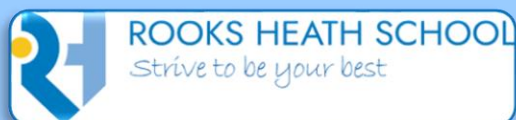


# SAFEGUARDING NEWSLETTER



Autumn 2021 – Issue 3

Latest advice for Parents and Carers



Welcome to our latest edition of the Newsletter from the Rooks Heath Safeguarding Team for 2021. We aim to bring you all the latest, relevant help and advice on issues we feel will be of importance to you.

The Christmas holidays are almost here, which signifies, not only the end of the Autumn term but also the end of 2021. Holiday times can bring about different safety issues, both for you, as parents, and for your children. This issue explores some of those concerns, offering useful tips and advice for you to implement.

*We would like to take this opportunity to wish you and your families a very happy, healthy New Year!*

## VAPING ..... THE DANGERS EXPLAINED!

Vaping is openly taking place in Harrow town centre by young people of various school ages, Y9 upwards. Information from the local police given to schools is that E-Cigarettes/Vape pens are being sold by independent stores around Harrow to students as young as fourteen. Police and the Town Centre Team are visiting shops to crack down on these sales. Some 'entrepreneurial' students are buying these (especially the pens) in bulk and then selling them individually for profit in schools in Harrow. It is reported that packs of vape pens are regularly being stolen from shops in Harrow.

### E-CIGARETTES OR VAPE PENS – what are they?

- They are electronic devices that heat a liquid and produce an Aerosol or mix of small particles in the air.
- They come in many shapes and sizes. Most have a battery, a heating element, and a place to hold a liquid.
- Some e-cigarettes look like regular cigarettes or cigars. They also look like USB flash drives, pens, and other everyday items.



### How do they work?

They produce an aerosol by heating a liquid that usually contains nicotine, flavourings and other chemicals that help to make the aerosol. This liquid is sometimes called 'e-juice', 'e-liquid', 'vape juice,' or 'vape liquid.' As well as the flavoured liquids, E-cigarette devices can be used to deliver marijuana and other drugs. It has been reported Liquid drugs such as LSD, GHB and Ketamine are being vaped as well. Nicotine is highly addictive and can harm adolescent brain development, which continues into the early to mid-20's.

For more information and advice click link below:

[parentinfo.org/article/e-cigarettes-and-vaping-a-parent-s-guide](https://parentinfo.org/article/e-cigarettes-and-vaping-a-parent-s-guide)

## DARK NIGHTS, DARK MORNINGS

It's that time of year when we have dark nights along with dark mornings. This can bring many dangers and requires the need for extra safety measures, particularly on the roads. Whether that means when riding a bike or simply being a pedestrian. There are many safety measures that we need to consider and to instil into our children. The resources below will help remind children, including teenagers, about road safety and keeping safe in the dark.



Teaching Road Safety: A Guide for Parents <https://www.rospa.com/media/documents/road-safety/teaching-road-safety-a-guide-for-parents.pdf>

Safety First – Cycling at Night <https://www.cycletraining.co.uk/cycle-training-and-cycle-safety/safety-first-cycling-at-night/>

Teaching road safety: [Advice for parents and families | Brake](#)

Be Bright, Be Seen Poster [https://6282.s3-eu-west-1.amazonaws.com/Be\\_Bright\\_Be\\_Seen-A5-Flyer.pdf](https://6282.s3-eu-west-1.amazonaws.com/Be_Bright_Be_Seen-A5-Flyer.pdf)

Keeping Children Safe in the Dark <https://firstaidforlife.org.uk/keeping-children-safe-in-dark/>

Dark Nights <https://www.childcare.co.uk/information/dark-nights-children-safety>

## CHRISTMAS LIST... Of dangerous Toys

A recent survey by the British Toy and Hobby Association (BTHA) found some shocking statistics. It showed that many of the toys that were tested could choke, strangle, burn, poison, and electrocute children. Out of the 255 toys that were randomly selected, inspected, and tested, 88% were illegal and 48% were unsafe for a child to play with.

The toys tested were bought from a range of online sellers. Currently, there is no legal requirement for online marketplaces to check the safety of the products that other sellers are listing on their site.

