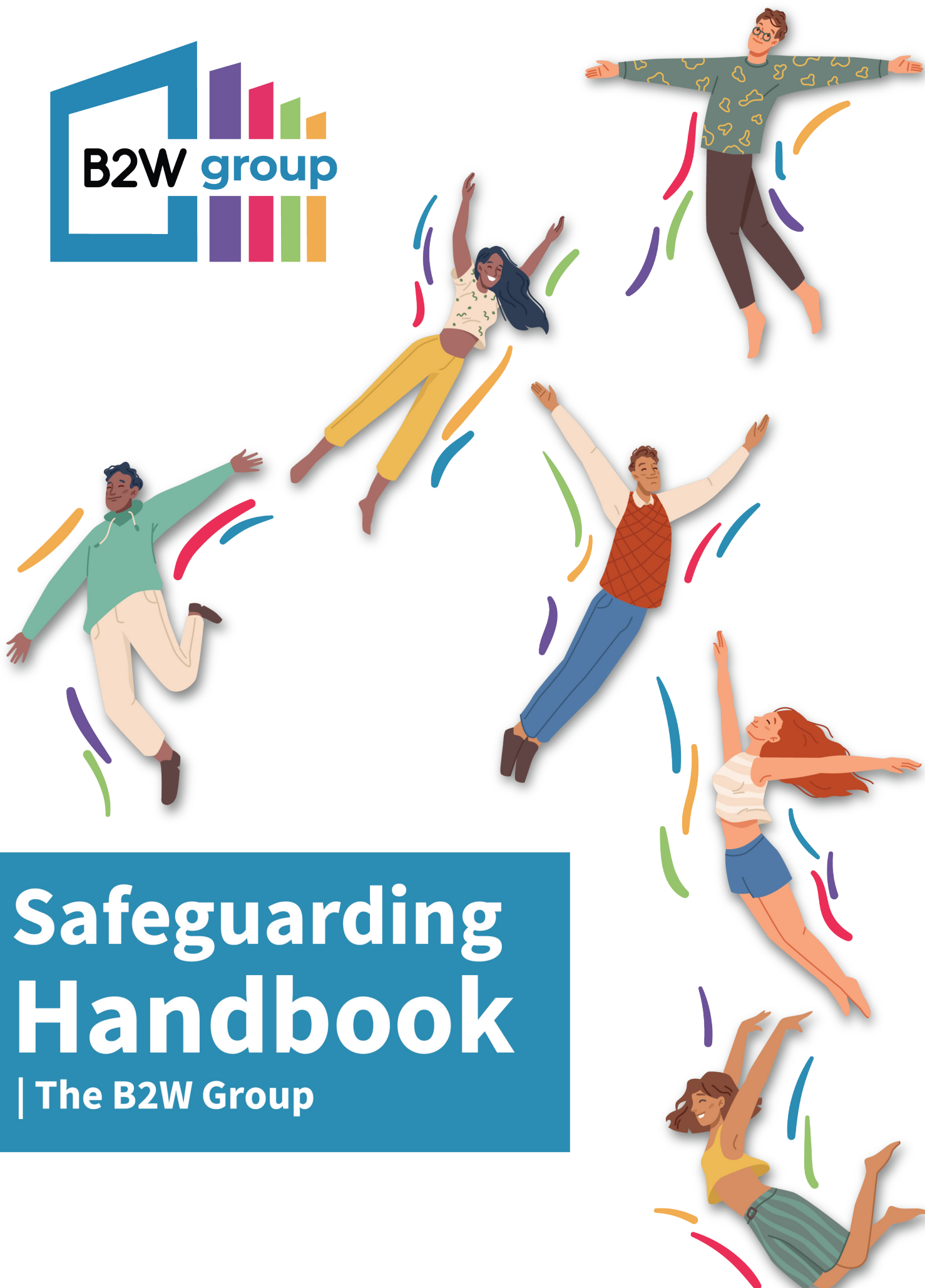




Safeguarding Handbook

| The B2W Group



Safeguarding Handbook



Welcome to your Safeguarding Guide!

Ensuring the safety of all our apprentices, learners and staff is fundamental to everything we do. It is not only about identifying anyone at risk and providing appropriate support. It is also about developing your understanding of a range of subjects related to safeguarding to support you to keep both yourself and others safe.

