



Croydon Youth Information & Counselling Service Limited

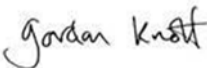

Safeguarding Policy December 2024

Croydon Drop In
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 Registered Charity Number 1049307
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Issue Number	Date of Issue	Author	Approved By	Notes of Changes
C1	06.09.23	Robin Hall	Nicola Newman	New policy
C2	16.12.24	Rhona Kenny	Shaun Polley	Updated policy

Through CDI's Policy Review System, all policies are reviewed annually from the date of approval.

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Policy Reviewed by	Date Reviewed & Amended	Policy Approved by	Date Approved	Approved Signature	Next Review Date
Gordon Knott	04.09.2023	Gordon Knott	04.09.2023		September 2024
Rhona Kenny	December 24	Shaun Polley	December 24		December 25

Policy Review Date	Policy Changes
05.12.2024	<p>Page 3. Legal and Policy framework dates updated</p> <p>Page 5. Partnership heading changed to Prevent Partnership</p> <p>Page 9. Newly added section on child criminal exploitation, children Missing from Home or Care Inc: DfE Statutory guidance: Children who run away or go missing from home or care – GOV.UK (www.gov.uk) (2014).</p> <p>Page 10. Newly added section on Modern Slavery</p> <p>Page 11 & 12. Amendments made to guidance on recording and reporting a concern.</p> <p>Page 13. Newly amended Agency non- physical contact policy</p> <p>Page 13. Amended phrasing around non investigation role of all staff.</p> <p>Page 19. Updated procedures for dealing with staff allegations.</p> <p>Page. 20. Updated information on Whistleblowing advice line.</p>

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	Pages 29 -35 removed Appendix C& D: Guidance on working safely on the phone and online as this was implemented during covid. Will be installed on Intranet in front line toolbox.
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Introduction & Purpose

Croydon Drop In (CDI) recognises that it has an explicit duty to safeguard and protect Children, Young People and Families (CYPF) at risk from abuse as defined in the Children Act 2004, Section 175 of the Education Act 2002 and Working Together to Safeguard Children 2018. Included in this policy is a duty to safeguard and protect Adults at Risk.

Safeguarding looks at preventative action and covers the full range of measures in place to protect CYPF at risk from potential dangers, including the safer recruitment of staff, and is therefore a proactive approach.

Where CYPF are at risk, protection looks at recognising abuse or neglect and acting on it, so a reactive approach is provided.

The purpose of this policy is to support staff and volunteers to protect CYPF at risk. It aims to protect these individuals from physical injury, neglect, failure to thrive, emotional abuse, sexual abuse and any other potential abuse. It is a specific managerial responsibility to maintain this policy and CDI have a Designated Safeguarding Lead, Designated Deputy Leads and a Safeguarding Lead on the Board of Trustees.

We are committed to ensure that:

- The welfare of CYPF is paramount and that we have a duty to safeguard and promote the well-being of all children, young people and adults.
- We identify CYPF at risk who are suffering, or likely to suffer, significant harm, and take appropriate action to see that children, young people and adults at risk are kept safe.
- Staff are made aware of and fully understand the Safeguarding policy which will include how to communicate any concern about a disclosure, arrangements for managing allegations against staff, whistle-blowing procedures and information about the Local Safeguarding Children Board (LSCB) and Social Care.
- Staff apply the same professional standards regardless of culture, disability, gender identity, language, racial origin, religious belief and sexual orientation.
- All concerns that are raised will be taken seriously and responded to appropriately. We recognise that at times concerns raised may be unsubstantiated, and in extremely rare cases, may be untrue. We will be mindful of the impact on individuals raising concerns, and on those who concerns may be about.

- Staff and managers will regularly monitor and review practice and offer Continuing Personal & Professional Development around Safeguarding.

This policy is informed by these Legal and Policy Frameworks:

- The Children Act 1989 and 2004
- Keeping Children Safe in Education 2015, 2018, 2024
- Working Together to Safeguard Children 2017, 2023
- The Care Act 2014
- The Counter Terrorism and Security Act 2015
- The Equality Act 2010
- The Serious Crime Act 2015
- Domestic Abuse Bill 2020
- The London Child Protection Procedures 2015, 2024
- Croydon Local Safeguarding Children Partnership
- Other CDI organisational Policies and Procedures

Scope

All CYPF at risk, regardless of age, disability, gender, racial heritage, religious belief and sexual orientation or identity have the right to protection from harassment, harm or abuse. For the purposes of this advice a child and young person is deemed to be any young person up to their 18th birthday. The term Children, Young People and Families (CYPF) is inclusive of all citizens, Children and Adults, who access our services.

Roles and Responsibilities

The Trustees are responsible for ensuring that:

- CDI has effective policies, procedures and systems in place in accordance with guidance from government bodies and other agencies, including effective procedures for the safe recruitment of staff and dealing with allegations of abuse against members of staff.
- The Board of Trustees appoints a Trustee to act as Safeguarding Lead and liaison with CDI managers and staff. This person will be experienced in Safeguarding and will be expected to attend regular CPD opportunities in line with the requirements on the DSL and the Deputy DSL. They will also be available as a source of consultation and support to staff and any users of CDI services.

The Chief Executive Officer is responsible for ensuring that:

- CDI's safeguarding policies, procedures and systems are fully implemented and followed.
- Sufficient resources and time are allocated to ensure the Designated Safeguarding Lead is able to carry out their role effectively.

Through CDI's Policy Review System, all policies are reviewed annually from the date of approval.

- All staff and volunteers feel able to raise concerns about the safety of children, young people and adults at risk and know the names of the Designated Safeguarding Lead and Deputies.
- Any concerns are dealt with sensitively, effectively and in a timely manner.

The Designated Safeguarding Lead: is the appointed member of staff to the role of Designated Safeguarding Lead. This should be explicit in their job description. This person is currently Rhona Kenny, Designated Safeguarding and Clinical Supervision Lead, and she will have the appropriate authority and be given time, funding and training resources and support to provide advice and support to other staff on welfare and child protection matters, to take part in strategy discussions and inter agency meetings – and/or to support other staff to do so – and to contribute to the assessment of children. The Designated Safeguarding Lead is supported by Deputy Designated Safeguarding Leads from across the agency and are named in this policy. The Designated Safeguarding Lead and the Deputy Safeguarding Leads will attend mandatory safeguarding training as required.

Responsibilities of The Designated Safeguarding Lead and Deputy DSLs.

To Ensure that:

All staff members will receive appropriate Safeguarding and Child/Adult protection training which is regularly updated. In addition, all staff members will receive safeguarding and child protection updates (for example, via email, e-bulletins and staff meetings), as required, but at least annually, to provide them with relevant skills and knowledge to safeguard children effectively.