As the Christmas season is upon us, parents are buying toys, so the advice given in the report along with Consumer Tips, could be invaluable.

The report itself includes a list of toys that researchers found were illegal or unsafe.

You can find the report here: <https://toysafety.co.uk/>



## YOUR CHILDS FIRST DEVICE – ways to make it safer

With Christmas coming, this might be the year that you decide to buy your child their first device or even a new update for existing devices. It is a big decision and can be a daunting one whether it be a phone, a tablet or laptop, the responsibility and freedom that comes with owning a device is a huge step for children – and you! It could even be their first 'grown up' responsibility.

As a parent or carer, it's important to remember that even if a child is tech-savvy, they need to be taught how to be tech-safe. Online safety experts have created 5 step to help you make that first device or updated device safer for your children or young person in your care. Click link below for safety guide.

[My Child's First Device - Inege Safeguarding Group](#)



## SCHOOL AGE (victim) ROBBERY TOOLKIT



The Met Police are running a campaign to reduce street robberies involving school aged children by raising awareness of Fearless, the youth brand of the independent charity Crimestoppers, which enables young people to give information about crime 100% anonymously. Mobile phone use, including use of earphones on the go, can make young people more at risk of street robbery. The campaign aims to raise awareness of the risk of street robbery and increase understanding by equipping young people with crime prevention advice. Fearless, part of independent charity Crimestoppers, provides young people access non-judgemental information and advice about crime and criminality. They provide a safe place to give information about crime 100% anonymously.

The toolkit contains leaflets, and posters to raise awareness. Download the toolkit here:

<https://6282.s3.eu-west-1.amazonaws.com/School-aged+Robbery+Partner+Toolkit.pdf>

## NEW SCHOOL SOCIAL WORKER

*We would like to welcome Ariz Baig, our new school social worker. Ariz has joined us at Rooks Heath, replacing our previous social worker, Evie Phillips. Ariz will be offering the same support to parents and students as before.*

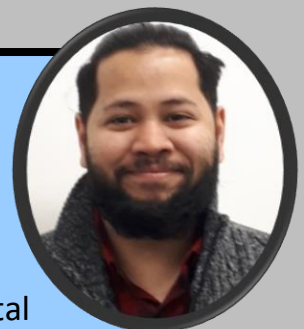
**Parents, are you worried about:** Your child's behaviour, finances and putting food on the table, employment, housing, your own mental health, or relationship difficulties and want to talk about these?

**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 2-4pm**

**Thursdays 10am-12noon**



**Please email: [Ariz.baig@harrow.gov.uk](mailto:Ariz.baig@harrow.gov.uk) to arrange a call back. If these times don't work for you, we can find another time.**

# What Parents & Carers Need to Know about AGE-INAPPROPRIATE CONTENT

"Inappropriate" means different things to different people. What's acceptable for one age group, for example, may be unsuitable for a slightly younger audience. Online, young people can chance upon inappropriate content in various ways – from pop-up ads to TikTok videos. The increasingly young age at which children become active in the digital world heightens the risk of them innocently running into something that they find upsetting or frightening. Trusted adults need to be able to help children be aware of what to do if they're exposed to age-inappropriate content.

WHERE IS IT FOUND?

## SOCIAL MEDIA

Age-inappropriate content is easily accessible through many social media platforms. TikTok, for instance, is hugely popular with young people but is arguably best known for clips featuring sexualised dancing or profanity. Some social media users also express hate speech or promote eating disorders and self-harm, which could cause lasting damage to a child's emotional and mental health.

## GAMING

Gaming is an enjoyable source of entertainment, but many popular titles can expose children to inappropriate material such as violence, horror, gambling or sexually explicit content. Playing games unsuitable for their age risks normalising to children what they are seeing. Some games also include in-game chat, where other (usually older) online players often use language that you probably wouldn't want your child to hear or repeat.

## STREAMING

The range of video streaming services available online means that users can find almost anything they want to watch on demand. Children are therefore at risk of viewing TV shows and movies which contain nudity, drug and alcohol abuse, explicit language and extreme violence. Unfortunately, these streaming platforms can't always determine that it's not an adult who's watching.

