"Now physio appointments are over the phone - a lot of the support is now virtual which is very different."

Female, 22yrs, Living with partner

There were instances of formal mental health support continuing during lockdown, albeit this too looking different now.

"My CAMHS worker calls me around 3pm on a Monday for 20 minutes each week too and we chat about how things have been with me and my family."

Female, 17yrs, Scottish, Living with grandparents

With a call it removes some of the... the connection

While remote support has been embraced by some, young people raise challenges in relation to support being provided remotely. It is felt to be more difficult to build

trusting relationships with workers in this format, that constant remote support can be overwhelming or anxiety inducing, and that receiving unexpected calls from a practitioner can be detrimental. Providing support remotely can result in losing vital non-verbal information and reassurance.

“I’d rather speak to people face to face than I know I can trust them.”

Male, 14yrs, Scottish, Parental home

“... before lockdown when I was meeting my social worker or Independent Guardian or other people there was face to face contact and there was understanding of emotional feelings but now through the phone we can’t feel that, no one feels that of you over the phone.”

Male, 18yrs, Arab, Physical impairment, Living independently, Care leaver, Refugee/asylum seeking

“I can just say I’m fine and nobody can disagree because they don’t know.”

Female, 15yrs, Communication impairment, Parental home

“It’s a double edged thing - it’s more often so that’s good but it’s not that good quality because it’s just a call and with a call it removes some of the...the connection, like when you are face to face you can see their expressions and they can see yours, it’s more personal, but on a call it’s a lot different.”

Female, 20yrs, Learning disability, Lesbian, Shared living, Care leaver

“I do miss the in-person interactions but it’s nice to know they are still there... I used to go to my supervisor’s office and sit and go through everything, we would just talk about how my mental health is, my regular health, my workload. Now that’s all over email and it feels really disjointed. It’s not the same. I struggle maintaining

relationships online, I’m much more of an in-person person.”

Female, 22yrs, Physical impairment, Living with partner, Care leaver

While provision of flexible, out-of-hours support is recognised by young people as having been essential during lockdown, young people miss face-to-face, in-person contact and support.

Someone else to see and talk to

Young people feel less alone as a result of the support they have received during lockdown, noting that it has provided them with a support network and served to remind them that there are people looking out for them.

“This has been helping a lot as I feel less alone in this situation and I feel like there are people looking out for me. Without Barnardo’s I would feel very isolated and helpless.”

Female, 20yrs, Living independently, Care leaver

Support has helped young people to cope with a variety of issues they have faced during lockdown and helped to support their mental and emotional health. Having the opportunity to talk through problems, particularly with a professional or a person outside of the family home, is helping young people to express and deal with negative emotions in a way that would not have been possible otherwise.

“With my mental health being the way it is especially during lockdown it’s not been the easiest thing for me so it has been really hard to cope but the meetings and everything have made it easier.”

Male, 20yrs, Living independently, Care leaver

It’s a help but I don’t think it’s enough

Opinions are mixed regarding the kind of support that is required right now. Young people recognise that returning to ‘normal’ service delivery isn’t possible until it is safe to lift lockdown restrictions. However, they also feel that they need more resources to support their mental health and wellbeing, including help dealing with past traumas and support in dealing with the anxiety of going back outside as lockdown is eased.

“I was awaiting a placement in the STEPPs group [a group treatment programme for Borderline Personality Disorder diagnoses], perhaps an online therapy group would be useful for those who haven’t had the opportunity to work with STEPPs or alike.”

Female, 20yrs, Living independently, Care leaver

Other specific priorities identified by young people include adequate support with school work, a reliable internet connection, help moving out of unsuitable accommodation and financial help.

“I would like to have a meeting with... Children’s Services and housing to move out and get my life sorted. I don’t want to continue living with my Mum and sleeping in the living room.”

Male, 21yrs, Living with mother, Care leaver

“I’ve been applying for so many jobs but the only ones going right now are like delivery drivers and I can’t drive, and supermarket work and I can’t do that because of my physical health.”

