

Barnardo's



Aim of organisation:

Barnardo's overarching commitment remains to change the lives of vulnerable children and young people within our broader work with families and communities, giving them hope and helping them to realise their full potential. We will do this directly through our services, and through influencing the system around them. We provide support for young people in care. Our specialist workers support families through domestic abuse, mental health problems, prison sentences, asylum seeking and much more. We also amplify the voices of young people to influence Government on the issues that affect their lives, fighting their corner and making sure their voices are heard. Our aim is simple – to provide the best outcome for every child, no matter who they are or what they have been through.

Social Challenge:

Many refugee families are living in rented accommodation and often encounter housing faults and/or housing issues on a regular basis. This leads to the families seeking support from charities and organisations to advocate on their behalf. Currently the existing English language-based and/or 'third party' reporting mechanisms for housing issues have led to families citing feelings of impotency, reduced self esteem and mental health including depression and helplessness. We want to address this challenge his project by developing a mechanism for a refugee family to directly self-advocate with landlords or letting agents in relation to reporting a housing issue. Refugee families wish to raise issues directly, not through a third party.

Techie Support Sought:

Seeking to develop an easy to navigate, visuals focused, language neutral, electronic reporting solution to enable refugees to self-advocate and effectively communicate with landlords directly, to report faults.

