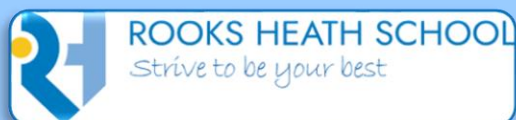


SAFEGUARDING NEWSLETTER



Autumn 2022 – Issue 2

Latest advice for parents and carers

Welcome to our latest edition of the Newsletter from the Rooks Heath Safeguarding Team. Our aim is to bring you all the latest, relevant help and advice on issues that we feel will be of importance to you.

In this issue, the main focus is on signposting to vital support available to help with the current energy crisis, especially as we move into the Winter months. As the holidays approach, it is important to be aware that this can bring anxiety for some young people, due to spending more time than usual on social media – there's lots of help still available!

The team would like to wish you all a very happy, healthy festive break and New Year!

ENERGY CRISIS SUPPORT

Free specialist energy saving advice available to residents to counter the impact of the current rising energy prices



Your local energy experts - the Green Doctors - are offering eligible residents a free home energy consultation (could be via a telephone call or a home visit) to help you maintain a healthy, comfortable home and save money on your energy bills.

During the energy consultation, Green Doctors will advise the individual about saving energy through installing energy efficiency measures, accessing grants and further support. Physical efficiency changes to your home will particularly help in the current circumstances.

Likewise, for those with energy debt from last winter, Green Doctors may be able to help reduce what is owed, further alleviating financial pressure during this time of unprecedented energy prices. The support is available for a wide range of people, including those who are on a low income, living with debt, have poor housing conditions or those who live with a physical or mental health condition.

Green Doctors Service is available in the following boroughs: Barnet, Brent, Camden (only council tenants), Ealing, Hammersmith & Fulham, Harrow, Hillingdon, Kensington & Chelsea, Lambeth, Southwark, Westminster and Newham.

To know more about Green Doctors, visit [london.green-doctors.org.uk/](https://www.green-doctors.org.uk/) or call us on 0300 365 3005 (free number).

<https://www.groundwork.org.uk/greendoctor/>



COERCED ONLINE CHILD SEXUAL ABUSE

A recent study undertaken by the IWF over a 5 day period [found 900 cases](#) of children as young as 7 are being coerced into inserting household items such as pencils and toothbrushes into their vaginas and anuses for the sexual gratification of online predators. Without realising they are generating abuse material from their own homes - often while their parents were unaware in the house.

This type of child sexual abuse is by far the fastest growing type of sexual abuse material seen by the IWF. Almost three quarters of the webpages actioned last year contained this sort of imagery created via the internet by criminals watching online via webcams, smartphones, or other devices. Child victims are groomed and coerced into performing the sexual activities, the images and videos are then shared and distributed many times over by offenders profiting from the victim's trauma and abuse by blackmailing them.

See the full article here: [Children encouraged to insert household objects into themselves](#)

To help parents understand this difficult topic and talk to their children, the UKSIC has produced a checklist and resources about online sexual abuse. Find more information here: [Coerced online child sexual abuse - UK Safer Internet Centre](#)

- Talk to your child about online sexual abuse
- Agree boundaries
- Learn about the platforms your child uses
- Know how to use the safety tools, apps, and settings

TIKTOK NOW – NEW FEATURE RELEASED

TikTok has released a new feature within their app called 'TikTok Now'. Safety experts from INEQE have investigated what TikTok Now is and if there are any safeguarding concerns.

TikTok describes the new feature as: *'TikTok Now invites you and your friends to capture what you're doing in the moment using your device's front and back camera. You'll receive a daily prompt to capture a 10-second video or a static photo to easily share what you're up to'*

What are TikTok Now's Safety features?

- By default, TikTok Now posts are private and only shown to friends and followers.
- The option to show to everyone is not available to users under 18 years old.
- To 'protect against unwanted interactions', TikTok say people between 13- to 15-years-old will only be able to post comments on their friends' photos or videos.

However, online safety experts have found that accounts for under 18-year-olds could view, comment, and interact with strangers' posts.

What are the Safeguarding risks?

- Pressure from Peers
- Oversharing
- FOMO
- Weak age verification
- Interactions with strangers

For more information see

<https://ineqe.com/2022/11/28/being-real-on-tiktoknow/>

Keep your child safe on WhatsApp



What are the risks?

- Bullying, particularly in group chats
- Seeing content of a sexual nature, or showing violence and hatred
- Settings that allow messages to disappear after 24 hours or 7 days. This could make it harder to track bullying, and your child might share things they wouldn't otherwise because it'll disappear
- Sharing their live location, particularly with people they don't know in person
- Spam or hoax messages
- Being exposed to strangers through group chats

WhatsApp says the **minimum age** to use it is **16**, but younger children can still use it easily.