All staff will be aware of the early help process and understand their role in it. This includes identifying emerging problems, liaising with the Designated Safeguarding Lead, sharing information with other professionals to support early identification and assessment and, in some cases, acting as the lead professional in undertaking an early help assessment.

All staff will be made aware of the process for making referrals to children's social care and for statutory assessments under the Children Act 1989 that may follow a referral, along with the role they might be expected to play in such assessments.

Safeguarding is visible and promoted throughout CDI and the various settings.

In addition:

Arrangements are in place for inducting and training staff in safeguarding practices and procedures.

Safeguarding resources are up to date and distributed.

The Designated Safeguarding Lead will have established contact with the Local Safeguarding Children Board and other relevant forums and meetings.

All Staff: All staff (Paid, volunteers and sub-contracted staff) are responsible for ensuring they:

- Familiarise themselves with and become aware of the importance of CDI's safeguarding, and associated policies and procedures as outlined in this document.
- Adhere to the CDI Safeguarding Policy, procedures and systems.
- Promote and safeguard the welfare of children, young people and adults at risk.
- Attend Safeguarding training as required.
- Know what to do in the event that a child, young person or adult at risk makes a disclosure to them.
- Be vigilant to potential signs and indicators of abuse and alert a manager or colleague if they have concerns about a child, young person or adult at risk.
- Help to create a listening culture and help to ensure that children, young people and adults at risk know that they can come to them and be listened to.

Members of CDI staff should *never* attempt to investigate A Safeguarding matter in any way. This might be construed as unjustified interference which could jeopardise an investigation and any possible subsequent court case.

As previously stated, if a child, young person or adult is in immediate danger or is at risk of harm, a referral should be made to Children/Adult Social Care and/or the police immediately.

The Equality Act 2010

CDI is committed to safeguarding the protected characteristics as identified by the Equality Act 2010. These are age, disability (which includes mental health and people diagnosed as clinically obese), race, religion or belief, sex, sexual orientation, gender reassignment, marriage and civil partnerships and pregnancy and maternity.

Respecting the rights of CYPF at risk

CDI recognises the expectation that all CYPF at risk have rights that need to be respected as identified by the Human Rights Act. We will commit to meet these rights by:

- Keeping CYPF at risk as fully informed as possible.
- Providing clear and detailed information.
- Explaining interventions and support in a way they can understand and in a format that is accessible to them.
- Treating CYPF at risk with dignity and respect.

All members of the CDI community, including staff paid and unpaid, Trustees and subcontracted staff, are responsible for safeguarding and promoting the welfare of CYPF at risk and will be made aware of the CDI Safeguarding Policy and Procedures.

Safeguarding and promoting the welfare of CYPF is defined for the purposes of this guidance as: protecting CYPF from maltreatment; preventing impairment of CYPF health or development; ensuring that children and young people grow up in circumstances consistent with the provision of safe and effective care; and taking action to enable all CYPF to have the best outcomes.

Disclosures about abuse or neglect and allegations against persons in a position of trust made by a CYPF will always be taken seriously and reported in line with CDI procedures, and with due regard to the privacy of the CYPF at risk.

Safeguarding CYPF at risk procedures provide a clear framework for raising concerns or worries about a CYPF at risk and should be read and understood by all paid and unpaid staff at CDI. (See Appendix A & B for the CDI Flowchart pathway and CDI Safeguarding Concern Form.)

Culture of safety

Safeguarding and promoting the welfare of CYPF is everyone's responsibility and everyone who comes into contact with children, young people and their families/carers has a role to play in safeguarding. In order to fulfil this responsibility effectively, all professionals should make sure their approach is person-centred. This means that they should consider, at all times, what is in the best interests of the CYPF.

- Applicants for posts within CDI are clearly informed that the positions are subject to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013.
- Candidates are informed of the need to carry out 'enhanced disclosure' checks with the Disclosure & Barring Service before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- We abide by legal requirements in respect of references and Disclosure & Barring Service checks for staff and volunteers, to ensure that no disqualified person or unsuitable person works at the setting or has access to the CYPF.
- We take security steps to ensure that we have control over who comes into our settings so that no unauthorised person has unsupervised access to the CYPF. We have procedures for recording the details of visitors to our sites.
- All adults working with or on behalf of CYPF have a responsibility to safeguard and promote their welfare and wellbeing.
- All staff will be informed of their responsibilities to be alert to the signs of abuse. Any concerns should be shared with the designated members of staff for safeguarding.

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- All staff will be encouraged to maintain an attitude that 'it could happen here'.
- The designated members of staff for safeguarding will receive training at least every two years and all other staff who will have contact with CYPF will engage in updated safeguarding training every year.
- Staff will be provided with relevant information on a need-to-know basis about individual CYPF to keep them vigilant to any specific needs.
- External & Internal speakers and events: managers will check the content to be delivered and any implications re. DBS.
- When a complex safeguarding referral is identified by any staff member within the organisation, there will always be an opportunity for a debrief for the reporting staff with the Designated Safeguarding Lead or Deputy DSL.

Prevent Duty

CDI recognises its duty under section 29 of the Counterterrorism and Security Act July 2015 ("the CTBA 2015") to have "due regard" to the need to deliver on the Prevent Duty and to help prevent CYPF being drawn into terrorism, which includes not just violent extremism but also non-violent extremism. Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism.

Prevent Partnership

CDI will have contact with the regional Prevent Coordinator to ensure up to date guidance on risk is provided to trustees and senior managers. The Information, Advice and Guidance will be shared with staff and anyone accessing our services. The Designated Safeguarding Lead will act as the single point of contact and take responsibility for the strategic and operational delivery and to ensure regular liaison with the regional Prevent Coordinator and support referrals to Channel. Channel is part of the Prevent strategy. The process is a multi-agency approach to identify and provide support to individuals who are at risk of being drawn into terrorism. It may be appropriate for anyone who is vulnerable to being drawn into any form of terrorism. Channel is about ensuring that vulnerable children and adults of any faith, ethnicity or background receive support before their vulnerabilities are exploited by those that would want them to embrace terrorism, and before they become involved in criminal terrorist activity.

Prevent Action Plan

The Designated Safeguarding Lead will notify the regional Prevent Coordinator if risk is identified at CDI and work to produce a prevent action plan to address risks identified.

Prevent Awareness Training

Staff will be offered training on the risks of radicalisation and British values. British values will be defined as *democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs*. This will be linked to the CDI's commitment to safeguard the nine protected characteristics defined by the Equality Act 2010.