## ADVERTS

Online adverts frequently include age-inappropriate content: usually gambling and nudity or partial nudity, although adverts for alcohol or e-cigarettes are also common. Some search engines also feature adverts that are responsive to your search history; so if you've recently looked up a new horror movie, shopped for lingerie or ordered alcohol online, then the ads appearing on screen could reflect this the next time your child borrows your device.

## 18 Advice for Parents & Carers

### TALK IT THROUGH

Embarrassment or fear of getting into trouble can make it difficult for children to talk openly about age-inappropriate content they've watched. Remind your child that content can always come to you if they're troubled by something they've seen online, without worrying about consequences. Before offering advice, discuss what they saw, how they felt and how they came to find the content in question.



### CONNECT, DON'T CORRECT

If your child's been particularly distressed by exposure to content that wasn't suitable for their age, it's important to offer guidance to prevent them from repeating the same mistake – but it's equally vital to help them deal with the emotions that the situation has raised. You could tell them about any similar experiences you might have had at their age, and how you dealt with it.



### BLOCK, REPORT, CONTROL

After discussing the problem, you and your child can take action together. This could include blocking any inappropriate sites and reporting any content which violates a platform's rules. To further safeguard your child online, set up parental controls on internet-enabled devices that they use. This will significantly reduce the chances of your child being exposed to age-inappropriate content in future.



### GET SPECIALIST HELP

Age-inappropriate content can potentially have a negative impact on a child's mental health, which is sometimes displayed through changes in their behaviour. If the problem becomes more severe, you might consider reaching out to a mental health professional or an expert in this field who can provide you and your child with the proper support.



### STAY CALM

Even though it is obviously difficult to stay rational in a situation where your child has been put at risk, it's essential to think before you react. Your child may well have hesitated to open up to you about watching inappropriate content for fear of the consequences, so being calm and supportive will reinforce the notion that it would be easy to talk to you about similar issues in the future.



## Meet Our Expert

Cayley Jorgensen is a Registered Counsellor with The Health Professions Council of South Africa, and she runs a private practice offering counselling to children, teenagers and families. Her main focus is creating awareness and educating the community on the mental health pressures of today's world, as well as resources and techniques to understand and cope better.



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Sources: <https://www.dco.gov.au/sites/default/files/2019-06/age-appropriate.pdf> | <https://www.safesky.gov.au/education/training-professionals/professional-learning-program-teaching-inappropriate-content-fact-sheet> | <https://www.mind.org.uk/about-us/press-releases/2020/04/children-made-two-year-olds/>



[www.nationalonlinesafety.com](http://www.nationalonlinesafety.com)



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## POPPY PLAYTIME – Video game safety review



On-line safety experts, Ineqe Safeguarding Group, have been alerted to a video game that has been described as an 'introduction to horror'. Videos, versions of the game and associated material are becoming increasingly popular on YouTube, Roblox and other platforms. Poppy Playtime features frightening images and themes that are paired with child-friendly items. This could be especially upsetting to children who have not yet developed the resilience to deal with disturbing content.

### **WARNING SIGNS TO LOOK OUT FOR**

Content like this can scare children and affect their behaviour, especially if they're younger or have never been introduced to horror before. Being introduced to content with gory or scary themes before they have built resilience can result in a negative reaction.

**Below are some warning signs to be aware of:**

- Finding it hard to focus or concentrate
- Appearing withdrawn
- Changes in appetite
- Sleep disturbances or nightmares
- Appearing suddenly angry, irritable, or teary
- Constant worry or anxiety, appearing fidgety or unable to relax
- Sudden appearance of new fears that weren't present before



**For more in-depth information and concerns explained click link below**

[Poppy Playtime: Online Safety Review - Ineqe Safeguarding Group](#)

## Yubo explained...



Yubo is a live-streaming platform designed to help users 'meet new people' from all over the world. Users can then connect with others based on interests, location, or gender. It is available to download on Google Play Store with a rating of 'Teen' and IOS App Store with a rating of 17+.

Once set up, they are sorted into two groups – aged 13-17 and 18+. Users are then able to send messages, video chat and livestream. The platform is designed to promote the feeling of 'Fear Of Missing Out' (FOMO).

To find out more about the risks and how to prevent these click the link, which will take you straight to the INEQE website.