6 steps to help your child use WhatsApp safely

1. Keep their personal information and location private

By default, WhatsApp shows profile photos, status and when you last used it to all users.

Encourage your child to only share this information with their contacts, and be careful about who they talk to on the app, as anyone could pretend to be a child online.

To check and change these settings:

- On an **iPhone**, open settings in WhatsApp (the cog icon), then Account > Privacy. Tap the setting you want to change, then choose who it should be visible to
- On **Android**, tap the 3 dots in the top-right of the home screen, then > Settings > Account > Privacy. Tap the setting you want to change, then choose who it should be visible to

WhatsApp also has a feature that you can use to share your 'live location' with others. Tell your child to keep this turned off, or to only share their location with people they trust.

To check this:

- On an **iPhone**, go to phone Settings (the cog icon) > WhatsApp > Location, and tap to change if you need to
- On **Android**, go to privacy settings as above, then scroll down to 'Live location', and tap to change if you need to

2. Remind your child to be careful about what they share

It's easy to forward messages, photos and videos to others on WhatsApp. Even if your child sets a message to automatically disappear or deletes it after sharing it, the person they send it to could still screenshot it, forward it to someone else, or save it.

So, before they share anything, tell them to ask themselves: "Would I want others to see what I'm about to send?"

3. Remind your child they can leave group chats

If they see something they're not comfortable with in a group chat, or are in a chat with someone they don't know and are uncomfortable with, they should leave the group. To do this:

- On an **iPhone**, go into the group chat, tap the group subject, then > Exit group > Exit group
- On **Android**, go into the group chat, tap the group subject, then > Exit group > Exit

4. Make sure your child knows how to report and block people

When they first receive a message from an unknown number, they'll have the option to report it.

If someone in your child's contacts is upsetting them or making them uncomfortable, they can report or block them at any point (WhatsApp won't tell the user they've been blocked/reported).

To do this:

- On an **iPhone**, open settings in WhatsApp, go to Account > Privacy > Blocked > Add New..., then find the contact they want to block, and tap the contact
- On **Android**, tap the 3 dots icon, then Settings, then tap Account > Privacy > Blocked contacts, tap the icon in the top right showing a person and a plus sign, search for the contact they want to block, then tap the contact to block them

To report issues like offensive or abusive content or spam:

- On an **iPhone**, open the chat with the user you want to report, tap the contact then then tap Report Contact > Report And Block
- On **Android**, open the chat with the user you want to report, then tap the 3 dots icon, then > More > Report

5. Encourage your child to watch out for spam and hoax messages

These can appear to come from contacts, as well as people they don't know. Tell your child to watch out for messages that:

- Ask them to tap on a link, or specifically to click on a link to activate a new feature
- Ask them to share personal information like bank account details, date of birth or passwords
- Ask them to forward the message
- Say they have to pay to use WhatsApp
- Have spelling or grammar errors

6. Tell our school about any bullying they experience

Look for signs they your child may be being bullied, like being afraid or reluctant to go to school, feeling nervous, losing confidence or becoming distressed and withdrawn, or losing sleep.

Sources used in this factsheet

- [Bullying and cyberbullying, NSPCC](https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/bullying-and-cyberbullying/)
<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/bullying-and-cyberbullying/>
- [Help Centre, WhatsApp](https://faq.whatsapp.com/?locale=en_US)
https://faq.whatsapp.com/?locale=en_US

This factsheet was produced by [The Key Safeguarding](https://thekeysupport.com/safeguarding): thekeysupport.com/safeguarding

What Parents & Carers Need to Know about HOW TO COMBAT ONLINE BULLYING



Defined as "ongoing hurtful behaviour towards someone online", cyber-bullying makes its victims feel upset, uncomfortable and unsafe. In the digital world, it has numerous forms – such as hurtful comments on a person's posts or profile; deliberately leaving them out of group chats; sharing embarrassing images or videos of someone; or spreading gossip about them. Cyber-bullying can severely impact a young person's mental health ... so, in support of Anti-Bullying Week, we've provided a list of tips to help trusted adults know what to look for and how to respond to it.



1. GET CONNECTED

Playing online games together with your child or connecting with them on social media (providing they're old enough) is not only fun but also an excellent way of establishing some common ground to discuss things you've both seen or done online – as well as keeping an eye on who your child is communicating with in the digital world.

2. KEEP TALKING

Regular chats with young people about their online lives are good practice in general, but they can also be an excellent refresher to help prevent cyber-bullying situations. Topics you might want to revisit include why it's important to only connect online with people we know and trust, and why passwords should always remain secret (even from our best friends).

