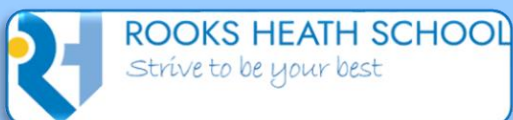


# SAFEGUARDING NEWSLETTER



Summer 2023 – Issue 6

Latest advice for parents and carers



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

In this last edition of the year, you will find some help to ease the financial pressure that summer fun can bring along with ideas/support in coping with the transition to secondary and the all-important results day.

*We would like to wish you all a happy, relaxing, and safe Summer Holiday!*

## SUMMER SURVIVAL – TIPS AND ADVICE

The summer holidays are different for everyone. You might be looking forward to the six weeks off, excited about a holiday or you could be worrying what might happen or how you'll cope. You may also be stressed about how expensive the summer break can be. Here are some useful links to help survive the holiday period without compromising on fun!

### WHAT IS HAF?

The Holiday Activities and Food (HAF) Programme is a DfE funded programme of activities for children and young people from Reception to Year 11, during the school Holidays. The programme offers a range of activities in Harrow, including some specialist SEND provisions. Places are free for children who meet the criteria, and a free nutritious meal is provided at each programme.

[HAF-programme](#)



### FREE/LOW-COST MEALS

Eating out can be an expensive treat for families, the link below provides a list of supermarkets/restaurants that will be providing free/low-cost meals to children and families this summer.

[moneysavingcentral.co.uk/kids-eat-free](https://moneysavingcentral.co.uk/kids-eat-free)

### 4 WAYS TO USE CHILDLINE OVER SUMMER

Talk to a Childline counsellor.  
Use the mood journal to track how things are going.

Share how you're feeling on the message boards.  
Play one of the games.

### WORRYING ABOUT SUMMER

Some people might be worried about:

- Feeling lonely or not going out.
- Not seeing people who normally support you.
- Problems at home or having to care for your family.
- Coping without a routine.
- Waiting for exam results or starting a new school.
- Being hurt or abused.



Childline is there all through the holidays to support you, whether that's having someone to talk to, giving you ideas of things to do or helping you to get support when you need it.

[childline advice for families, summer-holidays](#)

## SEPTEMBER TRANSITION SUPPORT



Schools in  
Mind



Anna Freud

Anna Freud is holding three free webinars over the summer holidays to support young people with the milestones and transitions that happen at this time of year.

Two of the webinars will be for parents and carers, sharing tips and advice to help them support their children with important milestones. The first webinar will be for parents/carers with children waiting for their exam results, and the second will be for those with children about to start Year 7.

The third webinar will be for young people themselves, helping them look after their own wellbeing as they start at university.

Each webinar will be run by Anna Freud education and mental health experts, sharing practical tips and advice for supporting wellbeing and dealing with potentially stressful situations.

### Book your place:

[Supporting young people with anxiety before results day](#) - 8th August, 2pm

[Transition to secondary school: supporting your Year 7 child](#) - 9th August, 2pm

[Managing your wellbeing when transitioning to university](#) - 22nd August, 2pm

This link will take you to a self-care plan for young people which you may also find useful  
[my-self-care-plan-secondaryfe.pdf \(annafreud.org\)](#)

## SUMMER TIPS TO WELLBEING

Although the warm weather seems a distant memory, with the summer holidays approaching, I am hoping that it returns! Sunshine is great mood booster allowing us to get outdoors, catch up with friends and family, exercise and soak up the vitamin D.

However, too much heat can be dangerous, especially for older people, young children, and people with long term conditions. So, please do look after yourself, whether you are holidaying abroad or the UK, the same rules apply, wear sun cream, drink lots of water and stay in the shade where possible.

- Shelter from sun in of [London's Cool Spaces](#)
- Stay hydrated and make sure you're never far from a [drinking fountain](#) to top up your water bottle
- Look out for [signs of heat exhaustion and heatstroke](#)
- Explore more tips on [taking care of your mental health in summer](#)

### GOOD THINKING'S FIVE WAYS TO GOOD MENTAL HEALTH OVER THE SUMMER

Feeling anxious or stressed? Having trouble sleeping? There's a lot going on in the world currently that could be affecting your mental health, the summer holidays can also be a very stressful time both mentally and financially, the summer heat could also contribute to how you are feeling:

1. **Connect with other people** – head out for a picnic with a friend or family member.
2. **Be physically active** – take a walk in the local park or even just a stroll around the block.
3. **Learn new skills** – try gardening or get outdoors and read a book.
4. **Give to others** – offer to do some shopping for an elderly neighbour or look for local volunteering opportunities.
5. **Pay attention to the present** – open a window, list three things you can see, hear, and feel.