Staff will be trained to understand the factors that make CYPF vulnerable to being drawn into terrorism and to challenge extremist ideas. Staff will be trained to recognise this vulnerability and be aware of what action to take in response and know where to seek additional advice and guidance.

E-Safety and the Prevent Duty

The E-Safety Policy provides detail on how CDI will safeguard on-site internet access to ensure young people are safe from terrorist and extremist material by establishing appropriate levels of filtering and identity when this material is potentially accessed.

Categories of Abuse

We understand the main categories of abuse according to the definitions provided by The London Safeguarding Children Board: Child Protection Procedures (5th Edition 2017) (7th Edition Sept 24) which are informed by 'Working Together to Safeguard Children' 2015, 2023, 2024 and 'Keeping Children Safe in Education' September 2016.,2023, 2024. We adhere to contextual safeguarding practices and recognise that CYPF can be subject to intrafamilial and extrafamilial harms and recognise the different contexts in which CYPF experience this.

Abuse is a form of maltreatment of a CYPF. Somebody may abuse or neglect a person by inflicting harm or by failing to act to prevent harm. people may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by a Child, young person and/or adult.

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a person.

Physical harm may also be caused when a parent/carer fabricates the symptoms of, or deliberately induces illness in a child; see [Fabricated or Induced Illness Procedure](#).

Emotional abuse is the persistent emotional maltreatment of a person such as to cause severe and persistent effects on the child's emotional development, and may involve:

- Conveying to a person that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person.
- Imposing age or developmentally inappropriate expectations on children and young people. These may include interactions that are beyond the child/young person's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child/young person participating in normal social interaction.
- Seeing or hearing the ill-treatment of another e.g. where there is domestic violence and abuse.
- Serious bullying, causing a person frequently to feel frightened or in danger.

- Exploiting and corrupting CYPF.

Some level of emotional abuse is involved in all types of maltreatment of CYPF, though it may occur alone.

Sexual abuse involves forcing or enticing a CYPF to take part in sexual activities, not necessarily involving a high level of violence, whether or not the person is aware of what is happening. The activities may involve physical contact, including assault by penetration (e.g. rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing.

- Sexual abuse includes non-contact activities, such as involving a person in looking at, including online and with mobile phones, or in the production of pornographic materials, watching sexual activities or encouraging a person to behave in sexually inappropriate ways or grooming a child/young person in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children and young people.
- In addition, sexual abuse includes abuse of children/young people through sexual exploitation. Penetrative sex where one of the partners is under the age of 16 is illegal, although prosecution of similar age, consenting partners is not usual. However, where a child is under the age of 13 it is classified as rape under s5 [Sexual Offences Act 2003](#).

Neglect is the persistent failure to meet a person's basic physical and / or psychological needs, likely to result in the serious impairment of their health and/or development.

- Neglect may occur during pregnancy as a result of maternal substance misuse, maternal mental ill health or learning difficulties or a cluster of such issues. Where there is domestic abuse and violence towards a carer, the needs of the CYPF may be neglected.

Once a child is born, neglect may involve a parent/carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect CYPF from physical and emotional harm or danger.
- Ensure adequate supervision (including the use of inadequate caregivers)
- Ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional, social and educational needs. Neglect is characterised by the absence of a relationship care between the parent/carer and the child and the failure of the parent/carer to prioritise the needs of their child. It can occur at any stage of childhood, including adolescence.

Neglect can be identified from the perspective of a child's right not to be subject to inhuman or degrading treatment, for example in the European Convention on Human Rights, Article 3 and the United Nations Convention on the Rights of The Child (UNRC), Article 19.

Included in the four categories of child abuse and neglect above, are a number of factors relating to the behaviour of the parents and carers which have significant impact on children such as domestic abuse.

Research analysing Serious Case Reviews has demonstrated a significant prevalence of domestic abuse in the history of families with children who are subject of Child Protection Plans. Children can be affected by seeing, hearing and living with domestic violence and abuse as well as being caught up in any incidents directly, whether to protect someone or as a target. It should also be noted that the age group of 16- and 17-year-olds have been found in recent studies to be increasingly affected by domestic violence in their peer relationships.

The Home Office definition of Domestic violence and abuse was updated in March 2013 as: "Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence and abuse between those aged 16 or over, who are or have been intimate partners or family members regardless of gender and sexuality.

This can encompass, but is not limited to, the following types of abuse:

- Psychological
- Physical
- Sexual
- Financial
- Emotional

Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.

Grooming is when someone builds an emotional connection with a child, young person or adult at risk to gain their trust for the purposes of sexual abuse or exploitation. Children, young people or adults at risk can be groomed online or in the real world by a stranger or by someone they know, for example a friend, a family member or a professional. Groomers may be male or female. They could be any age. Many children, young people or adults at risk don't understand that they have been groomed or that what has happened to them is abuse.

Child Sexual Exploitation (CSE) Involves exploitative situations, contexts and relationships where young people receive something (for example food, accommodation, drugs, alcohol, mobile phones, gifts, money or in some cases simply affection) as a result of engaging in sexual practices. Sexual exploitation can take many forms ranging from 'consensual' relationships where sex is exchanged for affection or gifts, to serious crime by crime by gangs and groups. What makes it exploitation is an imbalance of power in the relationship. The perpetrator always holds some kind of power over the victim which increases as the exploitative relationship develops. Sexual exploitation involves varying degrees of coercion, intimidation or enticement, including unwanted pressure from peers

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to have sex, sexual bullying including cyber bullying and grooming. However, it is important to recognise that some young people who are being sexually exploited do not exhibit any external signs of this abuse.

Child Criminal Exploitation Occurs where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18. The victim may have been criminally exploited even if the activity appears consensual. Child Criminal Exploitation does not always involve physical contact; it can also occur through the use of technology. Criminal exploitation of children includes for instance children being coerced into transporting drugs from one place to another or across county lines. Or children forced to work on cannabis farms or to commit theft'.

<http://www.gov.uk/government/publications/criminal-exploitation-of-children-and-vulnerable-adults-county-lines>

Children Missing from Home or Care While the individual circumstance of each episode needs to be considered, children who run away are at a heightened risk of being victims of crime, being involved in crime, being involved in substance misuse, or being exploited. Additionally, research shows that the level of risk to the individual child escalates with each episode they go missing and repeat episodes have been identified as a significant indicator of high risk to the child.

DfE Statutory guidance: [Children who run away or go missing from home or care – GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/children-who-run-away-or-go-missing-from-home-or-care) (2014).

