

Safeguarding Children and Adult at Risk and Prevent Policy



Date created	14/08/2023
Owner	Ahlam Mohamed
Version No	v1.1
Date last reviewed	11/06/2024
Date next review	14/08/2024

Contents

Aim	2
Objectives.....	2
Context.....	2
What do we mean by abuse?	2
Who is included under the heading 'adult at risk'?	3
Legal framework.....	3
The role of company staff, representatives, and directors	4
Types of abuse.....	4
Domestic abuse	5
Procedure in the event of a disclosure	6
Responding to an allegation	6
Responding appropriately to an allegation of use.....	6
Confidentiality	7
The Prevent Duty	8
The role of key individual agencies	10
Adult Social Services	10
The Police.....	10
Channel	10
Role of Designated Safeguarding Lead (DSL) and Officer (DSO)	11
Training.....	11
Safer Recruitment Procedure	12
Monitoring and Review	12

Safeguarding Children and Adult at Risk and Prevent Policy



Aim

The purpose of this policy is to outline the duty and responsibility of company staff, representatives, and directors in relation to Safeguarding Children and At-risk Adults and Prevent.

All children and adults have the right to be safe from harm and must be able to live free from fear of abuse, neglect, and exploitation.

Objectives

To explain the responsibilities the organisation and its staff have with respect to children and at-risk adult protection.

To provide staff with an overview of children and at-risk adult protection

To provide a clear procedure that will be implemented where children and at-risk adult protection issues arise.

To explain the responsibilities the organisation and its staff have in respect of the Prevent strategy.

Context

To this policy, children are anyone up to the age of 17 years and adult refers to anyone aged 18 years or over.

What do we mean by abuse?

Abuse of children and at risk adults may consist of a single act or repeated acts. It may occur because of a failure to undertake action or appropriate care tasks. It may be an act of neglect or an omission to act, or it may occur where a child or at risk person is persuaded to enter a financial or sexual transaction to which they have not or cannot, consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the individual.

Concerns about abuse may be raised and reported to the social services agency because of a single incident or repeated incidents of abuse. However, for some clients, the issues of abuse relate to neglect and poor standards of care. They are ongoing and if ignored may result in a severe deterioration in both physical and mental health and even death.

Anyone who has concerns about poor care standards and neglect in a care setting may raise these within the service, with the regulatory body and/or with the social services agency.

Where these concerns relate to a child or an at risk adult living in their own home, with family or with informal carers, they must be reported to the social services agency.

Safeguarding Children and Adult at Risk and Prevent Policy



Who is included under the heading 'at risk adult'?

An Adult (a person aged 18 or over) who is or may need community care services because of mental or other disability, age, or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

This could include people with learning disabilities, mental health problems, older people and people with a physical disability or impairment. It is important to include people whose condition and subsequent vulnerability fluctuate. It may include an individual who may be at risk because of their role as a carer concerning any of the above.

It may also include victims of domestic abuse, hate crime and anti-social abuse behaviour. The person's need for additional support to protect themselves may be increased when complicated by additional factors, such as physical frailty or chronic illness, sensory impairment, challenging behaviour, drug, or alcohol problems, social or emotional problems, poverty, or homelessness.

Many at risk adults may not realise that they are being abused. For instance, an elderly person, accepting that they are dependent on their family, may feel that they must tolerate losing control of their finances or their physical environment. They may be reluctant to assert themselves for fear of upsetting their carers or making the situation worse.

It is important to consider the meaning of 'Significant Harm'. The Law Commission, in its consultation document 'Who Decides,' issued in Dec 1997 suggested that; 'harm' must be taken to include not only ill-treatment (including sexual abuse and forms of ill-treatment which are not physical), but also 'the impairment of, or an avoidable deterioration in, physical or mental health; and the impairment of physical, intellectual, emotional, social or behavioural development'.

Legal framework

- Human Rights Act 1998, the Mental Capacity Act 2005, and Public Interest Disclosure Act 1998
- Data Protection Act 1998, Freedom of Information Act 2000, Safeguarding At risk Groups Act 2006, Deprivation of Liberty Safeguards, Code of Practice 2008
- The Mental Capacity Act 2005, covering England and Wales, provides a statutory framework for people who cannot make decisions for themselves, or who have capacity and want to prepare for a time when they may lack capacity in the future. It sets out who can make decisions, in which situations, and how they must go about this.
- The Human Rights Act 1998 gives legal effect in the UK to the fundamental rights and freedoms contained in the European Convention on Human Rights (ECHR).