# STAY SAFE ONLINE THIS SUMMER





## RISE OF THE INFLUENCERS....



Not only is an 'influencer' an increasingly powerful role in the digital age, but it has also become a desirable career goal for many young people – an enjoyable way to gain international fame and a gateway to financial success.

A survey of Instagram influencers found that those with over a million followers make an average of £12,000 per month.

Much of the wealth though is unlocked by entering into partnerships with various brands – which then raises all manner of questions about some influencers' authenticity. Is their praise for certain products genuine, or simply because they've been paid for their endorsement?

Celebrity admiration can send engagement sky high (Cristiano Ronaldo, Kylie Jenner and Selina Gomez all have hundreds of millions of followers) but previously unknown people like Charli D'Amelio and Addison Rae have also successfully built their follower count to around the 50 million mark – allowing them to charge as much as £70,000+ per post.

Whilst the highly visible influencer market can occasionally be materialistic and superficial but it is usually inoffensive fun. However, there are some hugely popular figures on social media whose views and beliefs aren't what most parents would prefer their child was exposed to. The following guide highlights some of the potential risks around influencer culture.

## OmeTV..... THE RISKS EXPLAINED



Most of us love meeting interesting people, making connections, and creating new friendships. It's this exact experience that OmeTV promises: letting users interact with people across the world via randomly connected video chats. At their best, apps like this let you talk to some amazing people you'd never have met otherwise. At worst, they connect you with unpleasant, dangerous characters, who are interested in far less innocent activities than talking.

OmeTV is popular with younger users, despite coming with clear warnings that it is intended for over-18s only. The guide outlines the obvious dangers to any children and young people who do use the app, with reports of predators trying to exploit OmeTV for their own gain.

As of 2023, OmeTV has amassed a huge community, with users reaching more than a million on mobile devices alone – and a further hundred thousand via their site. With such a large global community, there's a reasonable chance that users might be matched with someone who could genuinely be a potential friend.

It's equally likely, however, that they'll also experience some undesirable individuals who have the potential to endanger any young people that meet online. Please be vigilant and make sure you are aware of ways to protect your child who may ignore or is unaware of the app's 18+ age rating.





# What Parents & Carers Need to Know about INFLUENCERS

In today's digital age, social media influencers play an increasingly significant role in shaping the opinions, interests and behaviours of our children. While many of these individuals can have a positive effect, influencer culture can also present certain risks – such as encouraging consumerism, affecting self-esteem and blurring trustworthiness. To help ensure a safe online environment for young people, it's vital to maintain open communication, set sensible boundaries, promote a healthy self-image and teach digital media literacy. Our guide delves deeper into all of these.

## WHAT ARE THE RISKS?

### HEIGHTENED CONSUMERISM

A major way that influencers make money is through brand partnerships and sponsored content. As a result, children who follow them may be exposed to a steady stream of advertising: this can lead to materialistic attitudes, unrealistic expectations and an increased desire to have the latest products. Many influencers have built huge brand empires around their large, impressionable following.

### THE SOFT SELL

Some influencers aren't always transparent about the motivations behind their posts, blurring the lines between genuine recommendations and paid-for promotions – and young people sometimes find it difficult to distinguish authentic content from advertising. Many major social platforms have taken steps to make sponsored content and ads easier to identify, but it remains an area of concern.

### PRIVACY CONCERNS

Inspired by their favourite influencers, children may start sharing more of their own lives online – which could reveal personal information or details about their daily routine. This openness can put them at risk of cyberbullying or even predatory behaviour. This is exacerbated by live streaming, which gives young people no time to consider the potential consequences of saying too much.

### UNDERMINING SELF-ESTEEM

Many influencers share images and videos of themselves and their activities, which are often painstakingly curated and edited to present an idealised version of their life. Children who follow these influencers may develop distorted expectations about body image and the concept of beauty, which can potentially lead to negative self-esteem and even mental health issues.