Modern Slavery refers to situations of exploitation that a person cannot leave due to coercion, use of force, abuse of vulnerability, deception or other means. It is the illegal exploitation of people for personal or commercial gain and is a violation of fundamental human rights. Modern slavery is an umbrella term that encompasses a wide spectrum of crime, including:

- Slavery Ownership of another person as personal property.
- Servitude Complete control over a person short of owning them.
- Forced and compulsory labour Work performed involuntarily due to the threat of punishment.
- Child labour Illegal or exploitative work performed by a child.
- Human trafficking Movement of people without their consent for the purpose of exploiting them.
- Bonded labour Forced work to repay a debt.

Financial or Material Abuse This includes theft, fraud, exploitation, pressure in connection with wills, property, enduring power of attorney, or inheritance or financial transactions, or the inappropriate use, misuse or misappropriation of property, possessions or benefits.

Discriminatory Abuse CDI is committed to safeguarding from discriminatory abuse, harassment or similar treatment to those identified by the Equality Act 2010. These are age, disability (which includes mental health and people diagnosed as clinically obese), race, religion or belief, sex, sexual orientation, gender reassignment (people who are having or who have had a sex change, transvestites and transgender people), marriage and civil partnerships and pregnancy and maternity.

Self-Neglect This is not a direct form of abuse, but staff need to be aware of it in the general context of risk assessment/risk management and to be aware that they may owe a duty of care to a vulnerable individual who places him/herself at risk in this way.

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Forced Marriage A clear distinction must be made between a forced and an arranged marriage. In arranged marriages, the families of both spouses take a leading role in choosing the marriage partner but the choice whether or not to accept the arrangement remains with the young people. In forced marriage, one or both spouses do not consent to the marriage or consent is extracted under duress. Duress includes both physical and emotional pressure.

Female Genital Mutilation (FGM) FGM is the practice of partially or totally removing the external genitals of girls or young women for non-medical purposes. It is illegal in the UK and is a form of child abuse with long-lasting consequences.

Section 5B of the Female Genital Mutilation Act 2003 (as inserted by section 74 of the Serious Crime Act 2015) places a statutory duty upon professionals to report to the police where they discover (either through disclosure by the victim or visual evidence) that FGM appears to have been carried out on a girl under 18.

A Child Missing from Education Is a potential indicator of abuse or neglect. CDI staff will follow the Local Authority's procedures for dealing with children that go missing from education, particularly on repeated occasions, to help identify the risk of abuse and neglect, including sexual exploitation, and to help prevent risks of their going missing in the future. A child who fails to attend school/college for a continuous period of 10 days or more will be seen as a safeguarding issue and will be referred to the Local Authority. A child who does not attend school/college for 48 hours without notification will be deemed a safeguarding concern.

Bullying and Cyber Bullying are covered in CDI Policies and could be a safeguarding issue.

CDI Staff Protocol - Steps to Reporting Concerns

If you suspect or know of a safeguarding concern for a child, young person or adult at risk you have a responsibility to remind the individual of your duty of care, if this is possible. Refer them to the CDI confidentiality statement which explains where a breach becomes necessary.

Seek to discuss the concern with the DSL, DDSL or a CDI manager or clinical supervisor in person or by telephone.

If you are working in an education setting, then discuss at the first opportunity with the onsite Safeguarding Lead.

You must also complete the Safeguarding Concern Form and refer to the Flowchart to help inform your decision-making. (Page 23 -26).

Even if you do not have firm evidence but have concerns then you should still talk to DDSL or DSL

Please remember:

- It is not your responsibility to investigate the concern, you should be professionally curious to understand and clarify the concern and obtain key information that will be helpful when reporting the concern.
- Following your initial contact with the DSL or Deputy, it may be decided that the matter should be taken further. In this case the Safeguarding Concern Form must be completed and shared with the Safeguarding lead or deputy as soon as possible.
- The report should be factual and not include opinions or personal interpretations.
- It should contain as much detail as possible, including any apparent physical signs of abuse or other circumstances which led to your suspicions, or the account given to you of abuse by the child, young person, or adult at risk as accurately as you are able to record it.
 - The report should be sent as an email attachment from your work email directly to the DSL, if appropriate copy in your line manager. The DSL has a duty of care to securely file the report in the Charity's Safeguarding data files.
 - If recordings are made using video or audio media, informed consent must be obtained using the consent template. Original Media recording must be sent directly to the DSL for safe storage.
 - The records must be regarded as confidential and must never be left where they can be seen by anyone not directly involved.

If a child, young person or adult at risk tells you about possible abuse, please listen carefully using the following guidelines:

- Listen. Allow the child, young person or adult at risk to speak without interruption.
- Try to stay calm and do not show your emotions. If you show anger, disgust or disbelief they may stop talking.
- Do not interpret or add your own words, only record what the child or adult at risk tells you.
- Ask questions to clarify your understanding but do not interrogate. What, When and Who questions are understood sooner than How, When and Why questions.
- Reassure the child, young person or adult at risk that they have done the right thing by telling you.
- Be honest. At the earliest stage let them know that you cannot keep this a secret. Assure them that only people who need to know will be informed and they will have a duty of care or a safeguarding element to their role.

- Note the main points carefully, include date, time, place, what the child, young person or adult at risk said, include your questions and their answers.
- Report immediately to the Designated Safeguarding Lead or a Deputy.
- If you need further advice and cannot find anyone at CDI or in the education setting to talk to then call Social Services (available during office hours or out of hours). Contact numbers are listed at the end of this policy.
- In an emergency situation call the police on 999.

What happens next?

If it has not been an emergency then, taking into account all the information available, the DSL/DDSL will decide on the next step, which may include taking no further action. However, if further action is necessary, this may be to:

- Contact the parent/carer/guardian if the young person is under 18 or if over 18 and consent has been provided.
- Seek further advice from external agencies.
- Make a referral to internal resources or to external agencies/institutions:
- Report the concern to MASH or Social Care.
- Report the matter to the police.

If a referral is made, this must be confirmed in writing to the appropriate agency. Written records of any concern regarding a child's, young people or adult at risk's safety will be kept centrally and securely at 132, Church Street.

Information concerning an at-risk child, young person or adult at risk will be shared with all members of staff on a 'need to know' basis. The DSL will make a judgement in each individual case about who needs and has a right to access particular information.

All safeguarding records are subject to Freedom of Information Act (2000) and the Data Protection Act (2018). If there is any doubt as to the rights of any party to access information, we may seek legal advice prior to releasing any information. A young person over the age of 16 or Adult will be asked to give written permission to share information with external agencies.

Physical Contact and Physical Intervention

There is a non-physical contact policy at CDI. This applies to all interactions with children, young people and members of the community who make use of our services. Staff should use their judgement if physical contact is sought by a child or young person and give them a kind but firm response and explain the charity policy.