This handbook is going to introduce some of these important subjects and also provides useful resources and sources of support.

The B2W group is the overarching provider of the following 4 independent learning providers:

- Back 2 Work Complete Training - safeguarding@b2wgroup.com
- JustIT - BeSafe@justit.co.uk
- Be Pro - safeguarding@beprodevelopment.co.uk
- ECTA - safe@ectatraining.co.uk

We are one centralised team of highly experienced safeguarding professionals working across the group to ensure that our learners are kept safe and are aware of the signs of radicalisation and the Prevent duty. At induction all learners are made aware of the email address and contact details as listed above. All members of the safeguarding team have full access to all mailboxes to ensure timely intervention and support is put in place.

This handbook will be made available to all learner, apprentices, employers, and staff. We encourage all to reach out and contact the safeguarding team for any further advice or guidance and must contact the team if they are or know someone who is at risk.

Thank you, the safeguarding team!

Contents

Meet Your Safeguarding Team	Page 4
Introduction to Safeguarding	Page 5
Neglect	Page 6
Physical Abuse	Page 6
Sexual Abuse	Page 6
Emotional Abuse	Page 6
Domestic Abuse	Page 7
Sexual Harassment	Page 8
Prejudice Based Bullying	Page 8
Hate Crime	Page 9
Gender-Based Violence / Violence Against Women and Girls	Page 10
Radicalisation	Page 10
Modern Slavery	Page 11
Child Exploitation	Page 12
Human Trafficking	Page 14
County Lines	Page 14
Cuckooing	Page 15
Mental Health and Suicide	Page 17
Eating Disorders	Page 21
Self-Harm	Page 22
Risks Linked to Using Technology	Page 24
Homelessness	Page 30
Further reading and resources	Page 31
Support Directory	Page 33

Meet Your Safeguarding Team



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Centre Manager
ECTA

If you have a safeguarding concern, please get in touch with us directly through the emails shared on page 2 or if a learner through your trainer. We will provide you with the support and guidance to get you the help you need. Or if a learner you can speak directly to your trainer or coach who will contact safeguarding.

Introduction to Safeguarding

So what does safeguarding cover and how is it relevant?

Safeguarding is an extremely broad range of issues, some of which will be more relevant than others. Some are easier to identify with, but it is worth being aware that others exist. This will by no means be an exhaustive list, however having an awareness of some of them and the support that is available may help you to sign post someone you know at home or at work.

- Neglect
- Physical abuse
- Sexual abuse
- Emotional abuse
- Bullying, including online bullying and prejudice-based bullying
- Racist, disability and homophobic or transphobic abuse
- Gender-based violence/violence against women and girls
- Sexual harassment, online sexual abuse and sexual violence. Online abuse can include sending abusive, harassing and misogynistic messages; sharing nude and semi-nude images and videos; and coercing others to make and share sexual imagery
- Radicalisation and/or extremist behaviour
- Child sexual exploitation and trafficking
- Cuckooing
- Homelessness and Sofa Surfing
- Child criminal exploitation, including county lines
- Risks linked to using technology and social media, including online bullying; the risks of being groomed online for exploitation or radicalisation; and risks of accessing and generating inappropriate content, for example youth produced sexual imagery
- Cyber stalking and Identity theft
- Mental Health, including stress and depression.
- Suicide Prevention

The following pages will delve into some of the more relevant areas, with information and links to some of the support that is available. If there are any areas you want to know more about, please discuss with your business coach in your progress reviews.

EVERYBODY'S RESPONSIBILITY

SAFEGUARDING IS

Forms of Abuse



NEGLECT

Neglect is often thought of as affecting children, however it also affects the elderly and anyone who is vulnerable and relies on someone else. There are 4 general aspects that this can include.

Physical Neglect. The failure to provide necessary food, clothing, and shelter; inappropriate or lack of supervision.

Medical Neglect. The failure to provide necessary medical or mental health treatment. Educational Neglect. The failure to educate a child or to provide for special education needs.

Emotional Neglect. The failure to meet a child's emotional needs and provide psychosocial support, or permitting the child to use alcohol or other drugs.

PHYSICAL ABUSE

Physical abuse is the most visible form of domestic abuse. It includes such behaviour as slapping, burning, beating, kicking, biting, stabbing and can lead to permanent injuries and sometimes death.