Female, 22yrs, Living with partner, Care leaver

Unable to see my worker... due to her being furloughed

The furloughing of some frontline workers within statutory and voluntary agencies has disrupted existing relationships between young people and practitioners, with young people reporting that they are now working with practitioners they haven’t previously met.

Change in workers - particularly social workers - during lockdown has also impacted on young people.

“My social worker changed during lockdown which is hard cause I can’t meet her... I don’t feel I want to talk to her like I did my old social worker and miss my social worker.”

Female, 17yrs, Black African, Foster placement, Refugee/asylum seeking

“The Health Trust has vanished. In the midst of this, I was moved from transition to Adult services so I have never seen or know my social worker.”

Female, 19yrs, Irish, Communication and physical impairment, Parental home

Where it has been made possible, young people appreciate the consistency afforded by having the same practitioner working with them throughout lockdown. In addition to this, young people in residential care talked about the ways in which crisis related changes to staff rotas have enhanced their sense of stability.

“I like how we have the same six staff and they are doing their best to keep me happy and supported.”

Female, 16yrs, Scottish, In care

4. Information



I hope I won't take going outside for granted anymore.

► Key findings

The information young people are receiving about COVID-19 is inadequate. Messaging is considered untrustworthy, confusing, difficult to understand and overwhelmingly negative. This is impacting on mental health and wellbeing.

Young people want to be kept in the loop about when they will be able to return to 'normal', and want more positive information about what they can do while lockdown restrictions are in place, as opposed to what they can't do.

Young people want information to be more easily accessible to them, and to better represent the spectrum of needs of young people in the UK.

I'm confused and it doesn't help at all

On the whole, young people feel that the information they are receiving about COVID-19 is confusing, negative and overwhelming.

Negative news stories are having a detrimental impact on young people, making them feel scared, fearful of the future, and concerned about loved ones contracting the virus.

"It is all very negative, that's all it's been, nothing positive about the information, puts a downer on everything."

Female, 25yrs, Living independently, Care leaver

Some young people have taken action to reduce the amount of information they are receiving about COVID-19 from the news. They also highlight issues of authenticity on social media and the pressure that other people's apparently positive experiences of lockdown inflict on them.

"I felt that the social media was really impacting on my confidence and I was feeling more and more demotivated! I am so glad I cut that out. It's just a toxic mindset that I didn't want to keep."

Female, 17yrs, Parental home

I just don't know what to believe

There is significant distrust of the information provided, particularly from sources such as mainstream media and the UK government. This is in part due to the conflicting nature of messages from these sources.

There is also added confusion for young people in the devolved nations of the UK, with young people being unable to tell whether restrictions in their country are the same as the rest of the UK, as this is not always made clear in communications.