Safeguarding Children and Adult at Risk and Prevent Policy



- The Public Interest Disclosure Act 1998 (PIDA) created a framework for whistleblowing across the private, public, and voluntary sectors. The Act provides every individual in the workplace with protection from victimisation where they raise genuine concerns about malpractice following the Act's provisions.

The role of company staff, representatives, and directors

All company staff, representatives and directors working on behalf of the organisation have to promote the welfare and safety of children and at risk adults, whether the latter are attending company premises or at their place of work.

Company staff, representatives and directors may receive disclosures of abuse and observe children and at risk adults who are at risk. This policy will enable staff/volunteers to make informed and confident responses to specific child and adult protection issues.

There is a shared commitment to identify and monitor pastoral issues that may later develop into safeguarding concerns. The company will promote a culture of mutual respect and will not tolerate any potential or actual cases of bullying, harassment, or victimisation. Employees must notify the Designated Safeguarding Lead (DSL) or their Deputy (DDSL) of any concerns with inappropriate learner behaviour that may directly or indirectly affect others and similarly, if colleagues breach the accepted codes of conduct.

Types of abuse

Abuse may consist of a single act or repeated acts. It may be physical, verbal, or psychological, it may be an act of neglect or an omission to act, or it may occur when a child or at risk person is persuaded to enter a financial or sexual transaction to which he or she has not consented or cannot consent.

Abuse can occur in any relationship, and it may result in significant harm to, or exploitation of, the person subjected to it.

The Department of Health in its “No Secrets 2000” report suggests the following as the main types of abuse:

- **Physical abuse** - including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
- **Sexual abuse** - including rape and sexual assault or sexual acts to which the at risk adult has not consented or could not consent or was pressured into consenting.
- **Psychological abuse** - including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Safeguarding Children and Adult at Risk and Prevent Policy



- **Financial or material abuse** - including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits.
- **Neglect and acts of omission** - including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition, and heating.
- **Discriminatory abuse** - including race, sex, culture, religion, politics, that is based on a person's disability, age or sexuality and other forms of harassment, slurs, or similar treatment, hate crime.
- **Institutional abuse** - Institutional abuse although not a separate category of abuse, requires specific mention simply to highlight that adults placed in any kind of care home or daycare establishment are potentially at risk to abuse and exploitation. This can be especially so when care standards and practices fall below an acceptable level as detailed in the contract specification.
- **Multiple forms of abuse** - Multiple forms of abuse may occur in an ongoing relationship or an abusive service setting to one person, or to more than one person at a time, making it important to look beyond single incidents or breaches in standards, to underlying dynamics and patterns of harm. Any or all these types of abuse may be perpetrated as the result of deliberate intent and targeting of at risk people, negligence, or ignorance.

Domestic abuse

Home Office Definition 2004

An incident of threatening behaviour, violence, or abuse (psychological, physical, sexual, financial, or emotional) between adults who are, or have been intimate partners or family member, regardless of gender or sexuality.

Women Aid Definition

Domestic violence is physical, sexual, psychological, or financial violence that takes place within an intimate or family-type relationship and that forms a pattern of coercive and controlling behaviour. This can also include forced marriage and so-called honour crime. Domestic violence may include a range of abusive behaviours, no all of which are in themselves inherently violent.

Most research suggests that domestic violence occurs in all sections of society irrespective of race, culture, nationality, religion, sexuality, disability, age, class, or educational level.

Both definitions would therefore also include incidents where extended family members may condone or share in the pattern of abuse e.g., forced marriage, female genital mutilation and crimes rationalized as punishing women for bringing dishonour to the family.

Safeguarding Children and Adult at Risk and Prevent Policy



It is important to recognise that children and at risk adults may be the victims of Domestic Abuse themselves or be affected by it occurring within their household. This is likely to have a serious effect on their physical and mental wellbeing.

Where children and at risk adults are victims of Domestic Abuse, they may need extra support to plan their future. The violence or threat of violence may continue after a victim has separated from the abuser. It is important to ensure that all the at risk people in this situation have appropriate support to enable them to maintain their personal safety.