SEXUAL ABUSE

Sexual abuse occurs to men, women and children. It is often the most difficult to talk about. There are many support groups and charities who can help, a few of which are listed.

Sexual abuse is any unwanted sexual act or activity. There are many different kinds including but not limited to: rape, sexual assault, child sexual abuse, sexual harassment, honour-based violence, female genital mutilation

(FGM), trafficking, sexual exploitation.

Sexual abuse can be carried out by strangers, someone known or even someone trusted such as a friend, colleague, family member or partner.

EMOTIONAL ABUSE

Emotional abuse can happen to anyone at any time in their lives. Children, teens and adults all experience emotional abuse. Emotional abuse can have devastating consequences on relationships and all those involved.

Just because there is no physical mark doesn't mean the abuse isn't real and isn't a problem or even a crime in some countries.

One definition of emotional abuse is: "any act including confinement, isolation, verbal assault, humiliation, intimidation, infantilization, or any other treatment which may diminish the sense of identity, dignity, and self-worth."

Emotional abuse is also known as psychological abuse or as “chronic verbal aggression”. People who suffer from emotional abuse tend to have very low self-esteem, show personality changes (such as becoming withdrawn) and may even become depressed, anxious or suicidal.

Some examples of behaviour may include a partner who:

- Belittles someone, or puts them down
- Blames someone for the abuse or arguments
- Denies that abuse is happening, or downplays it
- Isolates someone from your family and friends
- Stops someone from going to college or work
- Makes unreasonable demands for their attention
- Accuses them of flirting or having affairs
- Tells them what to wear, who to see, where to go, and what to think
- Controls their money, or doesn't given them enough to buy food or other essential things
- Monitors their social media profiles, share photos or videos of them without your consent or use GPS locators to know where they are?

DOMESTIC ABUSE

There are different kinds of domestic abuse, but it's always about having power and control over someone.

Domestic abuse may cover some or all of the types of abuse mentioned previously, but specifically covers the actions of a partner.

This can include, Emotional abuse, Physical abuse, Threats and Intimidation or Sexual abuse.

Threats And Intimidation

- Threaten to hurt or kill you?
- Threaten things that belong to you?
- Stand over you, invade your personal space?
- Threaten to kill themselves or the children?
- Read your emails, texts or letters?
- Harass or follow you?

Sexual Abuse

- Touching you in a way you do not want to be touched
- Making unwanted sexual demands?
- Hurting you during sex?
- Pressuring you to have unsafe sex – for example, not using a condom?
- Pressuring you to have sex?



SEXUAL HARASSMENT

When referring to sexual harassment we mean ‘unwanted conduct of a sexual nature’ that can occur online and offline and both inside and outside of work or education.

Whilst not intended to be an exhaustive list, sexual harassment can include:

Sexual comments or noises – for example, catcalling or wolf-whistling.	Sexual gestures.	Leering, staring or suggestive looks. This can include looking someone up and down.	Sexual ‘jokes’.	Sexual innuendos or suggestive comments.
Unwanted sexual advances or flirting.	Sexual requests or asking for sexual favours.	Sending emails or texts with sexual content – for example, unwanted ‘sexts’ or ‘dick pics’.	Sexual posts or contact on social media.	Intrusive questions about a person’s private or sex life.
Someone discussing their own sex life.	Commenting on someone’s body, appearance or what they’re wearing.	Spreading sexual rumours.	Standing close to someone.	Displaying images of a sexual nature.
Unwanted physical contact of a sexual nature – for example, brushing up against someone or hugging, kissing or massaging them.	Stalking.	Indecent exposure.	Taking a photo or video under another person’s clothing – what is known as ‘upskirting’.	

- Sexual harassment is usually directed at an individual, but it’s not always the case. Sometimes there can be a culture of sexual harassment in a workplace that’s not specifically aimed at one person – such as sharing sexual images. Someone could still make a complaint of sexual harassment in this situation.