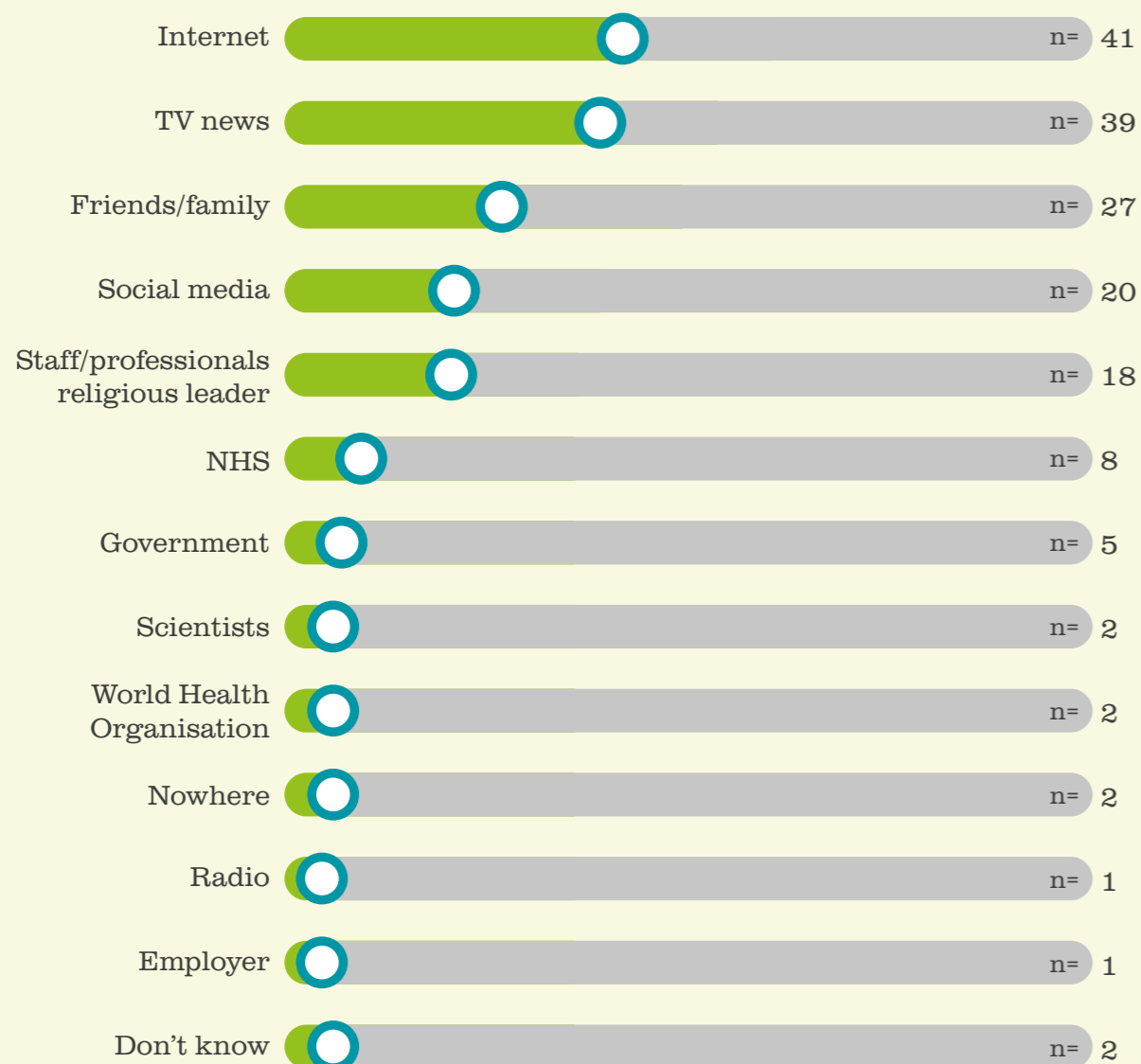
“Bloody awful, it’s conflicting as hell. Did it start from someone eating a bat? You don’t know which way is up! You have no idea what’s going on, what’s the safest thing to do. You have doctors saying one thing and politicians saying another, and one country is doing one thing...”
Female, 22yrs, Living with partner, Care leaver

Young people generally trust the information they receive from friends and family.

“I don’t really read that much about it or watch the news. I get my information about it from my Mam if it’s important.”
Female, 17yrs, Parental home

When asked about where they would like to go to find information about COVID-19, young people say that they prefer to use the internet, watch the news on TV and listen to family members or friends.

Figure 3: Preferred sources of information



Young people are not happy with the quality and accessibility of information, with much information considered inaccessible for those for whom English is not their first language and those with learning disabilities.

“I think it is because the older people who talk about it use language that is hard to understand, it is more complex it is hard to read through pages and pages on the internet to find out one question that you want to know the answer to.”
Female, 14yrs, Parental home

All I really want to know is when McDonald’s and school will reopen, and when group starts again

Some of the information received has helped young people to learn about the seriousness of the virus, the symptoms, and how they can protect themselves.

“It’s taught me to be more aware around people & showed me the importance of spending time with family because you never know if it is going to be your last conversation with them.”
Female, 17yrs, Scottish, Living with grandparents

However, young people want information about when lockdown restrictions will be lifted, allowing them to ‘return to normal’. This was most commonly mentioned in the context of returning to school or work, being allowed outside again and being able to access support which has been paused.

“Probably just announcements about lockdown or any lifted restrictions. I am working in a hairdresser and not going to work. I just need something on work and being able to get money and how to sort myself out financially.”
Female, 15yrs, Parental home

One young person went further than this, suggesting that there should be information about what the easing of restrictions means for specific groups of people and what plans are in place to protect potentially vulnerable groups.