Procedure in the event of a disclosure

Children and at risk adults must be protected from abuse. All complaints, allegations or suspicions must be taken seriously.

This procedure must be followed whenever an allegation of abuse is made or when there is a suspicion that a child or at risk adult has been abused.

Promises of confidentiality must not be given as this may conflict with the need to ensure the safety and welfare of the individual.

A full record shall be made as soon as possible of the nature of the allegation and any other relevant information.

This must include information concerning the date, the time, the place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the adult who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation.

Responding to an allegation

Any suspicion, allegation or incident of abuse must be reported to the DSL or DDSL on that working day where possible. There is a Disclosures and Concerns Report (DCR) available online to complete your report.

<https://forms.office.com/e/iyk5MbW6b6>

The DSL will record your report on the Safeguarding Disclosure and Concerns Log and may report the matter to the local Safeguarding Adults Board. The DSL may also refer the case to Social Services or other support agencies as well as the Police.

Responding appropriately to an allegation of use

In the event of an incident or disclosure:

DO

- Make sure the individual is safe

Safeguarding Children and Adult at Risk and Prevent Policy



- Assess whether emergency services are required and if needed call them
- Listen
- Offer support and reassurance
- Ascertain and establish the basic facts
- Make careful notes and record them accurately using the same language
- Ensure the notation of dates, times and persons present are correct and agreed
- Take all necessary precautions to preserve any forensic evidence
- Explain areas of confidentiality; immediately speak to your manager for support and guidance
- Explain the procedure to the individual making the allegation
- Remember the need for ongoing support.

DO NOT

- Confront the alleged abuser
- Be judgmental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Disturb or destroy possible forensic evidence
- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume Information
- Make promises
- Ignore the allegation
- Elaborate in your notes
- Panic

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies, following a referral from the DSL.

Confidentiality

Child and at risk adult protection raise issues of confidentiality which must be clearly understood by all.

Staff, volunteers, and trustees have a professional responsibility to share relevant information about the protection of children and at risk adults with other professionals, particularly investigative agencies, and adult social services.

Clear boundaries of confidentiality will be communicated to all.

Safeguarding Children and Adult at Risk and Prevent Policy



All personal information regarding a child or at risk adult will be kept confidential.

All written records will be kept in a secure area for a specific time as identified in data protection guidelines. Records will only record details required in the initial contact form.

If a child or adult confides in a member of staff and requests that the information is kept secret, the member of staff must tell the child or adult sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies.

Within that context, the child or adult must, however, be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent must be obtained from the child or adult before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the child or at risk adult is the priority.

Where a disclosure has been made, staff must let the child or adult know the position regarding their role and what action they will have to take as a result.

Staff must assure the child or adult that they will keep them informed of any action to be taken and why. The child or adult involvement in the process of sharing information must be fully considered and their wishes and feelings considered.

This policy needs to be read in conjunction with other policies for the organisation including:

- Disciplinary and Grievance
- Data Protection
- Recruitment and Selection

The Prevent Duty

In 2010, the Government published the Prevent Strategy. This raised an awareness of the specific need to safeguard children, young people, and families from violent extremism. Extremist groups have attempted to radicalise at risk children, young people, and at risk adults to hold extreme views including views justifying political, religious, sexist, or racist violence, or to steer them into a rigid and narrow ideology that is intolerant of diversity and leaves them at risk to future radicalisation.

Prevent is about Safeguarding our children, young people, and at risk adults to keep them both safe and within the law. The Prevent Duty is not about preventing children, young people, and at risk adults from having political and religious views and concerns but about supporting them to use those concerns or act on them in non-extremist ways.

Radicalisation & Extremism - The holding of extreme political or religious views e.g., animal welfare rights, environmentalists, EDL / white supremacy groups, anti-

Safeguarding Children and Adult at Risk and Prevent Policy



gay groups, Islam / Christian ideology. The Counter-Terrorism and Security Act, places a duty on specified authorities, including local authorities and childcare, education, and other children's services providers, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism. ("The Prevent duty")

The current threat from terrorism in the United Kingdom may include the exploitation of at risk people, to involve them in terrorism or in activity in support of terrorism. The normalisation of extreme views may also make children, young people, and at risk adults, at risk to future manipulation and exploitation.

iMeta Training is clear that this exploitation and radicalisation should be viewed as a safeguarding concern and that protecting children, young people, and at risk adults from the risk of radicalisation is part of the company's safeguarding duty.