A Sexual Harassment Survey in 2020 by the Government Equalities Office found that:

- Nearly three-quarters (72%) of the UK population experienced at least one form of sexual harassment in their lifetime, while two-in-five (43%) experienced at least one sexual harassment behaviour in the last 12 months.
- Of those who experienced sexual harassment in the last 12 months, one fifth (18%) experienced at least one type on a daily basis, while two-in-ten (21%) experienced it on a weekly basis.
- Overall, 29% of those in employment experienced some form of sexual harassment in their workplace or work-related environment in the last 12 months. Unwelcome sexual jokes and unwelcome staring were the most common forms of sexual harassment experienced in the workplace.
- Significantly more women than men have experienced sexual harassment in their lifetime (84% of women vs. 60% of men) and in the last 12 months (51% of women vs. 34% of men) Chartered Institute of Personnel Development research in 2020 shows sexual harassment is still a serious problem in some UK workplaces: almost a quarter (24%) of employees think that challenging issues like bullying and harassment are swept under the carpet in their organisation.

Upskirting

In 2019, the Voyeurism (Offences) Act came into force commonly known as the Upskirting Act. 'Upskirting' is where someone takes a picture under a person's clothing (not necessarily a skirt) without their permission and/or knowledge, with the intention of viewing their genitals or buttocks (with or without underwear) to obtain sexual gratification, or cause the victim humiliation, distress or alarm. It is a criminal offence. Anyone of any sex, can be a victim.

A new addition to this legislation is currently being considered to include 'downblousing' which is essentially the same as upskirting but down someone's blouse.

PREJUDICE-BASED BULLYING

'Prejudice-based bullying is when bullying behaviour is motivated by prejudice based on an individual's actual or perceived identity; it can be based on characteristics unique to a child or young person's identity or circumstance.'

To address the years of unfavourable treatment experienced by some groups, The Equality Act 2010 makes it unlawful to discriminate against people with a 'protected characteristic' but this has not eradicated prejudice based bullying.



The protected characteristics are:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Marriage and civil partnership
- Race
- Sex
- Religion or belief
- Sexual orientation

Prejudice-based bullying includes people covered by the protected characteristics, but prejudice can and does extend beyond these and can lead to bullying for many other reasons such as:

- Additional support needs
- Body image and physical appearance
- Gypsy/Travellers
- Care experienced children and young people
- Lack of awareness about the differences in practices of religions such as prayer times, dietary requirements, fasting and the wearing of religious clothing or articles of faith can result in misunderstandings and stereotyping, which may lead to bullying.
- Sectarianism: Most people understandably associate Sectarianism with religion, however the reality of prejudice means that your family background, the football team you support, the community you live in, the school you attend and even the colour of your clothing can mark you out for sectarian abuse - whatever your beliefs may be.
- Young Carers: The lives of young carers can be significantly affected by their responsibility to care for a family member who has a physical illness or disability, mental health problem, sensory or learning disability or issues with the misuse of drugs or alcohol.
- Socio-economic prejudice: Bullying due to socio-economic status can take place in any community. Small differences in perceived family income, living arrangements, social circumstances or values can be used as a basis for bullying behaviors.

HATE CRIME

In most crimes it is something the victim has in their possession or control that motivates the offender to commit the crime. With hate crime it is 'who' the victim is, or 'what' the victim appears to be that motivates the offender to commit the crime.

A hate crime is defined as 'Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.'

A hate incident is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender.

Not all hate incidents will amount to criminal offences, but it is equally important that these are reported and recorded by the police.

Evidence of the hate element is not a requirement. You do not need to personally perceive the incident to be hate related. It would be enough if another person, a witness or even a police officer thought that the incident was hate related.

Types of hate crime

Hate crime can fall into one of three main types: physical assault, verbal abuse and incitement to hatred.

Physical assault

Physical assault of any kind is an offence. If you've been a victim of physical assault you should report it. Depending on the level of the violence used, a perpetrator may be charged with common assault, actual bodily harm or grievous bodily harm.

Verbal abuse

Verbal abuse, threats or name-calling can be a common and extremely unpleasant experience for minority groups. Victims of verbal abuse are often unclear whether an offence has been committed or believe there is little they can do. However, there are laws in place to protect you from verbal abuse.

Incitement to hatred

The offence of incitement to hatred occurs when someone acts in a way that is threatening and intended to stir up hatred. That could be in words, pictures, videos, music, and includes information posted on websites.

Hate content may include:

- Messages calling for violence against a specific person or group
- Web pages that show pictures, videos or descriptions of violence against anyone due to their perceived differences
- Chat forums where people ask other people to commit hate crimes against a specific person or group

GENDER-BASED VIOLENCE/VIOLENCE AGAINST WOMEN AND GIRLS

Violence Against Women and Girls is one of the most prevalent human rights violations in the world and the UK. It has no social, economic or national boundaries.