“A road map for the disabled and what the future will look like. Where will we and our primary carers be on the schedule for testing, for antibody testing, for a vaccine?”
Female, 19yrs, Irish, Parental home

More positive stuff, like stuff people are doing in the community

Young people want to hear more positive information about what they can do instead of what they can’t do, signposting to where they can access help, news stories about the positive things that are happening locally in response to the pandemic and information regarding ways to get involved.

“Like positive information, and actual proper information about what you can and cannot do. So more positive information like stuff you can do now, places you can go now. More positive information about where you can access help.”
Female, 25yrs, Living independently, Care leaver

5. A vision for the future



► Key findings

In considering a post-pandemic future, young people express a vision for a more equal, caring, and understanding world, with greater accountability of governments and wealthy business owners, and more attention to the environmental crisis.

Young people demonstrate concern for other groups, such as the elderly and key workers, and a key role for governments to provide more support for vulnerable and marginalised communities both during and after lockdown.

You have to think, what have we learned from this, what do we do differently from this?

Young people want things to return to 'normal' after the pandemic – this includes living in a world without the danger of COVID-19, being able to go back outside, seeing friends again and feeling connected to other people. Overwhelmingly, young people have expressed a desire to live in a world which feels safe and under control.

“I would like to be sitting in my own house and have friends, this would be the best thing. All the people are now worried and distanced from each other – you start to feel like you are a microbe and all people want to stay away from you.”

Male, 17yrs, Arab, Residential children's home, Refugee/asylum seeking

However, simply returning to 'normal' is not viewed as good enough. The COVID-19 pandemic has made young people feel more appreciative of what they have,

the time they spend with their family and the freedoms they enjoy – young people hope that more of us will feel this way after the pandemic.

“It's going to be a lot different. But I really hope it's an eye opener. Like for me, I hope I won't take going outside for granted anymore.”
Female, 13yrs, Parental home

It would be great for people to realise how hard it is to be isolated and then kinda realise that some people feel like that constantly

A common reflection is a desire for people to be more understanding of the unique life experiences of other people after COVID-19 – this was mentioned regularly but not exclusively in reference to people with disabilities who are navigating a world that is not designed with them in mind.

“[I would like the [post-pandemic world to be] an inclusive world. The pandemic has shown the rest of the population what it is like to lose control over your life, to be devalued by forces beyond their control in a world that does not play to your strengths. Do not forget that you got a taste of my world and do not expect me to live in a world that you did not like.”

Young people are aware of ways in which there has been some increase in compassion and care during lockdown. They want this to continue and for support to exist for those who feel isolated after the pandemic. Young People feel that, as a society, we should look to build a greater sense of community.

“We all know that life as we knew it isn't going to be the same. I think it would be nice for the world to still be part of a community. People caring for each other and offering each other help like we have done during lockdown, people checking up on each other, to see that again because we had all stopped doing it before.”

Female, 25yrs, Living independently, Young Carer

The COVID-19 pandemic has seen a large public display of appreciation towards key workers, particularly staff in the NHS who continue to deliver essential services every day. Young people want to see the recognition of NHS staff, supermarket staff and other key workers continue after the pandemic.

“I hope people will still clap for the NHS for all the hard work they have done and still respect what the NHS have done.”

Male, 21 yrs, Living with mother, Care leaver

I want the government to put money back into the services that actually save people's lives

Post pandemic, young people want to see greater levels of support for those living in poverty and ill-health, more resources dedicated to reducing inequality. They want to see greater accountability of the UK government and wealthy business owners in terms of a duty to look after the less fortunate in society.

“I would like the health and wellbeing of people to be a main focus for the government after the pandemic, for the poverty stricken to not be abandoned and the people in those situations to be helped and not made to feel like scum for having government aid which is barely enough to keep them going.”

Female, 20yrs, Living independently, Care leaver

We are not the masters of the earth, we are just visitors

Finally, young people emphasise the importance of taking the environmental crisis seriously. Young people want to see us clean up our communities, be more hygienic, have more respect for animals and to take ownership of our own actions in respect to the environment.