It is recognised that some children, young people and adults at risk who have experienced abuse may seek inappropriate physical contact and staff should be particularly aware of this when it is known that an individual has suffered abuse.

Summary of staff responsibilities:

- **Recognise** behaviour that may indicate abuse, which may include direct disclosure.
- **Respond** and **reassure** the child, young person or adult at risk that they have done the right thing in raising the issue with you and accept what they say without judgement, prompting or interruption.
- **Record** what has been said as accurately as possible. Make sure it is factual and does not include your own interpretation, include details of how they looked and behaved are useful, e.g. 'He had a black eye and was crying'.
- **Report** concerns to the Designated Safeguarding Lead/Deputy without delay. Once you have reported the concern about abuse the responsibility for taking any further decisions or actions resides with them.
- Only the Designated Safeguarding Leads can make a decision to **refer** a complaint or allegation, having gathered and examined all relevant testimony and information.

Confidentiality Statement

The safety and wellbeing of the child, young person or adult at risk is paramount. Staff may have access to confidential information about children and young people in order to undertake their everyday responsibilities. In some circumstances, staff may be given highly sensitive or private information. They should never use confidential or personal information about a CYPF for their own or others' advantage. Information must never be used to intimidate, humiliate, or embarrass a CYPF.

Confidentiality and trust should be maintained as far as possible, but staff must act on the basis that the best interests, safety and wellbeing of the child, young person or adult is paramount.

The degree of confidentiality will be governed by the need to protect the child, young person or adult at risk. The member of staff to whom the child, young person or adult at risk is making the disclosure needs to be open and honest with them from the outset and not promise to keep information confidential.

When abuse is alleged or suspected, the member of staff has a duty to pass information on without delay to the Designated Safeguarding Lead.

If a member of staff is in any doubt about whether to share information or keep confidential, they should seek guidance from the Designated or Deputy Safeguarding Leads.

CDI complies with the requirements of the Data Protection Act 2018, but the DPA does not prevent staff from sharing information where this is necessary to protect the safety and wellbeing of the child, young person or adult at risk.

Whenever possible the CYPF right to confidentiality should be respected however a staff member should not promise confidentiality on an unconditional basis. Confidentiality is a basic right offered and expected. However, the young person needs to be aware confidentiality is between them and the agency and if someone is at risk it may be necessary to put the safety of the 'victim' or potential 'victim', before maintaining confidentiality. Confidentiality should be explained to the young person on the first contact and again as necessary particularly if conversation appears to be moving towards sensitive issues.

CYPF may be confused, have mixed loyalties and many may have low self-esteem and little confidence. It is important that young people feel in control of the process rather than feel responsible for making decisions, which they may or may not feel able to do.

Each person is a unique individual and every disclosure of concern or risk will need to be carefully assessed, and action taken on an individual basis. The responsibility lies with the volunteer or staff member to discuss the case with the young person and with a manager or clinical supervisor.

All discussions on child protection concerns that take place need to be recorded in writing by using the agency Safeguarding Concern Form.

Safer Recruitment of Staff and Volunteers

CDI undertakes to ensure that its staff are fit to work in our settings with CYPF. It also reserves the right to refuse to employ staff whom it has a reasonable belief may pose a risk to CYPF.

CDI has systems in place to prevent unsuitable people from working with CYPF and to promote safe practice. These systems apply to all new staff and require the following checks to be made pre-appointment or directly following appointment.

CDI does not discriminate because of a conviction or other information revealed, commits to review on a case-by-case basis and has a policy statement on the recruitment of ex-offenders which is made explicit in the recruitment process.

- A minimum of 2 satisfactory employment references wherever possible, one of which should be from the current or most recent employer.
- Original documentary evidence checks of identity, nationality, residence and 'right to work' status pre-appointment.
- An Enhanced Disclosure & Barring Service (DBS) Disclosure.
- Original documentary evidence of qualifications.
- A common application form is completed for all candidates who are selected for interview.
- Therapeutic staff are asked to provide their BACP/UKCP or other recognised regulatory body membership number.

Through CDI's Policy Review System, all policies are reviewed annually from the date of approval.

- All candidates for jobs at CDI are interviewed by a panel of appropriate managers and often, young people from the Participation Group.
- All managers are trained in safer recruitment and selection.
- All offers of appointment are conditional upon receipt of 2 satisfactory references, satisfactory DBS clearance, verification of qualifications, verification of identity and right to work checks.
- Staff working in educational settings will be required to read up to date KCSIE documents and complete a Vetting Document and Disqualification Declaration where appropriate.
- Satisfactory completion of the probationary period.
- The following statement is placed on all recruitment advertisements and relevant publicity materials for CDI:

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Successful applicants are required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

- At every interview and selection there is a question to the interviewee regarding Safeguarding.
- Job Descriptions to include the phrase: *‘To safeguard and promote the welfare of children, young people and adults at risk served by CDI’.*
- A single central record is kept by the DSL detailing the checks carried out on staff and agency staff, including DBS clearance.
- CDI fully complies with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure Information. We also comply fully with our obligations under the Data Protection Act 2018 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information.
- Once appointed all staff will have access to HR escape which includes the Staff Handbook where essential policies, forms and guidelines are accessible and are required reading.

These will include o

Induction checklist.

- o Equalities, Diversity & Inclusion Policy
- o Safeguarding Policy o Code of Conduct
- o Health & Safety Policy

Through CDI’s Policy Review System, all policies are reviewed annually from the date of approval.

- The Designated Safeguarding Lead and Deputy Leads must complete regular safeguarding for designated leads training at level $\frac{3}{4}$.

Training

As a minimum, all staff shall be required to undertake Safeguarding Training provided by the Local Authority Workforce Training via Croydon Safeguarding Children Partnership (CSCP) or complete the charity's e-learning programme. CDI staff will be supported to complete all mandatory safeguarding competences at Levels 1 & 2 Safeguarding children and level 1 & 2 safeguarding vulnerable adults. In addition, CDI will provide Safeguarding training and updates to staff on a regular basis.

Allegations of abuse against CDI staff

CDI recognises that an allegation of abuse made against a member of staff may be made for a variety of reasons and the facts of the allegation may or may not be true. It is imperative that those dealing with an allegation maintain an open mind and that investigation is thorough. CDI recognises that the Children's Act 1989 states that the welfare of the child, young person or adult at risk is of paramount concern and it is essential in all cases of suspected abuse by a member of staff that action is taken quickly and professionally. It is also recognised that hasty or ill-informed decisions can irreparably damage an individual's reputation, confidence and career. Therefore, such allegations must be dealt with sensitivity and care. A member of staff who receives an allegation about another member of staff from a young person should follow the guidelines for dealing with disclosure.