3. STAY VIGILANT

Observe your child while they're using technology and just after they've used it. Are they acting normally, or out of character? Possible signs of a problem may include seeming quiet or withdrawn, jumpy or anxious, angry or repeatedly checking their phone. When you feel it's the right time, you may want to check in with them to see if everything is OK.

4. MAKE YOURSELF AVAILABLE

If an online bullying incident *does* occur, it may take a while before your child is ready to open up about what happened. Just gently remind them that they can always come to you with any problems – and that they won't be in trouble. You might also suggest a trusted family member they could turn to, in case they feel too embarrassed to tell you directly.

5. BE PREPARED TO LISTEN

When conversations about online bullying do take place, they're likely to be difficult, emotional and upsetting for both you and your child. Actively listen to your child while they're bringing you up to speed, and try not to show any judgement or criticism – even if they haven't dealt with the situation in exactly the way you would have hoped.

FURTHER SUPPORT AND ADVICE

If you or your child need additional help with an online bullying issue, here are some specialist organisations that you could reach out to.

Childline: talk to a trained counsellor on 0800 1111 or online at www.childline.org.uk/get-support/

National Bullying Helpline: counsellors are available on 0845 225 5787 or by visiting www.nationalbullyinghelpline.co.uk/cyberbullying.html

The NSPCC: the children's charity has a guide to the signs of bullying at www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/bullying-and-cyberbullying/ and can be reached on 0800 800 5000

6. EMPOWER YOUR CHILD

Depending on their age, your child might not want a parent "fighting their battles for them". In that case, talk through their options with them (blocking the perpetrator, deleting the app and so on). By allowing your child to choose the path they take, you're putting them in control but are also demonstrating that you're there to support them along the way.

7. REPORT BULLIES ONLINE

Cyber-bullying often takes place through a particular app, social media platform or online game. If this is happening to your child, encourage them to report the offender to the app or game in question – ideally with screenshots to support their complaint. Most games and apps have reporting tools specifically to stamp out abusive behaviour and protect users.

8. ENCOURAGE EMPATHY

Protecting themselves online is the priority, of course, but young people should also feel empowered to help if they witness other people falling victim to cyberbullying. Even if they don't feel confident enough to call someone out on their abusive behaviour online, they can still confidentially report that person to the app or game where the bullying occurred.

9. SEEK EXPERT ADVICE

Victims of online bullying frequently experience feelings of isolation and anxiety, a loss of self-esteem and potentially even thoughts of self-harm or suicide. If you think that an incident of cyber-bullying has affected your child's mental wellbeing, then seek psychological support for them. There are some useful contact details in the central panel below.

10. INVOLVE THE AUTHORITIES

If the nature of any online bullying makes you suspect that your child is genuinely in imminent physical danger – or if there are any signs whatsoever of explicit images being shared as part of the bullying – then you should gather any relevant screenshots as evidence and report the incidents to your local police force.

Meet Our Expert

Dr Claire Sutherland is an online safety consultant, educator and researcher who has developed and implemented anti-bullying and cyber safety policies for schools. She has written various academic papers and carried out research for the Australian government comparing internet use and sexting behaviour of young people in the UK, USA and Australia.



#WakeUpWednesday

SAFEGUARDING AWARENESS FOR PARENTS AND CARERS (FOOTBALL ASSOCIATION)



Every week millions of children are playing football, many of whom do so with organised clubs and organisations. The Football Association, as part of its safeguarding response, has devised, and created a safeguarding course for parents/carers. The course aim is to help parents make informed choices about the football settings where they enrol their children. The course helps parents to recognise best practice and see where there may be concerns, so that they can act and report them quickly and effectively.

The free course can be accessed here: <https://learn.Englandfootball.com/courses/safeguarding/safeguarding-awareness-for-parents-and-carers>

SOCIAL MEDIA – MENTAL HEALTH

Using social media has plenty of potential benefits for young people – it helps them stay connected to their friends, find reassurance or support and ease social anxiety. However, it also, brings a number of negative possibilities – including compulsive use, unhealthy comparisons with others online and exposure to harmful content which can take its toll on their mental wellbeing.

[Guide to social-media-mental-health](#)

CHILDNET – SEND CHILDREN

There are relatively few resources to help children with Special Educational Needs and Disabilities. Childnet has created a set of free, adaptable resources that cover the important topics of healthy relationships, digital wellbeing and online pornography and are designed to equip and enable parents and carers, to support young people aged 11 and over with Special Educational Needs and Disabilities (SEND).

[Parents and Carers Toolkit | Childnet](#)

DANGERS OF HiPAL APP – WHAT YOU NEED TO KNOW

A recent study by the Co-Op Foundation found that 95% of children and young people admitted to occasionally feeling lonely. So it's easy to understand how networking apps like HiPal – with the tempting lure of massive amounts of 'exciting' new people to befriend and interact with online – has become hugely popular.