“We are not the masters of the earth we are just visitors and we are ruining day by day and we need to stop.”

Male, 20yrs, Living independently, Care leaver

6. Young people's message for decision makers



► Key findings

There is a view that the UK government lacks understanding of the reality of young people's lives during lockdown, overlooking how each reality is shaped by other circumstances and life experiences.

Young people wish decision makers would do more to understand both the existent complexity of their lives and the way in which lockdown has additionally contributed to this.

I wish they could experience one day knowing just what it's like to not really be in control

Overwhelmingly, young people wish governments could understand their reality – the hardship of lockdown life, as well as the subsequent and significant loss of control or certainty. Young people express concerns regarding rates of suicide amongst their peers, and a feeling that mental health impacts may be increasingly overlooked by decision makers who are focussed primarily on the physical health pandemic. As a result, young people feel that mental health must be readdressed as a priority for the government, with recognition that social contact is vital to positive wellbeing.

“...they are causing me stress and the need for me to get out, else I will go against it and go out at some point.”

Male, 23yrs, Living independently, Care leaver

“...it's not easy, like people think it's easy you're just staying in the house as long as you've got something to do its ok, but it's not like that, for a lot of people staying inside on your own you feel trapped and you're trapped with your own thoughts.”

Female, 20yrs, Learning disability, Lesbian, Shared living, Care leaver

The impact that lockdown has and will continue to have on young people's education is a key concern. There is worry about the expectations there will be on young people to just carry on as 'normal' once they return to school. More help from schools and teachers must be on offer to young people.

“To understand that the amount of schooling which has been lost will affect lots of pupils and that they may struggle to go back to normal.”

Male, 14yrs, Autism, Living with grandparents and siblings

Young people express feeling 'forgotten' by governments, and are concerned that the lockdown measures in place do not account for differences in life experiences.

“The government forgets about people who can't speak English or explain themselves properly which is so unfair. Just because they can't speak English doesn't mean they don't have anything to say.”

Female, 15yrs, Asian Pakistani, Parental home

“...that I'm a care experienced young person who lives alone and doesn't have any family or close people and I have to do things for myself. If I got it, how would I cope? How would I get food? I just don't know what I'd do to be honest.”

Male, 21yrs, Living alone, Care leaver

Challenges associated with increased vulnerability to the physical consequences of COVID-19 - such as being pregnant, being a member of the BAME community, or living with larger families - were also mentioned.

“We have extended families and there's a lot of us in the family and when one person is exposed to Covid it can impact on the whole household.”

Male, 16yrs, Asian Pakistani, Parental home

“I feel isolated and I'm more at risk being from minority background and make more support available to me and my family.”

Male, 19yrs, Asian Pakistani, Parental home



The prospect of the government taking steps to ease lockdown receives a mixed response. Some young people are very keen for lockdown to end, while others feel it was not put in place early enough and are concerned about it ending too soon. There is a wish that the government would “own up to their errors”, and reflect and learn, not just from their approach to the pandemic, but the impact of years of funding cuts. In many cases concern is expressed about the pandemic exacerbating existing disadvantages and inequalities.

“...they need to look at all the information and look at the whole structure of society... the whole government needs a course in mental health because they don't understand it. They need to understand more about domestic abuse, like what about children who are in situations they can't get out of now?”

Female, 22yrs, Physical impairment, Living with partner, Care leaver

In the devolved nations, young people feel frustrated that all decisions appear to be led by Westminster; they want to know what is happening in their country.

“[I] would like the government to look at things in relation to Ireland/Northern Ireland and what is happening here. When they talk about the chief medical officer in England I am not interested but want to know about what is relevant here.”

Female, 16yrs, Irish, Parental home, Young Carer

When asked what they think the government should do to help, many say they ‘don't know’. This seems to be due to feelings of hopelessness about the situation, or not knowing who to trust. Some feel the government is ‘doing the best they can’.

Young people took this opportunity to express their thoughts and opinions about the services and support available to them and wider society before, during, and after the pandemic. This was in relation to basic needs such as access to food, benefits and employment, as well as in relation to support needs of specific populations such as children with care experience, disabilities and complex needs.