- 1 in 4 women in the UK will experience domestic violence in their lifetime. Every year 400,000 women are sexually assaulted and 80,000 women are raped.
- In 2014, 1,432 women were identified as potential victims of trafficking in the UK. Of these 653 were trafficked for sexual exploitation.
- In 2014, the Forced Marriage Unit gave advice or support to 1,267 possible forced marriage cases.
- 137,000 women and girls living in England and Wales have experienced Female Genital Mutilation.
- 2 women are murdered by their partners or ex-partners per week.
- 1 in 5 women have experienced stalking since the age of 16.
- 750,000 children witness domestic violence each year.
- 40% of teenagers are in abusive relationships.

Gender based violence and abuse has become an umbrella term for any harm that is perpetrated against a person's will, and that results from power inequalities that are based on gender roles. The 'gender based' aspect highlights the fact that violence against women is an expression of power inequalities between women and men.

RADICALISATION AND/OR EXTREMIST BEHAVIOUR

In 2015 the UK government launched the Prevent Strategy as part of the Counter-Terrorism and Security Act response to an increased threat in the UK from terrorism.

This Act identifies terrorism as

“Radicalisation [which] is driven by an ideology which sanctions the use of violence; by propagandists for that ideology here and overseas”. Therefore, terrorism refers to many different types of extremism, for example, religious extremism, far right extremism or animal rights groups.

The Prevent Strategy has three specific objectives, to:

- Respond to the ideological challenges of terrorism and the threat we face from those who promote it.
- Prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support.

Under The Prevent Duty it is the responsibility of us all to be aware of when those around us are at risk of becoming radicalised and holding extremist views. The Government rates the current level of threat in line with current events and intelligence.

Threat levels

There are 5 levels of threat:

- low - an attack is highly unlikely
- moderate - an attack is possible but not likely
- substantial - an attack is likely
- severe - an attack is highly likely
- critical - an attack is highly likely in the near future

The level is set by the Joint Terrorism Analysis Centre and the Security Service (MI5).

Threat levels do not have an expiry date. They can change at any time as different information becomes available.

Please check what the current level of risk is. This will be discussed in your progress reviews.



MODERN SLAVERY

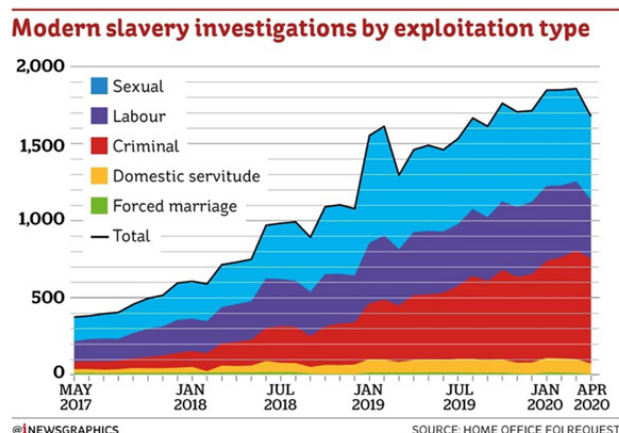
Modern slavery is the illegal exploitation of people for personal or commercial gain. It covers a wide range of abuse and exploitation including sexual exploitation, domestic servitude, forced labour, criminal exploitation and organ harvesting.

Victims of modern slavery can be any age, gender, nationality and ethnicity. They are tricked or threatened into work and may feel unable to leave or report the crime through fear or intimidation. They may not recognise themselves as a victim.

Signs

Modern slavery could be happening in your community so it's important you know the signs that could indicate someone is a victim of this crime. The signs aren't always obvious but there are some that you may notice:

- Do they look scruffy, malnourished or injured?
- Are they acting anxious, afraid or unable to make eye contact?
- Are they doing long hours, wearing unsuitable clothing or have the wrong equipment for the job?
- Is where they are living overcrowded, poorly maintained or are the curtains always closed?
- Do they behave like they're being instructed by someone else, picked up/dropped off at the same time and place every day or don't have access to money or identification?



Types of modern slavery include:

Human trafficking – adults and children are traded so they can be exploited by others for commercial gain.

Forced labour – victims are forced to work against their will, often working very long hours for little or no pay in dire conditions under verbal or physical threats of violence to them or their families. It can happen in many sectors of the economy.