HiPal is a very well assembled app by way of usability and features – but with no age verification system and ineffective reporting tool, it does also have some glaring omissions from a safeguarding view.

Currently, the chat app HiPal was among the App Store's top 20 trending downloads in the social media category. Successfully turning someone's phone into a walkie-talkie for instant audio communication. It offers the possibility of quick contact with new friends which should ring alarm bells for most parents but is clearly having considerable amount of appeal for younger users.

Features including photo sharing and private conversations are available to children as young as 12, HiPal has attracted concerns around its use as a potential platform for sexting.

What Parents & Carers Need to Know about

HiPAL

AGE RESTRICTION
12+

(with reduced functionality for under-12s)

WHAT ARE THE RISKS?

HiPal is a trending social media app which turns phones into walkie-talkies, allowing people to have voice conversations with friends or strangers. There are two account options: one for users aged under 12 and one for those aged 12 or above. The former has fewer features and limits interaction with strangers, enabling use of the walkie-talkie feature or photo sharing with friends and family only. The 12+ accounts offer more options, including adding strangers as friends, sharing photos and videos publicly, sending private messages and holding voice chats with strangers as well as friends.

CONNECTING WITH STRANGERS

HiPal's under-12 accounts don't allow direct connections with strangers (although children seeking more friends can share their 'Friend Code' on other platforms), but for older users, chatting with strangers seems to be the app's main appeal. The 'Public Square' shows nine online users (hitting 'refresh' replaces these with another nine), and clicking on someone's profile starts a conversation.

SEXTING AND SUGGESTIVE PICS

Almost immediately after our expert downloaded the app, strangers began to message privately – asking for provocative images or sharing explicit photos of themselves. Likewise, in the 'Explore' feed, many of the pictures and videos are innocent... but some are far more salacious. There is always the risk of other users secretly saving a revealing photo and re-sharing it elsewhere.

NEED FOR VALIDATION

Some users – particularly girls – post photos on apps of this type hoping for positive reactions and comments to boost their self-esteem. Suggestive images tend to attract more flattering feedback, encouraging the user to post more frequently and with more explicit content. Conversely, receiving unkind comments about their picture can impact a young user's confidence and sense of self-worth.

NO AGE GATES OR MODERATION

Although users are given an initial choice of the under- or over-12 profile, there is no verification method to confirm someone's age; it is quite clear that the 'older' option offers a more complete experience on the app, but there seems to be no content moderation in place. Likewise, there is a reporting button for users to make a complaint but these reports do not appear to be followed up.

INTRUSIVE FEATURES

HiPal's walkie-talkie gimmick is no different from a normal phone call and seems rarely used; although it allows conversations to still be heard while a phone is locked, which could have awkward results. HiPal also offers 'Boom' messages: unmissable large-text notifications which are highly distracting and briefly take over the phone – users can't access other apps until the message fades.

LARGE GROUP CHATS

The app offers group chats with up to 100 people – both friends and unknown users. This not only means excessive 'Boom' messages taking over your child's device, but near-constant notification alerts and – most worryingly – the potential for walkie-talkie chatting and sharing photos with strangers outside parental supervision and apparently with no moderation from the platform itself.

Advice for Parents & Carers

EMPHASISE CAUTION

Remind your child of the dangers of connecting with strangers online. Some may be using the app innocently; others may have more sinister intentions. Encourage your child to consider what information they disclose in private messages and emphasise that they should inform a trusted adult if someone on the internet ever attempts to persuade them to meet in person.

TALK ABOUT SEXTING

It can be an awkward conversation (which young people are often reluctant to have), but it's vital to talk openly and non-judgementally about sexting. Discuss the legal implications of sharing explicit images, as well as the emotional impact. Make it clear your child should never feel pressured into sexting – and that they should tell a trusted adult if they receive any unwanted explicit images.

BUILD RESILIENCE

With HiPal's lack of moderation, it's imperative that children are prepared for comments they might receive after uploading an image. You can build their resilience and equip them to manage these situations by having them show you any comments they've received. Together, discuss how the nice ones made them feel – and what they could do if someone posted a comment that upset them.

AVOID OVER-SHARING

Young people should think carefully about what they share in their profile, bio and posts. Talk to your child about not disclosing personal details such as phone numbers, other social media accounts or images which could reveal where they live or go to school. It's essential for children to recognise that strangers can assemble a detailed profile of someone based on things they can find online.

CONSIDER MENTAL WELLBEING

Many users on HiPal publicly share photos that are intended to be alluring in the hope of gaining more likes, friends and positive feedback – boosting their self-esteem and making them feel more self-assured. When young people regularly engage with social media platforms, it's important that parents and carers keep in mind the potential impact such platforms can have on mental wellbeing.