## Advice for Parents & Carers

### KEEP TALKING

Chat to your child about the content they consume on social media and the influencers that they like. Encourage them to think critically about what they see and hear online, and listen to any concerns they might have. Maintaining this line of open, honest communication can help your child to make informed decisions about which individuals they follow and what content they engage with.

### SET SOME BOUNDARIES

Agree age-appropriate boundaries for your child's social media use, including time limits and privacy settings (the two major operating systems on mobile devices, Android and iOS, have these controls baked in). Try to keep an eye on your child's online activity and discuss it regularly with them – including reminding them of the potential risks that can arise from following influencers.

### SUPPORT A HEALTHY SELF-IMAGE

Reinforce your child's awareness that real life isn't usually as picture perfect as it may appear on social media – and how some content (particularly that of influencers) is often curated, staged or edited to look more glamorous. If possible, highlight examples of other influencers who share authentic, relatable material which acknowledges their imperfections and struggles as well.

### PROMOTE MEDIA LITERACY

Talk to your child about the concepts of sponsored content, advertising and potential influencer bias. Teach them to critically evaluate the information they're presented with online and to consider the possible reasons behind content creation. This can help young people develop the skills to make healthier decisions about the influencers they choose to follow and the content they consume.

## Meet Our Expert

A former director of digital learning and currently a deputy headmaster and DSL, Brendan O'Keefe's experience and expertise gives him a clear insight into how modern digital systems impact the experience of children, staff and parents – and which strategies help to ensure that the online world remains a useful educational tool rather than a minefield of risks.



**NOS** National Online Safety  
#WakeUpWednesday



## What Parents & Carers Need to Know about

# OMETV

### WHAT ARE THE RISKS?

OmeTV is another app which encourages users to 'make friends from all around the world'. People can search profiles by age and gender and send direct messages or photos. However, the app is primarily used for video calls. When using this feature, users are connected at random, although only their country of origin is shared. People can then either choose to move on to the next chat or can stay in that call for as long as they wish.

### STRANGER DANGER

While young people generally know not to share personal information with strangers, the safety of their home and the distance offered by technology can make them feel more relaxed and uninhibited. Combined with the fact that OmeTV provides a webcam function - and anonymity - it can be an easy way for groomers to gather information, ask to connect on other social media platforms, or potentially request intimate images.

### EXPLICIT CONTENT

Unfortunately, there are a lot of users who use OmeTV's webcam feature to expose themselves. While users can swipe to the next call quickly, it's not something that can be filtered out completely - so young people could easily be exposed to highly inappropriate images.

### REPORTING DIFFICULTIES

When video calling, the other person's username is often hidden and therefore they can't be blocked or reported. There is a 'Report Abuse' tab at the bottom of the video, but the speed with which calls can swipe past can make it difficult to use this system. There's also little evidence to suggest that offenders are dealt with appropriately (through warnings or account termination, for example).

### AGE VERIFICATION

17+

Although the site states that users must be 18 or over, there's no way to verify this, and it's easy to use an existing Facebook account to log in, or for users to set up a fake account. To access OmeTV, users simply need to press a button confirming they're an adult, which means it's likely many users will claim to be much older than they are.

### VIDEO RECORDING

When young people are chatting live on a webcam, they could be coaxed by others into doing things they don't feel comfortable doing, or persuaded that no harm can come from it. What they don't know is whether the other user is recording them. These videos could then be used to embarrass or blackmail them, or they could be kept by a potential online predator.

### LIMITED PARENTAL CONTROLS

OmeTV has very limited parental controls. There is a 'safe mode', but this is of little practical use given that explicit content isn't filtered out. While the site lists several rules and regulations, there are few apparent ways to enforce them or restrict what users can see or do.

## Advice for Parents & Carers

### FOLLOW AGE GUIDELINES

OmeTV has an age recommendation of 18 and over, which suggests the developers are aware that it may facilitate adult content. It's important to adhere to the age guidelines and try to restrict access to the app for younger users. If you find it on an under-18's device, talk to them about the potential risks and explain why they probably shouldn't be using it.