Staff allegation procedures

CEO is informed about the allegation against a member of staff.

CEO or at their request, the DSL, informs LADO and seeks advice (LADO investigation will supersede our investigation) - this is the point LADO should be made aware.

CEO reports to the Chair and Safeguarding Trustee

CEO Appoints a senior manager to investigate concern if LADO satisfied with internal processes being carried out.

Investigation concludes and findings shared with LADO.

Subsequent actions taken following outcome of investigation e.g. disciplinary.

Cases of Gross Misconduct could result in summary dismissal (all with HR advice)

Update to Chair and Safeguarding Trustee

Learning from incident implemented

Whistle Blowing

As CDI is an organisation concerned with the welfare of CYPF, staff and volunteers should feel able to report child/Adult protection concerns about anyone in the organisation, including colleagues or managers, without fear of repercussion.

If young people have concerns, they will be assisted in being conversant with the complaints procedure outlined to them when contracting with agency staff and volunteers.

If a complaint is being made about a colleague or fellow professional, then there will be a conversation with the line manager. If the complaint is about the line manager the matter should be taken up with the CEO who will report through normal management routes.

As specified above if the complaint is being made about the CEO then it will be directed to the Chair of the Board of Trustees.

Members of staff should report concerns through normal line management routes.

Paid members of staff can also contact 'Public Concern at Work', an independent charity whose lawyers can give free confidential advice about malpractice at work. Telephone: 020 7404 6609

Whistleblowing Advice Line: Tel: 0800 028 0285 Email: help@nspcc.org.uk: This is a free independent advice line that can be used anonymously by members of the public or professionals.

The role of the Local Authority Designated Officer - LADO

CYPF have a right to safe services. If you are concerned about the way in which a member of staff has behaved towards a person, you or your manager must inform the Local Authority Designated Officer (LADO).

As outlined in the Children Act 2004, the LADO will be informed of all allegations against adults who work with children. The LADO provides advice and guidance to senior managers on the progress of cases to ensure they are dealt with robustly and resolved as quickly as possible. Information relating to allegations is collated and presented to the Croydon Safeguarding Children Board to inform training, research, safer recruitment and awareness raising.

The LADO is located within children's services and should be alerted to all cases in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed, a child.
- possibly committed a criminal offence against children or related to a child.
- behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.

The LADO role applies to members of staff who are paid, unpaid, permanent, volunteers, casual, agency, or anyone self-employed. It covers concerns, allegations or offences emanating from within or outside of work.

The LADO is involved from the initial phase of the allegation through to the conclusion of the case. The LADO will provide advice and guidance and help determine whether the allegation sits within the scope of the procedures. Within the role the LADO helps co-ordinate information sharing. The LADO will also monitor and track any investigation with the expectation that it is resolved as quickly as possible.

Concerns about conduct of staff would be reported to Croydon Local Authority Designated Officer (LADO) [Reporting a concern about an adult who works with children | Croydon Council](#)

Local Authority Designated Officer: Jane Parr Tel. 020 8255 2889
LADO@croydon.gov.uk

LADO Service Manager: Steve Hall steve.hall@croydon.gov.uk

London Borough of Croydon
Bernard Wetherill House
8 Mint Walk Croydon CR0 1EA
Tel: **020 8726 6000**

CDI: Designated Lead and Deputy Safeguarding Leads Team

Name	Role	Phone	Email	Days Worked
Rhona Kenny	Designated Safeguarding Lead; CDI Safeguarding and Clinical Supervision Lead	07896238068	rhonakenny@croydondropin.org.uk	Mon-Sat
Barbara Allen	MHST Team Leader	07952037625	barbaraallen@croydondropin.org.uk	Mon-Fri
Angela Ben-Arie	Learning & Development Manager	07591383323	angelabenarie@croydondropin.org.uk	Mon-Weds
John Hilton	Therapeutic Services Manager		johnhilton@croydondropin.org.uk	Mon-/Fri
Roger King	Chair of Trustees	07758616585	roger.king@blueyonder.co.uk	Mon-Fri
Juliet Lecointe	Therapeutic Services PAIRS Manager	07999020475	julietlecointe@croydondropin.org.uk	Mon-Fri
Tim Richards	MHST Service Manager	07596545743	timrichards@croydondropin.org.uk	Mon-Fri
Clinton Waller	Outreach Manager	07951386093	clintonwaller@croydondropin.org.uk	Tues-Fri

Useful Contact Details

Croydon Single Point of Contact (Early Help & Children's Social Care)

The Single Point of Contact team is made up of staff from the Multi-Agency Safeguarding Hub (MASH) and Early Help and is for enquiries and referrals relating to children and young people at risk of harm or where you require support in agreeing an Early Help offer. Monday to Friday 9am to 5pm

Email: childreferrals@croydon.gov.uk

Secure: childreferrals@croydon.gcsx.gov.uk **Urgent child protection matters needing immediate attention** Tel: **020 8255 2888**

Professionals' consultation line (for advice on whether a safeguarding referral may be appropriate) – Tel: **020 8726 6464**

Out of hours:

Emergency social work service for urgent child protection matters that cannot wait until the next working day – Tel: **020 8726 6000**

Email: SSD-EMERGENCY-DUTY-TEAM@croydon.gov.uk

If you believe a child/adult is at immediate risk of harm, call the police on **999**.

Croydon Safeguarding Partnership - <https://croydonlcsb.org.uk/>

Early Help and Children's Social Care - Single Point of contact (MARF) referral form: <https://my.croydon.gov.uk/MashReferrals?qWname=New&qServiceRef=ChildReferral>

Welcome to Croydon's Multiagency Referral Form (MARF)

This form is only for professionals and should be used to refer a child and family for one of the two following services:

1. An **Early Help Best Start Family Solutions service (intensive/targeted need)**, where you are concerned for a child's wellbeing and the family has asked for support that cannot be addressed by one or more organisation.
2. A **Children's Social Care (CSC) service** where you are worried about the safety of a child

If you are a member of the public call 0208 255 2888 (Mon – Fri 9am – 5pm)

Professionals Consultation Line 0208 726 6464 (Mon – Fri 9am – 5pm)

If you are unsure about whether or not to make a referral, or which service will best help the family and safeguard the child, please refer to the Croydon Continuum of Need on the Croydon Children Safeguarding Children Board website and speak to your designated safeguarding lead within your organisation. If you are then still unsure you can telephone the CSC Single Point of Contact (SPOC) consultation line for a consultation with the social worker or early help consultant on the numbers below:

Daytime hours:

(Monday to Friday 9am to 5pm) 0208 726 6400 main council number

(Monday to Friday 9am to 5pm) 0208 255 2888 for **urgent child protection matters** that require the same day intervention from a SPOC social worker, SPOC

Consultation:

(Monday to Friday 9am to 5pm) 0208 726 6464 where professionals with safeguarding responsibilities can **consult** early help consultants or social workers in the SPOC for advice on **non-urgent** cases

Out of hours:

5pm - 9am Monday- Friday, 24 hours Saturday, Sunday and bank holidays 0208 726 6000

Email: SSD-EMERGENCY-DUTY-TEAM@croydon.gov.uk

Please note completing a safeguarding form will take several minutes. You need to ensure you have the child and family's details to hand before you start.