Meet Our Expert

Dr Claire Sutherland is an online safety consultant, educator and researcher who has developed and implemented anti-bullying and cyber safety policies for schools. She has written various academic papers and carried out research for the Australian government comparing internet use and sexting behaviour of young people in the UK, USA and Australia.



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<https://hipal.app/about/privacy.html>



www.nationalonlinesafety.com



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@nationalonlinesafety

What Parents & Carers Need to Know about SOCIAL MEDIA & MENTAL HEALTH

An estimated one-third of children have a social media account, so it's important that trusted adults know what content young people are consuming, what they're posting and the interactions they're having. On social media, it can be easy to go down 'rabbit holes' that aren't beneficial to our wellbeing. As platforms grapple with managing such 'legal but harmful' content, lives are being impacted – sometimes to tragic effect. We might be daunted by the scale of the tech giants and their content which so enthralls young people, but we can still help children to be aware of their mental wellness: recognising when something isn't OK ... and knowing what to do about content that upsets them.

1. UNDERSTAND THE ALGORITHM

Algorithms rank content by user interest: someone who regularly interacts with sports news, say, will see the latest results at the top of their feed. Likewise, if a user browses content that can cause harm, that's what will be recommended to them in future. Someone who's had a bad day and looks for posts which reflect their mood will find similar content being suggested to them more and more.

2. AVOID THE MAIN FEEDS

Avoiding the default feeds on social media platforms limits the amount of recommended content that's shown. Users can opt to only scroll through the accounts they follow, use restricted modes, or highlight posts that they don't want to see more of. Explore the platform safety settings to see how you can take control of what your child's phone shows them when they open the app.

3. DISCUSS WHAT THEY'VE SEEN

Chatting about what your child's seen online keeps you aware of the content they're interacting with. Don't assume that platforms are screening out inappropriate material, or even that your child would recognise content as being harmful. Discuss who they follow, what posts they like and what comes up in their feeds: if alarm bells ring, it could be time for a more in-depth talk or to seek support.

4. LEARN HOW TO HIDE CONTENT

If your child stumbles across unsuitable content on social media, there's the option to hide that post as well as indicating you'd prefer any similar material not to be suggested in future. On some platforms, you might also be able to block posts that contain specific words, which is an excellent way to start taking control of what your child sees online.

5. SET DAILY LIMITS

Phones and most apps can tell you how much they're being used. Spending too long online can mean a child misses out on other activities that are important to all-round wellbeing. You could set some family rules – for everyone to follow – around device use, such as screen time limits and tech-free spaces: involving your child in creating this agreement makes them more likely to stick to it.

6. MONITOR THEIR ACTIVITY

Keeping a discreet eye on how your child is using social media can help ensure they're not entering potentially dangerous situations. As they grow up, of course, children need space to exercise their independence – but you can still occasionally ask to see what they're looking at. Be transparent about your own social media use and try not to sound judgemental about your child's.

7. TURN OFF PUSH NOTIFICATIONS

Even for adults, it's tempting to check an email or message as soon as the alert sound pings. Push notifications encourage people to open their apps and spend time on their device, so turning them off will help your child to practise mindful use of tech. Most of us have other things that we need to focus on as a priority – and those notifications will still be there later, when we have more time.

8. USE DEVICES TOGETHER

Giving children internet-enabled devices and complete freedom to explore platforms on their own can result in exposure to hugely damaging content. You could consider making a particular area at home a designated space to use phones, tablets and so on – making it much easier to monitor what content your child is viewing and (if necessary) steer them away from any potentially harmful paths.

9. ENCOURAGE OTHER ACTIVITIES

Mental health professionals often highlight the importance of exercise, quality time with loved ones, a balanced diet and restful sleep for our mental wellbeing. Spending hours on social media can cause us to sacrifice other activities that our brains need to feel well – so encouraging your child to put down their phone and enjoy something that doesn't involve a screen can be immensely beneficial.

10. TALK ABOUT PEER PRESSURE

Most platforms default children's accounts to private, so only people they've accepted as friends can see their posts. This reduces the risk of bullying or unkind comments, but – just like offline life – the digital world can still make children feel as if they need to act or look a certain way to fit in. Talk to your child about peer pressure, and listen to any concerns so you can provide the support they need.

Meet Our Expert

Shazia Sarwar-Azmi is executive headteacher at a specialist primary school and, as an emotional therapy coach, works with school leaders to focus on the SEND, mental health and wellbeing agenda. A passionate advocate for vulnerable learners, Shazia is a Fellow of the Chartered College of Teaching and the author of *The Rainbow Within*, a book which supports children with SEMH needs.