### DISCOURAGE CHATS WITH STRANGERS

Remind your child of the dangers of talking to strangers online. The anonymity OmeTV offers, plus its webcam function, makes it an attractive place for groomers to network and create inappropriate content. Explain that your child may see something which upsets them - and that it's a crime for anyone to expose themselves to a young person online.

### DISCUSS THE DANGERS

Maintain communication with your child about online safety and empower them to protect themselves. Simply deleting an app from their device impacts their independence and can cause resentment. Instead, highlight news reports of predators exposing themselves to children on the internet, and discuss what they should do if asked for explicit images.

### ENABLE PARENTAL CONTROLS

Regardless of how responsible your child may be, it's essential to use parental controls on their device. It's easy for young people to get lured in by others, feeling they've built up a trusting friendship and being coaxed into doing things they wouldn't normally do. Ensure in-app purchases aren't enabled on their device, and emphasise that they can always talk to you about anything online that worries them.

### 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.



**NOS**  
**National Online Safety**  
#WakeUpWednesday

Source: [https://www.nsla.com/news/crime-police/man-exposes-himself-to-marrero-middle-school-students-in-online-chat-tv-station-reports/article\\_c6bb6c40-0019-51b7-acad-6f62af129bb.html](https://www.nsla.com/news/crime-police/man-exposes-himself-to-marrero-middle-school-students-in-online-chat-tv-station-reports/article_c6bb6c40-0019-51b7-acad-6f62af129bb.html)  
<https://www.wrtv.com/news/local-news/crime/indy-man-sentenced-to-15-years-for-owning-two-phones-with-nearly-2-000-files-of-children-being-sexually-abused/> | <https://ome.tv/rules/>



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@national\_online\_safety

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# YOUR SUMMER GUIDE TO POPULAR PLATFORMS

AN ONLINE SAFETY SHAREABLE

**Messenger**

An instant messaging app developed by Meta, popular for group chats, sharing images and videos. This app is also popular for playing games with friends. Can allow young people to connect with strangers, receive message requests from strangers and video call.

16+

**Yubo**

A live-streaming platform designed to help users "meet new people" from all around the world. There have been multiple reports of young people being harassed into sending sexualised or nude images and videos.

17+

**WhatsApp**

A popular messaging platform which allows group chats, video and audio calls. WhatsApp users have been subject to scams and malware spreading through the platform.

16+

**Reddit**

A platform which allows interactions through communities and discussion forums based on particular interests. There are no age verification systems for NSFW channels and can be easily bypassed to view inappropriate content. (NSFW forums are 18+)

13+

**Kik**

A mobile messaging app which allows one-to-one chatting, group chats and anonymous chats. Since Kik allows chatting with random strangers, it leaves children open to exploitation and grooming. Once messages are deleted, they cannot be retrieved.

16+

**Telegram**

A cross-platform messaging app which allows communication between individuals, small and large groups of up to 200,000 people. The ability to connect with others in the area may lead to young people to disclose locations and personal details that could lead to grooming or harassment in-person.

16+

**Discord**

An instant messaging social platform, in which people enter 'servers' so they are part of a group – commonly used for gaming communities. Some servers are NSFW (Not safe for work – often meaning inappropriate/adult content) and may have content age-inappropriate for younger users.

13+

**Snapchat**

A popular image sharing and messaging app that lets users exchange pictures and videos (snaps), with photo effects and filters, which disappear after a period of time. The 'disappearing snap' feature of Snapchat can lure young people into a false sense of security, and they may send images they would not normally send.

13+

**Instagram**

An image and video sharing app. Users can share content that followers can interact with by viewing, liking and commenting. Instagram may push a narrative of a 'perfect world' to young people, and they may feel pressured to post perfect, polished images of themselves.

13+

**YouTube**

A popular video sharing and social media platform. Videos can be commented on, liked and shared. Cyberbullying can occur through YouTube comments and age-inappropriate content may slip through moderation strategies deployed.

18+

**TikTok**

A free video sharing app which allows users to capture short video clips, share them and watch other user's videos or live streams. Age-inappropriate content which can be accessed through public feeds, especially any live streams. This may be unsuitable for young people and can be the origin of bullying trends.