Radicalisation refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism. Children, young people, and at risk adults may become susceptible to radicalisation through a range of social, personal, and environmental factors - it is known that violent extremists exploit vulnerabilities in individuals to drive a wedge between them and their families and communities. It is vital that colleagues can recognise those vulnerabilities.

Extremism is defined by the Government in the Prevent Strategy as: Vocal or active opposition to British Fundamental values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas.

Responding to suspicions of radicalisation and extremism

We are alert to changes in a child, young person or at risk adult's behaviour or attitude which could indicate that they need help or protection.

- When any colleague has concerns that a child, young person, or at risk adult may be at risk of radicalisation or involvement in terrorism, they should speak with the DSL for investigation and action.
- Disclosure records are held by the DSL and stored on a secure server.
- Colleagues take care not to influence the outcome either through the way they speak to or question children, young people, or at risk adults.
- We will continue to welcome the child, young person, and at risk adult whilst investigations are being made. The child, young person or at risk adult may choose to withdraw from learning activities whilst investigations take place.

Safeguarding Children and Adult at Risk and Prevent Policy



- We follow the procedures as set by the Local Safeguarding Partnership concerning the delivery of services and designated roles and tasks in supporting the child, young person or at risk adult, family, host family, host employer and sub-contractor after any investigation.
- All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the Local BIS Prevent Coordinator.

Numerous factors can contribute to and influence the range of behaviours that are defined as violent extremism, but most children, young people and at risk adults do not become involved in extremist action. For this reason, the appropriate interventions in any case may not have any specific connection to the threat of radicalisation, for example, they may address mental health, relationship, or drug/alcohol issues.

The role of key individual agencies

Adult Social Services

The Department of Health's recent "No Secrets" guidance document requires that authorities develop a local framework within which all responsible agencies work together to ensure a coherent policy for the protection of children and at risk adults at risk of abuse. All local authorities have a Safeguarding Adults Board, which oversees multiagency work aimed at protecting and safeguarding children and at risk adults. It is normal practice for the board to comprise people from partner organisations who can influence decision-making and resource allocation within their organisation.

The Police

The Police play a vital role in safeguarding children and adults with cases involving alleged criminal acts. It becomes the responsibility of the police to investigate allegations of crime by preserving and gathering evidence. Where a crime is identified, the police will be the lead agency and they will direct investigations in line with legal and other procedural protocols.

Channel

Channel is a multi-agency approach to provide support to individuals who are at risk of being drawn into terrorist-related activity. It is led by the regional Police Counter-Terrorism Unit, and it aims to:

- Establish an effective multi-agency referral and intervention process to identify at risk individuals.

Safeguarding Children and Adult at Risk and Prevent Policy



- Safeguard individuals who might be at risk to being radicalised, so that they are not at risk of being drawn into terrorist-related activity.
- Provide early intervention to protect and divert people away from the risks they face and reduce vulnerability.

The Channel programme focuses on providing support at an early stage to people who are identified as being at risk to being drawn into terrorism. It provides a mechanism to make referrals if they are concerned that an individual might be at risk to radicalisation. An individual's participation in the programme is entirely voluntary at all stages.

Independent Training Providers must cooperate with the Channel programme in the carrying out of its functions, and with the Police in providing information about an individual who is referred to the Channel (Section 38, Counter Terrorism and Security Act 2015). Further guidance about duties relating to the risk of radicalisation is available in the Prevent Duty Guidance for FE (Further Education).

Role of Designated Safeguarding Lead (DSL) and Officer (DSO)

The role of the DSL is to deal with all instances involving child and adult protection that arise within the company. They will respond to all child and at risk adult protection enquiries and concerns and take overall responsibility for the Safeguarding policy and procedures.

Staff will report any queries/concerns to the DSO as the first line of contact or directly to the DSL in the absence of the former.

Role of Line Manager

The role of the line manager is to support the member of staff or volunteer involved with the incident and to ensure the correct procedures are followed.