Please make sure you have consent prior to filling in this form unless it would increase the risk of significant harm to a child in doing so.

Please ensure you complete all the required fields and press SUBMIT once the form is complete. Once the form has been submitted you will receive a thank you message confirming we have received your referral. If this form is not working, please download the MARF word version available at the bottom of the following link:

<https://www.croydon.gov.uk/healthsocial/families/childproctsafe/childprotect>

If you are concerned about a , please call 999. If you
Croydon Police Child Protection Unit: Tel: 020 8721 4188

Free online safeguarding awareness and early help training is available at:

www.croydonlcsb.org.uk/professionals/learning-development

For online guidance on Early Help referrals: www.practitionersspacecroydon.co.uk

For consultation and advice on reporting concerns at level 1, 2 & 3:

Adults

Adult Social Care

Tel: 020 8726 6500.

Email: Referral.team2@croydon.gov.uk

Reporting Abuse Line: 010 8726 6500 **National:**

1. NSPCC Child Protection Helpline: 0808 800 5000

The Department for Education (DfE) has published an updated version of the statutory guidance Keeping Children Safe in Education (2018), which revises and replaces the 2016 guidance. This will come into force for schools in September 2018.

It sets out what schools and colleges in England must do to safeguard and promote the welfare of children and young people under the age of 18.

<https://www.nspcc.org.uk/globalassets/documents/information-service/briefing-on-keyupdates-to-statutory-guidance-for-schools-in-england-keeping-children-safe-in-education2018.pdf>

2. Childline: **0800 1111**
3. Child Exploitation & Online Protection

<https://www.ceop.police.uk/safety-centre/>

<https://www.croydon.gov.uk/community/safercroydon/advice-information/counter-terrorism>

4. The Prevent Co-ordinator is contactable at Channel@croydon.gov.uk
5. Anti-terrorist hotline: **0800 789 321**

Appendices:

A: Safeguarding Concern Reporting Flow Chart

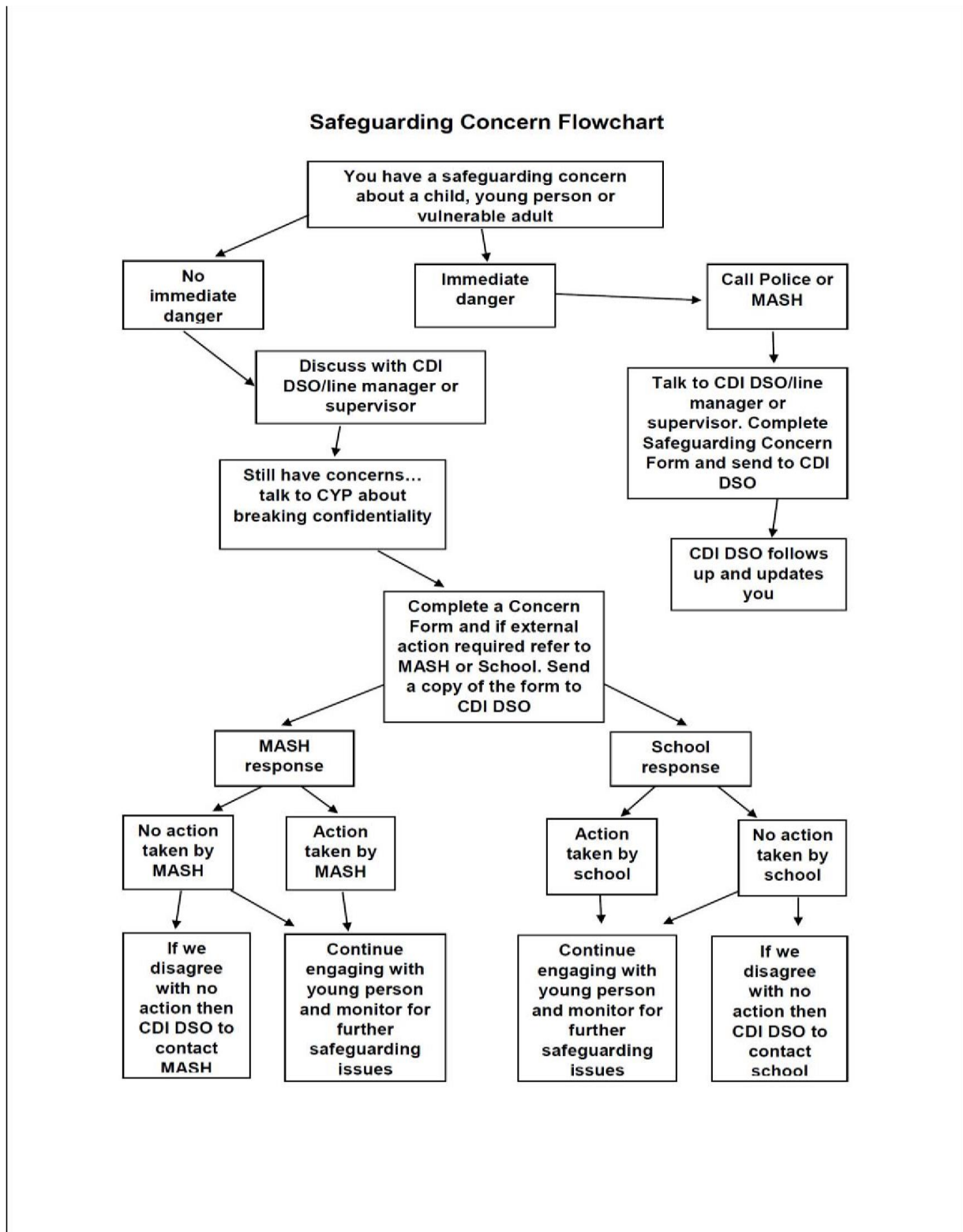
B: Safeguarding Concern Form

C: Safer Working via Phone

D: Safer Working via Online

Through CDI's Policy Review System, all policies are reviewed annually from the date of approval.