[What is Yubo? - Ineqe Safeguarding Group](#)

## CRYPTOCURRENCY

Cryptocurrency is software enabling the exchange and storage of digital 'coins' representing financial value. To monitor who owns which coins, platforms save an online record of every transaction, called a 'ledger' or 'blockchain'. This is secured by cryptography: a set of methods for protecting sensitive information. Bitcoin, released in 2009, was the first cryptocurrency. As cryptocurrency becomes a more established part of digital life, young people are bound to come across it and show an interest – so it's vital that trusted adults understand it's risks and how it can be explored and used safely. In the guide you will find useful tips together with potential risks

[National Online Safety guide](#)

# What Parents & Carers Need to Know about CRYPTOCURRENCY

## What is cryptocurrency?

Cryptocurrency is software enabling the exchange and storage of digital 'coins' representing financial value. To monitor who owns which coins, platforms save an online record of every transaction, called a 'ledger' or 'blockchain'. This is secured by cryptography: a set of methods for protecting sensitive information. Bitcoin, released in 2009, was the first cryptocurrency; other platforms have since launched such as Ethereum, Tezos and Filecoin. As cryptocurrency becomes a more established part of digital life, young people are bound to encounter it – so it's vital that trusted adults understand its risks, and how it can be explored and used safely.

### COMPLEX TECHNOLOGY

Like any new software, cryptocurrency comes with bugs, flaws and limitations. Broadly, it hasn't yet evolved to be as user-friendly as web browsing or social media. Using it safely means spending time learning about the complicated technology it uses. We would strongly suggest anyone considering getting involved in cryptocurrency should consult specialised tutorials to learn about it properly in advance.

### WIDESPREAD EXAMPLES

Cryptocurrency software for smartphones is often free to download from app stores. Emails with links to cryptocurrency services can land in any inbox. Cryptocurrency is also advertised on search engines, on social media and in online games (for example to buy add-ons which help players level up). It can't be purchased easily without a credit card or bank account, but young people will still be exposed to cryptocurrency in various settings.

### CHANCE OF SCAMS

Cryptocurrency provides another opportunity for scammers to extract personal data and money from unwary web users. Unlike credit card transactions or wire transfers, a bank can't reverse cryptocurrency transactions after a suspected fraud – making it an appealing channel for online extortion. These transactions do leave evidence in the blockchain, however, which means that cryptocurrency scammers can and do get caught.

### BEING LOCKED OUT

If you forget your online banking password, you can reset it by proving your identity in another way. In the world of 'crypto', however, the private key to access your funds can't be reset. Cryptocurrency operates without intermediaries like banks – so no-one stores a copy of users' private keys. This has security benefits, but also presents the huge risk of permanently losing access to your account. Learn how to store private keys securely before purchasing any significant amounts of cryptocurrency.

### RISKY INVESTMENT

Prices can be very volatile, so cryptocurrencies are considered high-risk investments. If you might need your savings soon, don't hold them in cryptocurrency as their value could drop suddenly and sharply. Sometimes, cryptocurrency may be a profitable investment – but note that any gains are taxable. You may even have to pay tax when exchanging one cryptocurrency for another if the currency you're exchanging is priced higher than it was when you bought it.

## Advice for Parents & Carers

### AVOID IF UNSURE

In the UK, cryptocurrency is considered risky, because users aren't well protected if something goes wrong. Most cryptocurrencies use software developed by decentralised communities, so there's no customer service and no support if your funds get stolen or you lose access to your mobile cryptocurrency wallet. Unless you understand cryptocurrency, it's probably best not to use it. After all, if you couldn't comprehend the highway code, it wouldn't be safe for you to drive.

### EXPECT EXPOSURE

If your child plays online games that involve some form of virtual currency, and has access to some kind of payment method, they may find themselves in a position to buy and use cryptocurrency. There's probably no immediate danger, but discussing the potential risks with them could be useful. If your child is old enough to understand the concepts of spending and saving or to grasp the basics of programming, then they're old enough to learn about cryptocurrency.

### CHECK CREDENTIALS

Buying cryptocurrency for the first time involves wiring funds from your bank to a cryptocurrency exchange – a business that converts your money into cryptocurrency. They can also store cryptocurrency for you, though this could present a security risk. Cryptocurrency businesses in the UK must now comply with money laundering regulations: the Financial Conduct Authority's website has a list of all business that are approved, and it's best to avoid dealing with any that aren't.