13+

**BeReal**

A once-a-day photo sharing app – Users are given a 2-minute window to share a photo of themselves and their surroundings to their friends. If young people accept contacts they don't know, it is easy to build up a picture of routines in daily life, for example, school uniforms, bus stops and regular locations.

13+

**Twitch**

Twitch is a live streaming video platform which allows creators to broadcast and users to watch content, usually about games, including esports. Twitch streams are often live and are therefore difficult to moderate.

13+

**NETFLIX NOW Disney+**

Streaming services which often involve paid subscriptions which offers a variety of TV shows, movies, gaming streams and more. Netflix shows such as 'Squid Game' and '13 Reasons Why' went viral and attracted the attention of young people, despite not being appropriate for under 18s. Parental controls which restrict access to age-inappropriate content e.g. profile PIN codes.

13+  
16+  
18+

**Vault Apps (Decoys)**

Apps which allow users to secretly hide photos, videos and files behind the premise of another app, for example a calculator which can only be accessed through a numeric pin code. Can become dangerous 'stash' of youth produced sexual imagery.

17+



# YOUR SUMMER GUIDE TO POPULAR GAMES



## Rocket League

3

A videogame that bridges the gap between car racing, sport matches, and gladiator fights. Put simply, it's rocket-powered cars playing an intense game of football. Rocket League has a reputation for being a toxic environment for gamers with reports of offensive and inappropriate language filling text chats.



## Fifa

3

A football simulation video game where gamers can choose to play as their favourite real-life footballers in their favourite real-life teams. FIFA is readily played by adults of all ages, meaning it would not be uncommon for a young person to interact with someone older.



## Minecraft

7

An adventure game which allows players to explore and create worlds using building blocks to customise their worlds. Children and young people may experience addiction to the game due to its engaging nature.



## Roblox

7

An online gaming and game creation platform. Users can play and create games for others to play. It also includes social features such as friend requests and chats where players can design an avatar and speak to others while they play. Roblox has previously faced criticism following harmful sexualised content being prevalent on the platform.



## Among Us

7

An online multiplayer game which revolves around players attempting to figure out who is a friend and who is an enemy. Crewmates try to complete tasks while the imposter aims to sabotage the mission and kill them without being found out. Risk of talking to strangers through the chat feature however there is a chat-censor feature which can be turned on to prevent this.



## Poppy Playtime

12

A horror game that involves an investigation of a mystery in an abandoned toy factory. You solve puzzles to survive the "vengeful toys" left behind including 'Huggy Wuggy'. Horror games containing frightening content can cause added anxiety and stress to young people, intrusive thoughts and new fears.



## Fortnite

12

An online multiplayer "shooter style" game meaning players battle it out against opponents with multiple weapon styles. It allows players to create and personalise their own game components. Persuasive design features of the game can keep children hooked, encouraging them to spend in-game currency and add to their screen time.



## Overwatch

12

A team-based game starring a cast of powerful heroes. Players can travel the world and build teams together. Overwatch has been included in eSports competitions and has scenes of blood, tobacco use and violence.



## League of Legends

12

A team-based strategy game where two teams of five champions face off to destroy the other's base. Children may be exposed to bad language, hate speech, insults, and sexual language.



## Apex Legends

16

A free-to-play shooter type game with the objective of being the last team standing by collecting loot and fighting enemy squads. It includes some violence and players may talk to others through voice and text chat.



## Elden Ring

16

An action role-playing game in a world of different characters. You can explore the world, grow in strength and fight or ally those you meet. It features strong violence involving both human and fantasy characters, which can be deemed age-inappropriate for younger players.



## Grand Theft Auto

18

An action-adventure game in which players complete missions to progress through the story. Children will be subjected to profanity, violence, sex, crime and other mature themes.



## Call of Duty

18

A series of first person shooter games including 'Modern Warfare', 'Black Ops', 'Vanguard' and 'Warzone'. Involves live user interaction – squads can be made up of friends or players from all over the world.



## Horizon Worlds

18+

A virtual social space which consists of a catalogue of virtual experiences through the Metaverse. There have been several reported incidents of users experiencing sexual harassment while using the platform.



## Avakin Life

18+

A virtual 3D gaming world where users create their own character by choosing outfits and interacting with others at different in-game locations. Users can easily access children and young people online via private and public chats.