Appendix A:



Appendix B:

This form is designed to internally record a safeguarding concern and actions taken. Please always follow the safeguarding policy and procedures and once you have completed the referral send by email to DDSL Barbara (for all MHST practitioners) or DSL Rhona (for all other CDI practitioners)

Date of opening form	
Practitioner Name	
Intervention/Involved	

Name of child/vulnerable adult			
Name		DOB/ Age	
CDI Clear Point Ref Social Care Ref Early Help Ref (If relevant)		Gender Ethnicity	
Client contact details Tel. Address		Parent/Carer contact details. (if different)	
School/ Academy/College		Borough GP	

Have you clearly explained Confidentiality Policy to Child/Vulnerable Adult: **Yes /No**

Has consent been given by child, parent/carer or vulnerable adult to share disclosure with 3rd party? **Yes/No**. If declined, state reason why. (use Action update to record reason) *

Who is at risk?	<input type="checkbox"/> C/YP <input type="checkbox"/> Other: <i>please give name, relationship to YP and any other details E.g.: younger siblings.</i>		
Nature Safeguarding Concern			
<input type="checkbox"/> Neglect	<input type="checkbox"/> Emotional	<input type="checkbox"/> Physical	<input type="checkbox"/> Sexual
<input type="checkbox"/> Self-Harm	<input type="checkbox"/> Suicidal Ideation	<input type="checkbox"/> Suicide Attempt	<input type="checkbox"/> Domestic Abuse
<input type="checkbox"/> Sexual Exploitation	<input type="checkbox"/> Sexual Assault	<input type="checkbox"/> Financial	<input type="checkbox"/> Hate Crime
<input type="checkbox"/> Risk to Others	<input type="checkbox"/> Radicalisation	<input type="checkbox"/> FGM	<input type="checkbox"/> Abuse by Professional
<input type="checkbox"/> Other:			
What is the risk? <ul style="list-style-type: none"> risk to self e.g.: <i>Increased self-harm, suicidal plans or increased thoughts, learning difficulties, ASC, risk-taking behaviours.</i> 	<i>Ensure ALL risks are clearly listed – use next section to give details of the risks.</i>		

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<ul style="list-style-type: none"> • <u>risk from others</u> e.g.: <i>DA, abuse, bullying, grooming, neglect, online threats</i> • <u>risk to others</u> e.g.: <i>neglect of minor, threat to others, violent behaviour</i> 	
<p>What evidence is there of risk? Please give CORE scores and record details of the incident/disclosure/concern. Quote directly where possible. This may include:</p> <ul style="list-style-type: none"> • <i>a summary of the YP's situation, state of mind or intentions</i> • <i>For PAIRS referral a Summary of Mum/Dad's situation, state of mind or intention.</i> • <i>any inconsistencies or complexity factors</i> • <i>details/copies of important parts of emails, messages or letters to or about the young person</i> • <i>anything else you feel is important</i> 	<p>Include CORE Score if appropriate. <i>Please give scores and details below of any Risk questions that have a rating.</i></p>

Contact details of who you have spoken to about your concerns?	Name	Contact details
Parent/Carer		
Line Manager		
Clinical Supervisor		
CDI DDSL/ DSL		
MASH / Early Help/ Social Care		
School/Academy DSL		
Other e.g. GP		

Record of ALL Safeguarding Action and Updates
This section should be used to record any actions and outcomes after the log has been opened. It must be regularly updated by the practitioner and monitored by SG lead until the case is closed. The first (oldest) action should be at the top, the most recent at the end.

It must include all:

- *Safeguarding conversations/meetings - formal or informal*
- *External communications - phone calls, emails, letters, meetings*
- *Referrals/updates on referral*

It may also include:

- *details/copies of important parts of emails, messages or letters to or about the young person*
- *any change i.e.: CORE form scores*
- *any new evidence of risk*
- *any changes to the YP's situation, state of mind or intentions*
- *any further inconsistencies or complexity factors*
- *anything else you feel is important*

Date / Time / Initials <small><i>Put a new action / update in a different row</i></small>	Actions / Updates /*Reason for declining consent to share with 3rd party. <small><i>You can create new rows by right clicking in the cell above selecting 'add row below'</i></small>

Internal SG Concern / Log Details		
Safeguarding Concern opened by Practitioner and referred to SG lead		
Date:	Time:	Method:
Initials of SG Lead:	Date:	Time:
Ending/closing SG concern log		
Initials of SG Lead:	Date:	Time:

Form merger of MHST & CDI Safeguarding concern completed 6/8/24 Approved by CDI safe Guardians Team.
 To integrate and replace the safeguarding concern form in the CDI Safeguarding Policy
 Review date 6/8/25. Amendment on consent added Nov 2024 RK

Useful Resources

Reference to Intercollegiate guidelines. Roles and competencies for Health Care staff Children 2019) and Adults (2018).

<https://www.rcn.org.uk/professional-development/publications/pub-007069>

<https://www.rcn.org.uk/professional-development/publications/pub-007366>

NSPCC - Keeping Children Safe Online Training <https://www.nspcc.org.uk/keepingchildren-safe/online-safety/>

□ NSPCC - Guidance on Running Safe Online Services with Children

[https://learning.nspcc.org.uk/safeguarding-child-protection/social-media-and-](https://learning.nspcc.org.uk/safeguarding-child-protection/social-media-and-onlinesafety?fbclid=IwAR0IW5GtmuGe-)

[onlinesafety?fbclid=IwAR0IW5GtmuGe-](https://learning.nspcc.org.uk/safeguarding-child-protection/social-media-and-onlinesafety?fbclid=IwAR0IW5GtmuGe-c5IUlZ3TjOxGZyD1N1YEdpk2K2ecXGUqQgObr5cROZkk4)

[c5IUlZ3TjOxGZyD1N1YEdpk2K2ecXGUqQgObr5cROZkk4](https://learning.nspcc.org.uk/safeguarding-child-protection/social-media-and-onlinesafety?fbclid=IwAR0IW5GtmuGe-c5IUlZ3TjOxGZyD1N1YEdpk2K2ecXGUqQgObr5cROZkk4)

□ Ineqe – Digital safety webinars on specific social media platforms <https://ineqe.com/ssnap/>

□ Safer Internet – General advice on staying online

<https://www.mcafee.com/blogs/consumer/consumer-threat-notice/10-tips-stay-safe-online>

CEOP – Raising concerns about online abuse <https://www.ceop.police.uk/safety-centre/>