



Correspondence

# ESFA Update academies: 12 August 2020

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## 1. Latest information on coronavirus (COVID-19)

The Department for Education has published guidance about [COVID-19 in educational settings for staff, parents and carers, pupils and students on GOV.UK](#).

There is also [guidance on the apprenticeship service about COVID-19](#).

Please check [GOV.UK](#) regularly for updates.

## 2. Your feedback: get help with ESFA services

We are developing an [online help centre](#) for education and training providers.

The aim is to make sure our key tools, services and guidance are easy to find, as well as making information available so that customers can resolve common issues without having to raise a query with our support teams.

Currently, the help centre includes knowledge articles for post-16 training providers, but we are conducting user testing to offer a similar service to academies and schools. If you would like to take part in this testing, please get in touch by sending an email to: [customer.experience@education.gov.uk](mailto:customer.experience@education.gov.uk).

## 3. Information: See Hear Respond service in response to COVID-19

[See Hear Respond](#) is a service provided across England by Barnardo's and other national and local community-based organisations in response to COVID-19.

The programme has been created to help children and young people in England who are experiencing harm and increased adversity during this period by providing support to those who are not being seen by social care or other key agencies.

Working with its partners Barnardo's aims 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

See Hear Respond accept referrals from any source either through the Freephone number 0800 151 7015 and via the [online referral hub](#).

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[No](#)

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