

Dear colleagues

## Helping you to support children during the COVID-19 pandemic

I hope you and your family are safe and well. During this unprecedented time, I want to reassure you that we at NSPCC Cymru/ Wales are doing all we can to continue to keep children safe and support families.

This is the greatest challenge we've faced in decades and we've all had to respond and adapt extremely quickly to the ever-changing uncertain environment. That's why I wanted to let you know how we can help you to support children and families in your community

### Childline

You can let children in your area know that Childline continues to be there for children, online, on the phone, anytime. Our Prestatyn and Cardiff bases are open and we are there to talk directly to children via chat and voice calls on 0800 1111, between 9am and 12pm. Outside these times, children can contact Childline by email. The Childline website and message boards also provide a wealth of information and support and there are new pages about coronavirus and coping tips:

<https://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/coronavirus/>

The same pages translated into Welsh are available here: <https://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/coronafeirws/>

### Children's Services

In less than two weeks we've transformed how we operate in Children's Services. We've moved from an operating model that focuses on face to face work in our service centres, to a virtual model with all our staff moving to home working and contact with children and families on our case load through technology alone.

### Pan Wales

Across Wales we are offering online safety sessions for children and young people aged between 9 and 13 who are looked after and open to Local Authority Children Services. You can access this support by phoning 02920 108 080 (Cardiff) or 01745 772100 (Prestatyn). The sessions will look at life online for a young person and how this may be affecting them. Aspects of the work will cover social media, consent, online space, awareness of potential risk and asking for support and help. Additional support will be provided for carers who need that space to explore their worries and concerns and allow some time to gain guidance and support.

### South Wales

Our South Wales practitioners are offering 1-1 individual sessions:



- for pregnant mums/ couples to support mild to moderate anxiety/ depression. The programme aims to minimise the impact of anxiety and depression directly on parents themselves, and in this way, support them in building a positive relationship with their unborn babies. The service will additionally take into account the impact of COVID 19.
- for young people at risk of or experiencing Child Sexual Exploitation. We continue to deliver our socio educative programme, Protect and Respect, and have adapted it for 1:1 virtual delivery.
- for children and parents to enhance safety online: our In Ctrl service will include an initial assessment to identify the particular needs of the child and their parent/carer and then the delivery of three 40 minute sessions to support the development of effective strategies for minimising risk and enhancing safe online activity. The sessions will take place either by telephone or virtually by video call. This offer will look at working with children and young people aged between 9-13.

Support from these services can be accessed by phoning **02920 108 080**.

### **North Wales**

Our North Wales practitioners are offering 1-1 individual sessions:

- life story work and placement stability support with children looked after. We will be expanding this offer to support social workers, foster carers support CYP in care through consultation and advice and sign posting.
- for young people to reduce Child Sexual Exploitation. We continue to deliver our socio educative programme, Protect and Respect, and have adapted it for 1:1 virtual delivery.
- for young people to support recovery after sexual abuse. Our Letting the Future In service will continue to operate, but will be delivered virtually.

Support from these services can be accessed by phoning **01745 772 100**.

### **NSPCC Helpline**

We all have a responsibility to keep children safe, and this is even more important at a time children are not being seen regularly by a range of professionals. We know that home is not always safe for children. The NSPCC helpline continues to be there for adults who have a concern about a child or young person. Our trained professionals will talk through your concerns, give expert advice and take appropriate action to protect the child. Call us on 0808 800 5000 or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk).

### **Resources Online**

Our website has lots of tips and advice for parents and carers, such as working from home or talking to children worried about coronavirus:

<https://www.nspcc.org.uk/keeping-children-safe/coronavirus-advice-support-children-families-parents/>

And as we are all spending more time online, advice about keeping children safe online can be accessed here: <https://www.nspcc.org.uk/keeping-children-safe/online-safety/>

## Support for professionals

We are producing updated COVID-19: information, resources and e-learning to help organisations protect children during this challenging time <https://learning.nspcc.org.uk/>. Our training and consultancy offer in Wales continues to work with Welsh organisations including a virtual offer of safeguarding training as well as continued consultancy support for organisations with their safeguarding policies and procedures. Please contact 0116 234 7246 for more information.

## Online safety webinar for families

The NSPCC and O2 are working in partnership to offer free 30 minute introductory webinars on keeping families safe online. The webinars highlight the risks children can face online whilst offering practical advice and signposting for help and support. To arrange a webinar, please email [parentworkshops@nspcc.org.uk](mailto:parentworkshops@nspcc.org.uk)

Family life has changed overnight. But we're still here for families. As a charity who relies almost exclusively on donations, we need your support to make sure we can still be here for children at risk of abuse. We've launched a fundraising appeal "Still here for children":

<https://www.nspcc.org.uk/what-you-can-do/make-a-donation/>

If you could spread the word and let people in your communities know about our work, we would be really grateful.

Many thanks for the work you are doing to support children and families during these difficult times. If we can be of help please contact our Policy and Public Affairs Managers, Vivienne Laing [Vivienne.Laing@nspcc.org.uk](mailto:Vivienne.Laing@nspcc.org.uk) or Cecile Gwilym, [Cecile.Gwilym@nspcc.org.uk](mailto:Cecile.Gwilym@nspcc.org.uk)

With best wishes



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National head of Service, NSPCC Cymru/Wales