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Source: <https://www.bbc.co.uk/news/technology-62248505>
<https://prouse.com/magazine/social-media-algorithm/>



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Harrow's new mental health partnership for 5–25 year olds

A wide range of FREE new mental health services and resources for young people aged 5–25 is now available in Harrow – from 19 local organisations!

Counselling, workshops, mentoring, art therapy, peer support, training for professionals, and much more!

Scan the QR code to search or visit:
www.youngharrowfoundation.org/HarrowMHP





PARENTAL ON-LINE SAFETY TIPS

With the technological advances that had to be made during the lockdown periods over the last 18 months, learning from home was forced to be increased. This meant that young people were spending a lot more time online doing their schoolwork, gaming, and socialising. However, it's important we all consider how we can help keep young people safer online. Here's some information about what your child may enjoy online and what you can do to help keep them safer!

Online gaming

Online games are social activities, and most have features that allow young people to chat with others whilst they play.

For information about the positives of gaming, the risks of 'in-game chat' and measures you can take to help protect your child, watch this short video:

[In-game chat: a guide for parents and carers](#)

Sharing images and videos

Young people often share images or 'selfies' and there is potential for some of those to be nude or nearly nude images. Young people share 'nudes' for a number of different reasons, and some situations are riskier than others.

For information about the contexts in which images are shared and how best to respond, take a look at **[nude selfies: a parent's guide](#)**.

More information?

Thinkuknow is the education programme from the National Crime Agency's Child Protection Command CEOP (NCA-CEOP). Their aim is to protect children and young people from sexual abuse online.

For more information, advice and guidance, visit their [parents website](#) and download their [home activity worksheets](#) for fun, online safety activities to do with your family.

Steps you can take to help keep your child safer online

Have an ongoing conversation: Continue to talk about the apps, games and sites they like to use, and what they like and don't like and any concerns about being online. Discuss with them when to unfollow, block or report.

For help starting this conversation, read [having a conversation with your child](#).

Make sure they know where to go for support: Remind your child they can always speak to you or an adult they trust if anything happens online that makes them feel worried or upset. Remind them that they won't be in trouble at that you are there to help. For a breakdown of report services, visit:

[Supporting your child with reporting unwanted content online](#)

Make sure they know about NCA CEOP: Young people can report a concern about grooming or sexual abuse to NCA CEOP at <https://www.ceop.police.uk/safety-centre/> and get support from a specialist Child Protection Advisor.

DIRECTORY OF AVAILABLE MENTAL HEALTH SUPPORT



Urgent mental health support - 24/7 crisis lines

Every mental health trust in London has put in place a **24/7 crisis line** for people of all ages - children, young people and adults. The lines which are free to call can provide advice to those in a crisis. These crisis lines are supported by trained mental health advisors 365 days a year.

You can find the 24/7 crisis line numbers using the NHS Service Finder (link below) but the table provides all of the telephone numbers in London.

<https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline>

Area	Boroughs covered	24/7 crisis line number
North West London	Brent, Hillingdon, Harrow, Kensington & Chelsea and Westminster	0800 0234 650
	Ealing, Hounslow and Hammersmith & Fulham	0800 328 4444
North Central London	Barnet, Camden, Enfield, Haringey and Islington	0800 151 0023
North East London	City & Hackney	0800 073 0006
	Newham	0800 073 0066
	Tower Hamlets	0800 073 0003
	Barking & Dagenham, Havering, Redbridge and Waltham Forest	0300 555 1000
South West London	Kingston, Merton, Richmond, Sutton and Wandsworth	0800 028 8000
South East London	Croydon, Lambeth, Lewisham and Southwark	0800 731 2864
	Bexley, Bromley and Greenwich	0800 330 8590

shout 85258

Shout offers confidential 24/7 crisis text support for times when immediate assistance is required
Text "SHOUT" to 85258 or [visit Shout Crisis Text Line](#)

SAMARITANS

[Samaritans](#) 24/7 365 days a year - they are here to listen and provide support
Call: 116 123 or email: jo@samaritans.org

Crisis Tools

[Crisis Tools](#) helps professionals support young people in crisis - short accessible video guides and text resources
Sign up for free resources [here](#)

PAPYRUS

[Papyrus](#) provide confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person
Call: 0800 068 41 41 or Text: 07860 039967 (opening hours 9am to midnight - 365 days a year)

childline

ONLINE, ON THE PHONE, ANYTIME
[Childline](#) confidential telephone counselling service for any child with a problem
Call: 0800 1111 anytime or [online chat with a counsellor](#)

Urgent and other support available

Good Thinking

[Good Thinking](#) is London's digital wellbeing service and provides a range of resources for young people to help improve mental wellbeing including free NHS-approved apps

THE MIX

[The Mix](#) provides free, confidential support for young people under 25
Call: 0808 808 4994 (11am - 11pm every day) or [Email](#)

Beat

[Beat](#) provide support to help young people who may be struggling with an eating problem or an eating disorder
Call the Youthline (under 18's) 0808 801 0711 or Studentline 0808 801 0811 (9am - 8pm during the week and 4pm - 8pm on weekends and bank holidays)

kooth

[Kooth](#) is a free, safe and anonymous online mental wellbeing community including live chat with the team, discussion boards, magazine with helpful articles and a daily journal a magazine

WELLBEING SUPPORT



Is a Digital Mental Wellbeing website that has various support for young people, parents and carers, employers and employees and faith and belief communities.