### STAY CAUTIOUS, STAY INFORMED

Approach cryptocurrency with caution as well as curiosity. Don't click on links in unexpected emails referring to cryptocurrency and beware of promotions promising free cryptocurrency in exchange for personal information. Avoid mentioning on social media that you own cryptocurrency, as this can attract scammers. Stay informed of potential new risks and regulations by regularly checking specialised sources (such as CoinDesk).

### Meet Our Expert

JP Vergne is an educator and associate professor at University College London's School of Management. His award-winning research on technology and organisation has been published in leading academic journals as well as in two books. JP is also a speaker and advises on startups. He tweets at @PirateOrg.



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# What Parents & Carers Need to Know about

# TIKTOK

AGE RESTRICTION  
**13+**

TikTok is a video-sharing social media app which lets people create, view and download looping 15-second clips. Typically, these are videos of users lip-syncing and dancing to popular songs or soundbites (often for comic purposes), enhanced with filters, effects and text. Designed with young people in mind, TikTok skyrocketed in popularity in 2019 and has featured near the top of download charts ever since. It now has around a billion users worldwide.

## AGE-INAPPROPRIATE CONTENT

Most videos appearing on a child's feed are light-hearted and amusing. However, some clips have been reported for featuring drug and alcohol abuse, themes of suicide and self-harm, or young teens acting in a sexually suggestive way. The sheer volume of uploads is impossible to moderate entirely – and since TikTok Jump's introduction in mid-2021, users can view third-party content outside the app.

18

CENSORED

## EXPLICIT SONGS

TikTok primarily revolves around videos of users lip-syncing and dancing to music. Inevitably, some featured songs will contain explicit or suggestive lyrics. Given the app's young user-base, there is a risk that children may view older users' videos and then be inclined to imitate any explicit language or suggestive actions.

W&#\*!

## TIKTOK FAME

The app has created its own celebrities: Charli D'Amelio and Lil Nas X, for example, were catapulted to fame by exposure on TikTok – leading to many more teens attempting to go viral and become 'TikTok famous'. While most aspiring stars hoping to be 'the next big thing' will find it difficult, setbacks may in turn prompt them to go to even more drastic lengths to get noticed.



## HAZARDOUS VISIBILITY

Connecting with others is simple on TikTok – including commenting on and reacting to users' videos, following their profile and downloading their content. The majority of these interactions are harmless, but – because of its abundance of teen users – TikTok has experienced problems with predators contacting young people.

## ADDICTIVE NATURE

Like all social media, TikTok is designed to be addictive. It can be hugely entertaining – but that also makes it hard to put down. As well as the punchy nature of the short video format, the app's ability to keep users intrigued about what's coming next mean it's easy for a 5-minute visit to turn into a 45-minute stay.

## IN-APP SPENDING

There's an in-app option to purchase 'TikTok coins', which are then converted into digital rewards for sending to content creators that a user likes. Prices range from 99p to an eye-watering £99 bundle. TikTok is also connected with Shopify, which allows users to buy products through the app.

## Advice for Parents & Carers

### TALK ABOUT ONLINE CONTENT

Assuming your child is above TikTok's age limit, talk to them about what they've viewed on the app. Ask their opinion on what's appropriate and what isn't. Explain why they shouldn't give out personal details or upload videos which reveal information like their school or home address. In the long run, teaching them to think critically about what they see on TikTok could help them to become social-media savvy.

### MAINTAIN PRIVACY SETTINGS

The default setting for all under 18s' accounts to 'private'. Keeping it that way is the safest solution: it means only users who your child approves can watch their videos. The 'Stitch' (which lets users splice clips from other people's videos into their own) and 'Duet' (where you build on another user's content by recording your own video alongside their original) features are now only available to over 18s. This might clash with your child's ambitions of social media stardom, but it will fortify their account against predators.

### LEARN ABOUT REPORTING AND BLOCKING

With the correct privacy settings applied, TikTok is a relatively safe space. However, in case something *does* slip through, make sure your child knows how to recognise and report inappropriate content and get them to come to you about anything upsetting that they've seen. TikTok allows users to report anyone breaching its guidelines, while you can also block individual users through their profile.