The line manager could, if agreed with the staff member dealing with the incident, contact the DSO in the first instance.

The line manager must ensure that all staff within their team are familiar with the organisation's children and at risk adults protection procedures and ensure that all staff undertakes training, where appropriate.

Training

Training will be provided, as appropriate, via induction (including an online module), supervision, support, and quality assurance to ensure that staff are aware of the Safeguarding Policy and Procedures and always observe agreed codes of conduct and behaviour. Specialist training will be provided for members of staff with DSL/DSO responsibilities.

Safeguarding Children and Adult at Risk and Prevent Policy



Learners will be made aware of the company's Safeguarding Policy and Procedures and their responsibilities at induction, including how to raise any concerns. There is a dedicated monitored email address for disclosures:

safeguarding@imetatraining.co.uk

General e-safety tips and guidance will be imparted at induction and as part of course/programme content.

All learners must agree to written terms and conditions covering the safe and acceptable use of IT before access can be granted to enable the use of the company's IT systems. This will serve to minimise the risk of them accessing illegal or inappropriate sites. To protect their safety. Unique user ID and login credentials observing agreed best practice password security measures will be provided which must not be shared with other learners. This will also enable individual usage to be tracked and monitored if there may be reason to do so to ensure the appropriate security processes are maintained and to avoid potential breaches of policy requirements.

Complaints Policy

The organisation has a complaints policy and procedures available to all company staff, management, representatives, and directors.

Safer Recruitment Procedure

The organisation operates procedures that take account of the need to safeguard and promote the welfare of children and at risk adults, including arrangements for appropriate criminal checks, references, and identification checks on new staff, contractors, and volunteers where applicable.

Monitoring and Review

Any Safeguarding incidents, concerns and disclosures will be monitored and analysed to inform future activity to minimise the risk of reoccurrence and the emergence of any trends. A Safeguarding Committee consisting of the DSL, DSO and invited others to meet at scheduled intervals to review any cases to identify further planning of activity around staff training and learner support. The policy will be reviewed on an annual basis and/or if significant changes to procedures or legislation require it.

Safeguarding Children and Adult at Risk and Prevent Policy



Appendix 1: Safeguarding At risk Adults during Coronavirus (Covid-19)

During an unprecedented period brought about by this pandemic, the business has continued to operate on a remote training delivery and assessment model. On-site classroom-based activity has been suspended since the outbreak and learners have not been allowed to enter company premises.

Continuity of education has been of paramount importance and the business has demonstrated its commitment to all learners under particularly challenging circumstances by ensuring that access to online training learning and assessment is available to support their progression and achievement. Learners continue to receive regular coaching, mentoring and support both in group and individual sessions according to their requirements.

The welfare of at risk adult learners continues to be a priority and relevant staff have been reminded of their responsibilities in line with Safeguarding policy and procedures, including the reporting of any concerns. There is an awareness that there may be heightened pressures on learners and their families whether because of financial difficulty and/or mental/physical health problems and this is considered when setting work for them to do at home.

Steps have been taken to ease the transition to online training and learning, bearing in mind any difficulties in accessing technological resources. Staff are vigilant in recognising any signs that learners may display when attending virtual sessions or meetings that might give cause for concern as to vulnerabilities in their physical and/or mental health state. The process for raising/reporting any concerns remains the same.

All learner-facing staff have been reminded of the need to maintain professional ethics within acceptable boundaries set out in the code of conduct and acceptable use of IT policies. Learners are also reminded of their responsibilities in this respect accordingly. Management will periodically observe online interaction to ensure standards are maintained and in line with privacy and data protection requirements.

Learner attendance at scheduled sessions continues to be monitored and any concerns will be addressed through the normal absence management procedures.

Safeguarding Children and Adult at Risk and Prevent Policy



Appendix 2: Sexual Harassment and Online Abuse update-Sep 2021

In line with recent changes in legislation and statutory guidance, iMeta Training & Solutions Limited recognises its responsibility in taking the appropriate steps to protect learners from sexual harassment and online abuse. It also recognises that Ofsted will apply the same expectations of the company in this respect as an independent training provider for colleges and further education and training in general. iMeta Training & Solutions Limited will not tolerate any inappropriate behaviour or derogatory comments within the organisation that may cause harm or have the potential to do so. It will also ensure learners are made aware at induction as to expectations of them and their responsibilities when interacting with peers or company employees. This will apply equally when accessing online learning and communication.