You will find help on topics such as sleep, anxiety low mood and stress. There are podcasts, apps, workbooks, and guides together with self-assessments that you can take. Click link below for more information.

[Parents and carers | Good Thinking \(good-thinking.uk\)](https://www.good-thinking.uk)

MIND HARROW

Useful directory of subjects that you may require support for

[Mind in Harrow Mental Health Information Directory - Subjects](#)

SCHOOL SOCIAL WORKER



Parents, are you worried about:

Your child's behaviour, finances putting food on the table, employment, housing, your own mental health, or relationship difficulties and want to talk about these?

Students, are you worried about: Your mental health, food, arguments or fights at home, Covid-19, or do you have worries about your brother or sister or friend?

I will be holding drop-ins over the telephone on the days and times listed below:

Mondays 2pm-4pm Thursdays 10am-12pm

Please email:

Ariz.baig@harrow.gov.uk to arrange a call back. If these times don't work for you, we can find another time.

TRAINEE EMHP

The Mental Health Support Team (MHST) is a government initiative designed to increase access and availability of mental health and wellbeing support for children and young people in school. MHST is made up of Educational Mental Health Practitioners (EMHPS). Assigned to support children and young people and their families in schools through a range of low intensity, early interventions and by supporting schools to implement a whole school approach to mental wellbeing.

At Rooks Heath we have been lucky enough to be part of the programme, which includes hosting a trainee. Jelin Pishdary has been working with us since March.

SAFER SCHOOLS WEEKLY DROP-IN SESSIONS



Another fantastic new service we have to offer, is Our Safer Schools officer will be facilitating Drop-in sessions weekly on Thursdays between 9.30am and 12.30pm.

This service provides another vital support link for our students.

- The session is a chance for our students to speak to our Safer Schools Officer for any reason including to enquire about Police Cadets or gain information on personal safety.
- Students have been made aware of this service via their Year Group assemblies.

**Thursdays
9.30am-
12.30pm**

NSPCC

**Dedicated Helpline
0800 136 663**

This new dedicated helpline provides support to both children and adults who have experienced sexual abuse in educational settings or has concerns about someone or the issues raised. Support and advice include how to contact the police and report crimes if they wish.

The helpline will also provide support to parents too. More information is available at

[Dedicated helpline for victims of abuse in schools](#)
[NSPCC](#)

stop it now! UK & Ireland
Together we can prevent child sexual abuse

[Stop It Now! UK and Ireland](#)

encourages adults to create a society that no longer tolerates the sexual abuse of children. There is a confidential and anonymous helpline and email service – **0808 1000 900** or live chat, secure email if you are not ready to speak to someone on the phone.

Click the following links:

[Live chat - Stop It Now](#)
[Stop It Now! Secure email](#)

Parents/Carers Learning Programme

Sexual Abuse Learning Programme (Parents Protect)

Parents Protect has developed this online child sexual abuse and exploitation awareness learning programme for parents/carers and professionals to help:

- Understand potential risks
- Recognise the signs of possible abuse in children
- Beware of inappropriate behaviour in adults
- Know where to go for help if you have concerns and would like to talk about them

Click here: [Sexual Abuse Learning Programme - Parents Protect](#)

Parents Protect

Together we can prevent
child sexual abuse

On-Line Grooming



IWF safety campaign aims to help parents have conversations with their children about keeping their 'door' closed to child sexual abusers. The campaign includes a booklet for parents, explaining the risks, explaining why children are vulnerable, and suggests practical steps that parents can take.

TALK to your child about online sexual abuse. Start the conversation – and listen to their concerns.

AGREE ground rules about the way you use technology.

LEARN about the platforms and apps your child loves.

KNOW how to use tools, apps and settings that can help to keep your child safe online.

For further details go to: <https://talk.iwf.org.uk/>



USEFUL ON-LINE SAFETY WEBSITES

National Online Safety – safety guides on ALL aspects of internet use

<https://nationalonlinesafety.com/>

Internet Matters – wide range of online safety advice for parents to keep their children safe on-line.

<https://www.internetmatters.org/>

EAL RESOURCES FOR ONLINE SAFETY

Please see below for useful websites to support your children, together with a link for leaflets in other languages that will assist you in keeping your children safe on-line.