### ENABLE FAMILY PAIRING

'Family Pairing' lets parents and carers link their own TikTok account to their child's. Through your mobile, you can control your child's safety settings remotely – including limiting screen time, managing their ability to exchange messages (and with whom) and blocking a lot of age-inappropriate content. TikTok's Safety Centre also provides resources for parents and carers to support online safety among families. These resources can be found on their website.

### USE RESTRICTED MODE

In the app's 'Digital Wellbeing' section, you can filter out inappropriate content (specific content creators or hashtags, for instance) using 'Restricted Mode'. This can then be locked with a PIN. You should note, though, that the algorithm moderating content isn't totally dependable – so it's wise to stay aware of what your child is watching.

### MODERATE SCREEN TIME

As entertaining as TikTok is, you can help your child to manage their time on it in the 'Digital Wellbeing' section. Under 'Screen Time Management', you can limit the daily permitted time on the app (in increments ranging from 40 minutes to two hours). This preference can also be locked behind a PIN. That way, your child can get their regular dose of TikTok without wasting the whole day.

## Meet Our Expert

Parven Kaur is a social media expert and digital media consultant who is passionate about improving digital literacy for parents and children. She has extensive experience in the social media arena and is the founder of Kids N Clicks: a web resource that helps parents and children thrive in a digital world.



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SOURCES: tiktok.com



[www.nationalonlinesafety.com](http://www.nationalonlinesafety.com)



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## 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 on-line 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](mailto: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

## ACTION FRAUD: Parental advice at a vulnerable time

Action Fraud have released statistics showing that online shopping scams cost Christmas shoppers over £15.4 million pounds last year. Christmas can be a particularly vulnerable time, with parents and families already overstretched and sometimes distracted due to the pressures of the season. Losing money can have devastating impact on families, both financially and emotionally, which in turn can impact on children.

### Latest scams:

- Victims are sent a text message from an unknown number posing as their child or family member who is in trouble. They are groomed and manipulated into sending money in the belief that it is helping a loved one. Victims have been conned out of £50,000 within
- Criminals contact unsuspecting victims informing them they have won a lottery or prize draw. The victim is then informed that they will need to pay an advance fee to receive their winnings, but this is a scam, and the thieves steal the victim's money. 1 million pounds has been lost to this scam in the last months alone.

## 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 to take you straight to the Parent and Carers section of the website.

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



Offering self-care along with help and support for your children's mental health. Link will take you straight to the parent/carer section [Children's mental health - Every Mind Matters - NHS \(www.nhs.uk\)](https://www.nhs.uk)



Useful directory of subjects that you may require support for [Mind in Harrow Mental Health](https://www.mindinharrow.org.uk)

**Action Fraud**  
National Fraud & Cyber Crime Reporting Centre  
**0300 123 2040**

[See Action Fraud website here.](https://www.actionfraud.org.uk)  
[See list of useful organisations here.](#)

## 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.

Thursday  
s 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
- Be ware 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). Find 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](#)

## LEARN HARROW

If you are struggling with Home Learning and supporting your children during this current Lockdown, Learn Harrow, promoted by Harrow Council, provides a wide choice of learning opportunities for all ages and abilities across the borough in partnership with various providers.

They have created a google form for parents to tell them what they are interested in:

<https://docs.google.com/forms/d/1pfXbm0GNJh1Xq3bQqjs8oSfBo3z3v23gZdfVSPk8whg/edit>

They are running various different courses for secondary school parents to attend such as:

- How to use learning platforms such as Google, Zoom and Teams
- Awareness of teenage mental health and how to approach this with your own child
- How to monitor children on the internet
- How to motivate their children to do work
- ESOL
- Functional Skills Maths/English/ICT



*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.

## SAFEGUARDING TEAM

The Rooks Heath College Safeguarding Team have 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 Members are as follows:

**Designated Safeguarding Lead -**

Ms S Rockell

**Deputy Designated Safeguarding Leads –**

Ms V Cobblah-West and Miss L Dale

**School Social Worker**

Mr Ariz Baig

## Are all your contact details up to date?

If you change your home phone/email/mobile number, please let the school know, so that we have the most up-to-date contact details.

**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

