

Updates from the NSPCC

Shirley Wilson, a senior consultant for the National Society for the Prevention of Cruelty to Children, provides a summary of updates since the pandemic started

We are indeed living in unprecedented times because of Coronavirus and the impact of this is likely to be upon us for some considerable time. Within the NSPCC, we are aware that the virus has had a major impact on deaf children and their families, and although children have now returned to school with new restrictions, this continues to present many challenges.

There has been some positive impact of Covid-19 for deaf children, such as families spending more time together as a family unit, increased one-to-one support, and some families learning to use technology to be able to communicate with their deaf child or beginning to learn sign language. But this has not always been the case for several children and young people.

Through the NSPCC’s briefings on various topics, via CASPAR (current awareness service for practice, policy and research) and NSPCC learning, we have been able to provide information to a range of professionals on the impact of abuse or updated safeguarding briefings, eg for schools and early years providers. We continue to keep abreast of government guidance and any new research or information during the pandemic.

One of our briefings published in September 2020

(<https://learning.nspcc.org.uk/research-resources/2020/coronavirus-insight-briefing-physical-abuse>) used insight from the NSPCC helpline contacts and Childline counselling sessions to highlight the impact of physical abuse on children and young people during the coronavirus pandemic.

The key findings include a 22% increase in the number of counselling sessions provided by Childline about physical abuse and a 53% increase in contacts to the NSPCC helpline from people with concerns about children experiencing physical abuse during the pandemic.

Whilst this insight may not identify deaf children specifically, the NSPCC continues to work on improving access and inclusion.

Most people are aware of Childline, where children can get in touch in different ways to discuss concerns they may have. These can range from worries about home or school, or self-esteem to abuse. We recognise that deaf children have many more challenges when contacting Childline, and in doing so, we consider it crucial that deaf children are provided with the same access, particularly during the pandemic and beyond, since they have worries and anxieties like other children. However, there are additional

Childline Deaf Zone Review

First Name: Age:

Thank you for helping us make the Childline website better for deaf young people. Please be honest as that will really help us.

Please can you visit the [Childline Website](#), then visit the Deaf Zone under the Info and Advice menu

Please let us know what you like about it.

How can we improve it and make it easier for you to understand?

Under 12's review - 1

Childline Deaf Zone Review

Please can you watch the BSL videos at the top of the page and in the Watch BSL videos section:

WATCH BSL VIDEOS

Whispering BSL Video | Getting Help BSL Video | Confidentiality BSL Video

Deaf Zone BSL Video

How useful are these videos for you? (Score out of 10)

Can you explain why you gave this mark?

Under 12's review - 2

Childline Deaf Zone Review

Were there any part of the videos that you didn't understand?

How can we improve these videos?

Are there any other websites that have helped you? How have they helped?

Under 12's review - 3

barriers, such as limited language and communication, and reduced levels of support, to keep themselves safe or just to be able to discuss their worries about coronavirus.

That is why we have a specific DeafZone page within Childline that has information of interest and support for deaf children. In 2017 the NSPCC facilitated access to Childline via the SignVideo interpreting services so that deaf children could communicate using British Sign Language. Since then the NSPCC has continued to look for improvements and amendments to the DeafZone webpages for all deaf children, irrespective of their preferred method of communication. It is an evolving process and the first stage was to focus on the content and visuals on the DeafZone webpages, but also to consider the information within these pages for different age ranges in responding to different levels of knowledge and understanding.

I worked alongside the Childline online team to revamp the web pages and commissioned a young deaf person from a Deaf organisation to work with the NSPCC on developing the new BSL videos, which was an exciting part of reviewing the content on the webpages.

The content on the Childline webpages and DeafZone has now been developed to target two different age groups: under 12s and those over 12.

I think it has been quite pivotal that this review started before the pandemic and we planned to review the content of these pages in May 2020 by inviting deaf children and young people to provide comments and

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Please can you visit the [Childline Deaf Zone](#):

Please let us know what you like about it:

Please let us know how you would like us to improve it:

Over 12's review - 1

Childline Deaf Zone Review

Please can you watch the BSL videos on these pages:
[Childline Homepage](#) (In the Support and Advice for You section), [Deaf Zone](#), [Confidentiality Promise](#), [Getting Help](#)

How useful are these videos for you? (Score out of 10)

Can you explain the reasons for your mark?

Was there anything in the videos that didn't make sense? What would make this easier to understand?

Over 12's review - 1

Childline Deaf Zone Review

How can we improve these videos?

Have any other websites been helpful? How have they helped?

Over 12's review - 3

suggestions. We have only received a limited number of responses because of the impact of the lockdown.

Since schools have returned, with the majority of deaf children back in full time education, we are now revisiting this, and we hope through feedback from them that it will enable other amendments and improvements to be made to the DeafZone pages in the future. The NSPCC believes that by providing better access and inclusion to information and contact to Childline, we can contribute to improving deaf children and young people's resilience and confidence to make informed choices and improved safeguarding.

The readers of the BATOD magazine may find it useful to share this information with the deaf children they are working with:

Under 12's DeafZone:

<https://www.childline.org.uk/kids/>

The details of the review are featured here:

Over 12's DeafZone:

<https://www.childline.org.uk/info-advice/bullying-abuse-safety/deafzone/>

The details of the review for over 12's are featured here:

Two courses of interest for Qualified Teachers of the Deaf (QToDs) are:

1. The new e-learning 'Safeguarding children with SEND' aimed at professionals, teachers, carers and anyone who is working with children and young people with SEND.

I worked closely with the NSPCC learning team to develop and write the content for this new course.

<https://learning.nspcc.org.uk/training/safeguarding-children-with-send>

2. I lead and deliver training on, 'Safeguarding d/Deaf and disabled children'. This one-day face-to-face course is aimed at anyone who is considering or is already working with deaf or disabled children. We held our first course earlier this year and it was extremely successful. At the time of writing NSPCC are offering the following dates via Zoom or later in the year face to face all being well at their training centre in Leicester.

- 20th April 2021 (Zoom)
- 14th September 2021 (NTC)

<https://learning.nspcc.org.uk/training/safeguarding-deaf-disabled-children>

If you wish to find out more about the work of the NSPCC in working with deaf children and safeguarding, please contact:

shirley.wilson@nspcc.org.uk

You may find our webpage on safeguarding children with special educational needs and disability (SEND) useful:

<https://learning.nspcc.org.uk/safeguarding-child-protection-schools/safeguarding-children-with-special-educational-needs-and-disabilities-send>



Shirley Wilson is a senior consultant working for the NSPCC with a specific remit for deaf and disabled children and young people. She had many years working in safeguarding within statutory local authority settings before joining the NSPCC in 2011.

BATOD bottle – where has yours been?

Let us know where your BATOD bottle, cup or latest BATOD Magazine has been round the world.

We can't promise to publish them all in the magazine but send them in and they might also turn up on our Facebook or Twitter pages.



Stuart Whyte took his bottle to Edinburgh

BATOD Magazine

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Assessment

NSPCC update
Barbados Calypso project
Communication is connection

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