Parents: Supporting Young People Online (Childnet)

<https://www.childnet.com/ufiles/Supporting-Young-People-Online.pdf>

Leaflets available in other languages here

<https://www.childnet.com/resources/supporting-young-people-online>

- Arabic
- Bengali
- English
- Farsi
- French
- Hindi
- Polish
- Punjabi
- Somali
- Spanish
- Turkish
- Urdu
- Vietnamese
- Welsh

PARENTAL SUPPORT

YOUNG MINDS

During these extremely tough times, parents find themselves pulled in many different directions. Concerns about Covid-19, work from home/children at home, along with a possible financial impact make for a stressful household. **Young Minds** have created a useful 'Supporting Parents Help Finder'. By answering six questions, parents can find out how to support their child's mental health during the pandemic (and beyond). Check the help finder here:

<https://youngminds.org.uk/supporting-parents/>

HelpHarrow

Help Harrow Digital Product

Help Harrow is being delivered in partnership with Harrow Council. It is a self-referral system for all ages, targeting acute needs in specific social areas in Harrow.

Help Harrow Key Points:

- A portal as a way of connecting vulnerable residents to vital services in the borough during and throughout the current pandemic.
- Currently offers support for food poverty, advice/information in all areas of life, as well as mental health and emotional wellbeing support.
- A 'Single Point of Contact' referral system.
- Referrals can be made directly by the person in need or via an Access Point.

Key Benefits to HelpHarrow.org Users:

- A virtual One stop shop" to organisations and services in the Harrow.
- A choice of relevant organisations listed to support the user's needs.
- Process to start engagement with a person in need within 2 working days of referral received.
- Key organisations in the system including but not limited to Citizen Advice Bureau, MIND, Age Concern and Harrow Carers.

Who is Help Harrow for?

- Local Harrow residents for self-referral
- Households affected by Covid-19
- All ages
- Organisations

Please click on link for more details

<https://helpharrow.org/>

PARENTING SMART (Place2Be)

The children's mental health charity, Place2Be, has launched a new website aimed at helping parents with typical situations they may experience with children.

Advice can be found on over forty topics including:

Understanding sibling rivalry

My child is lying, what does it mean, what should I do?

My child has trouble going to sleep

My child says, 'I hate you!'

Cultural identity: who am I?

The Parenting Smart website can be found here: <https://parentingsmart.place2be.org.uk/>





HELPING LOCAL PEOPLE IN CRISIS

Do you need help from the foodbank?
**THE MOST IMPORTANT STEP IS TO GET A
FOODBANK VOUCHER.**

To provide the most appropriate help for your circumstances, Harrow foodbank works with local agencies. If they feel you are struggling to put food on the table, they will issue you with a foodbank voucher. The local agency can also provide long term support if needed to help address some of the issues behind the reasons for your crisis. Agencies that they work closely with include: Citizens Advice, housing support officers, children's centres, health visitors, social services, and some local charities.

To Get in Touch

If you [call or email](#) the foodbank they can talk through your situation and put you in touch with the relevant local agency.

[Harrow Foodbank | Helping Local People in Crisis](#)

SAFEGUARDING TEAM

The Rooks Heath School Safeguarding Team has been trained to an advanced level on all aspects of safeguarding. The team is available to any student, parent, or school staff member to discuss and report any safeguarding concerns.

The team has recently expanded and now has the following members:

Designated Safeguarding Lead -
Ms S Rockell

Deputy Designated Safeguarding Leads –
Ms V Cobblah-West, Miss L Dale
Miss C Hanington, Mr T Harman, Miss A Mahmoud and Ms H Pugh

School Social Worker
Mr Ariz Baig

We also currently have 5 trainee Social Workers who are on placement until Easter. They are also offering support to our students.



*Online Counselling
Service for 11–25-year-olds in Harrow*

As part of Mental Health services for young people in Harrow, the service complements their existing early intervention, Harrow Horizons.

It is a free online counselling and emotional well-being support service providing young people in Harrow, aged 11-25 years (up to 25th birthday), with a free, safe and secure means of accessing support with their emotional health and wellbeing from a professional team of qualified counsellors.

ARE YOUR CONTACT DETAILS UP TO DATE?

It is vitally important that if you change your home phone/email/mobile number, that you immediately let the school know, so that we have the most up-to-date contact details.

Thank you!

**Useful contacts to report a concern
if you are worried and need help, then please
contact one of the following:**

For children click here



Online here



Harrow Children's Services [click here](#)

020 8901 2690

Share the HOPE
Save a life

HOPELINEUK

0800 068 41 41 07860 039 967 pat@papyrus-uk.org

EMERGENCY
APPEAL