# SUPPORT FOR CHILDREN AND FAMILIES

## HOLIDAY ACTIVITIES AND FOOD PROGRAMME

The Holiday Activities and Food programme (HAF) provides healthy food and enriching activities to children and young people, with free places available for those who receive free school meals. It's available during the Summer, Easter, and Christmas school holidays.

School holidays can be a particularly difficult time for some families. This free holiday club programme helps children to enjoy active and healthy school holidays, where they can experience new activities, meet friends, and eat healthy meals.

For information, please contact your local council. [Find out more here](#)

## CHILDCARE OFFERS FOR PARENTS

The Childcare Choices campaign aims to raise awareness and understanding of the support available from the government with the costs of childcare.

With school holidays upon us, it is more important than ever that parents and carers are able to access the financial support they qualify. You could be entitled to:

- Up to £2,000 a year of Tax-Free Childcare per child
- Help with up to 85% of their childcare costs for children up to 16 with Universal Credit.
- 30 hours of free childcare for 3 and 4 year olds

More information please see below:

[childcarechoices.gov.uk](https://childcarechoices.gov.uk)

## CNWL All Age Single Point of Access (SPA)

The CNWL SPA has expanded its service to include under 18-year olds!

CNWL Single Point of Access is a 24hr telephone service for children, young people and adults who may be experiencing a mental health crisis.

The crisis line provides an opportunity to talk to mental health practitioners who specialise in child, adolescent and adult Mental Health.

The crisis line also provides advice and information for families, carers and professionals concerned about a person who may be experiencing a mental health crisis.

### Contact us:

**In a mental health emergency, you can contact us via our single number:**

**Freephone: 0800 023 4650**

**We are open 24 hours a day, 7 days a week, 365 days a year**



**Central and North West London**  
NHS Foundation Trust



Please avoid visiting hospital A&E (Accident and Emergency) departments unless you have a physical health emergency. The number above will connect you to an adult mental health or children and adolescent mental health practitioner depending on your needs.

If you are or you are with someone who requires urgent medical attention call 999.

If you or anyone with you is at serious risk of harm, call 999 and ask for the police.

There are also many useful links to local support and resources on our [service](#) and [resources](#) pages. For example [Kooth](#), an on-line, free and confidential counselling and emotional wellbeing support service for children and young people.





# 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](http://www.youngharrowfoundation.org/HarrowMHP)**





## PARENTAL ON-LINE SAFETY TIPS

With the technological advances that had to be made during the lockdown periods, 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 and 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

## Urgent and other support available

**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**  
MEMBER OF YOUNG MIND

[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](#)

**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**  
Essential support for under 25s

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

**Beat**  
Eating disorders

[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



## SCHOOL COUNSELLOR

Another support service that we have based in school, is our school counsellor, Mrs Geoghegan.

The aim of the service is to provide a confidential Counselling Service for our students with social, emotional, and behavioural concerns to enable them to perform to their potential. This will help to improve attendance and therefore allow students access to the curriculum and improve attainment levels. The service will also provide our students with confidence and resilience which in the long term will improve their life chances.

### SUPPORT BEING OFFERED TO OUR STUDENTS

- 1:1 counselling
- Group Therapy
- Multi Systemic

## WELLBEING SUPPORT



Digital Mental Wellbeing website that has various support for young people, parents and carers, employers, and employees.

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

## SCHOOL EMHP

Educational Mental Health Practitioners (EMHPS) are assigned to support children, young people, and their families in schools via a range of low intensity, early interventions and by supporting schools to apply a whole school approach to mental wellbeing.

Rooks Heath's EMHPS is Jelin Pishdary, who has been working with us since March 2022.

## SAFER SCHOOLS WEEKLY DROP-IN SESSIONS



Another fantastic service we have to offer, Our Safer Schools officer facilitates 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**





**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 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/>



## PARENTAL SUPPORT



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/>

## 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](#)

## 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 inc:

***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/>

## 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/emotional 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 <https://helpharrow.org/>

## EAL RESOURCES FOR ONLINE SAFETY

Leaflets available in other languages here

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

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





## 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 A Mahmoud and Ms H Pugh.

### School Counsellor

Mrs Lara Geoghegan

### School Social Worker

Mr Ariz Baig



### 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