“They need to start putting in policies that tackle problems for children in care from the age of 5 or 6 early on...They need to focus, to intercept early, to put in prevention strategies early on.”

Female, 22yrs, Physical impairment, Living with partner, Care leaver

“...they've got like loads of money and can get anything they want. We don't, we have to budget, [they need to] help us with support, groceries or whatever we need, they need to help support us and the NHS front liners. It's all good saying that we support you but actions speak louder than words.”

Male, 20yrs, Living independently, Care leaver

The need to increase support for care workers, individuals shielding, those impacted by job losses and the elderly are also highlighted.

“More support for those care workers and people that have lost their jobs. More help for the people shielding, more financial support for people that are shielding.”

Male, 19yrs, Autism, Parental home

“Elderly people are so isolated and vulnerable – they should make a special effort to help them during this time and even afterwards.”

Female, 15yrs, Asian Pakistani, Parental home

7. Concluding comment

This research shows the range of experiences that young people who are supported by Barnardo's have had as a result of COVID-19 lockdown restrictions.



While lockdown has created some positive changes for young people, it has, at the same time, been extremely challenging.

Young people are struggling with feelings associated with lack of support, routine, freedom, social contact and boredom; these feelings are exacerbated for some groups.

Lockdown has cut young people off from sources of support which can be critical in helping them to cope – schools, friends and family, support organisations and social workers. In some cases, there has been an almost total removal of protective structures.

Losing the freedom to see family and friends is a particularly difficult consequence of lockdown. This has led

to an increased sense of isolation, in turn impacting on mental health and wellbeing, in some cases exacerbating existing issues. Alongside this, restricted face to face interactions with known and supportive professionals has presented additional challenges and further adverse experiences for some young people, such as feelings of powerlessness and being unable to move forward, change, or control their lives.

In some cases, lockdown restrictions have allowed for young people to better manage some of the pressures they face in life. Indeed, it is evident that there are some young people who, in spite of the immense challenges or marginalised circumstances that they face, have realised an ability to cope.



In some ways, the COVID-19 pandemic has made young people feel more appreciative of what they have, and the freedoms they enjoy. They express a vision for a better, more caring and understanding post-pandemic world. This includes reduced inequality and more consideration for the less fortunate in society.

This research has gone some way to helping bring young people's realities to light. Having heard what young people have to say, we must now reflect on what they have told us about what support helps them, what helps them to feel positive, and how they can be supported to have some control over their own lives.

While lockdown has not been felt equally by all, and has served to exacerbate existing inequalities, we must find ways to ensure that all young people are able to access the support they need and feel effectively protected and supported; that they are enabled to lead safe, happy and healthy lives.

We must take steps to ensure that the impact of this pandemic – and future such crises – is minimised. We must take steps to prevent situations from worsening. Responses must be comprehensive and acknowledge and commit to tackling pre-existing structural inequalities, which are likely to have been exacerbated by the pandemic. To do this, we need to understand young people's experiences within their wider social and physical environments. How we support young people right now, out of lockdown and beyond, will be crucial in avoiding potential for long-term harmful impacts.

Young people have been largely absent from decision making around many of the lockdown restrictions that have so profoundly impacted their lives.



Meaningful involvement of young people, as we move forward from crisis management, out of lockdown and into recovery, is crucial.

At Barnardo's, we believe young people should be at the heart of decision making about their lives - we must work together, alongside young people, to co-design and co-deliver services around their needs, and which respond to the factors affecting them.

Finally, we must support all young people to realise their aspirations – both the personal goals they hold and those they express for wider society.

© Barnardo's, 2020 All rights reserved
No part of this report, including images, may be reproduced or stored on an authorised retrieval system, or transmitted in any form or by any means, without prior permission of the publisher.
All images are posed by models.

[barnardos.org.uk](https://www.barnardos.org.uk)

Barnardo House, Tanners Lane, Barkingside,
Ilford, Essex IG6 1QG Tel: 020 8550 8822

Barnardo's Registered Charity Nos.216250 and SC037605 21788mw20