Given the challenges presented by the pandemic and iMeta Training & Solutions' responsiveness and current focus on remote learning delivery and engagement processes, the company will be vigilant in monitoring any signs of online abuse. While recognising, and utilising the many benefits, and learning opportunities that the online world provides, there is also an awareness that increased use of social media and the internet in general has increased the scope and potential for online abuse and harm. The company's Safeguarding and Anti-Bullying and Harassment policies set out the key procedures and requirements of learner-facing employees to protect individuals from harm. In addition, they will be made aware of the following examples of more prevalent types of activities that constitute sexual harassment and online abuse:

Cyber-flashing, including the sending of sexual images or video recordings that are intended to violate the recipient/victim.

Encouragement or glorification of serious self-harm, targeting individuals with intentional encouragement of self-harm or assistance thereof.

Flashing images with intent to induce a seizure, sending images to people with epilepsy.

Knowingly false communications, are the posting or sending of communication known to be false with the intent of causing significant emotional, psychological, or physical harm.

Threatening communications, threats of serious harm and where the perpetrator intends the victim to fear that they will be carried out. Examples include serious bodily injury, rape/sexual assault, and serious financial harm.

Safeguarding Children and Adult at Risk and Prevent Policy



APPENDIX 1

Useful Information for learner support/guidance:

Mind

Mental health support and advice.

T: 03301 233 393

www.mind.org.uk

Modern Slavery Helpline

We provide information, advice and guidance about any modern slavery issue to potential victims & survivors, the public, statutory agencies such as the NHS and police, and businesses.

T: 0800 0121 700

www.modernslaveryhelpline.org

Women's Aid

A national charity supporting women and children suffering from domestic abuse.

www.womensaid.org.uk

Mankind

A national charity supporting male victims of domestic violence.

T: 01823 334 244

www.mankind.org.uk

Crisis

National charity for the homeless

T: 08000 384838

www.crisis.org.uk

Samaritans

Support for the suicidal and those who self-harm.

T: 116 123

www.samaritans.org

Macmillan Cancer Support

A national charity supporting people with cancer.

T: 0808 8080 000

www.macmillan.org.uk

We Are With You

A charity that offers free, confidential support to people in England and Scotland who have issues with drugs, alcohol or mental health.

www.wearewithyou.org.uk

The Money Advice Service

Free impartial money advice.

T: 0800 138 7777

www.moneyadviceservice.org.uk

National Bullying Helpline

Information and advice for anyone dealing with bullying.

T: 0300 323 0169

<http://www.nationalbullyinghelpline.co.uk>

National Domestic Violence (Refuge)

Help and support for people suffering from domestic violence.

T: 0808 2000 247

www.nationaldomesticviolence.org.uk

Alcoholics Anonymous

Help and support for people suffering from alcohol addiction/abuse.

T: 0800 917 7650

www.alcoholics-anonymous.org.uk

Safeguarding Children and Adult at Risk and Prevent Policy



Drink Aware

Learn more about your drinking and get all the tools, tips and advice to help you make a change.

T: 0300 123 1110

www.drinkaware.co.uk

National Careers Service

Provides career information, advice and guidance.

T: 0800 100 900

<https://nationalcareers.service.gov.uk/>

Safer Internet Centre

UK Safer Internet Centre is a partnership programme, funded by the Connecting Europe Facility of the European Commission, with a shared mission to make the internet a better place for all.

T: 03443 814 772

<https://swgfl.org.uk/projects/uk-safer-internet-centre/>

Frank

Honest information about drugs

T: 0800 776600

www.talktofrank.com

Eating Disorders

Learn about eating problems, including possible causes, symptoms and how to access treatment and support. Includes self-care tips for helping yourself, plus guidance for friends and family.

T: 03301 233 393

<https://www.mind.org.uk/information-support/types-of-mental-health-problems/eating-problems/about-eating-problems/>

Victim Support

We're here to help anyone affected by crime. Not only those who experience it directly, but also their friends, family and any other people involved.

T: 0808 1689 111

www.victimsupport.org.uk