Sexual exploitation – victims are pressurised to perform non-consensual or abusive sexual acts, such as prostitution, escort work and pornography. Women and children make up the majority of victims, but men can also be affected.

Criminal exploitation – often controlled and maltreated, victims are forced into crimes such as cannabis cultivation or pickpocketing against their will. They might also have their benefits taken over by their exploiter.

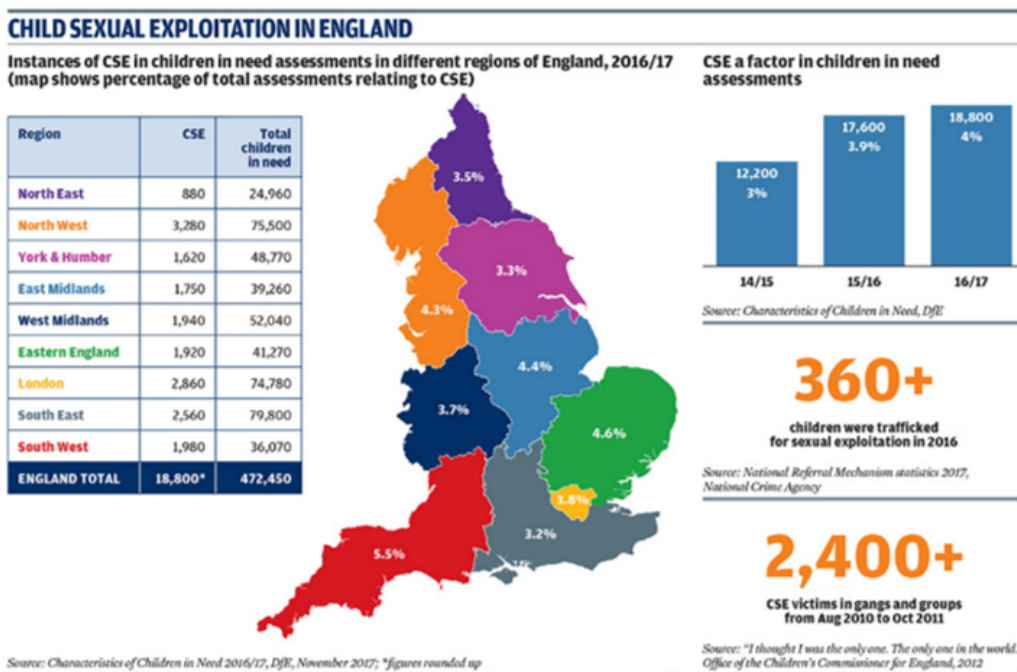
Organ harvesting – the illegal removal of a person's internal organs which can then be sold.

CHILD SEXUAL EXPLOITATION

Child Sexual Exploitation (CSE) is a form of Child Sexual Abuse (CSA) where the victim is usually given something, whether food, money, drugs, alcohol or gifts, in exchange for sexual activity with the abuser. Offenders target vulnerable young people and use their power over the child to 'persuade' them. It can affect any child, anytime, anywhere – regardless of their social or ethnic background.

A common feature of CSE is that the child or young person does not recognise the coercive nature of the relationship and does not see themselves as a victim of exploitation.

This means that they are unlikely to report the abuse so others around them must be alert to the signs of CSE and report concerns to the authorities.





Carrying a weapon



Skipping school or
being disruptive in class



Having new friends or partners
(who might be a lot older) and
ignoring older friends



Having unexplained
new gifts or money



Going missing for periods of time
or regularly returning home late



Regularly getting
sexually transmitted
infections (STI's)



Secrecy around their
phone and activities

SIGNS OF EXPLOITATION

WHAT ARE THE SIGNS MY FRIEND IS BEING SEXUALLY OR CRIMINALLY EXPLOITED?



Being shady about what they
are up to, or alternatively
boasting about a new gang,
money or experiences



Signs of unexplained physical
harm, such as bruising and
cigarette burns



Using sex in exchange
for something



Having mood swings and
changes in behaviour



Being worried about becoming
pregnant, having the morning
after pill or having abortions



Using drugs and alcohol or
being hungover regularly



Behaving in a sexual way, such as
over-familiarity with strangers,
dressing in revealing clothes or
sexting and sending nude photos

HUMAN TRAFFICKING

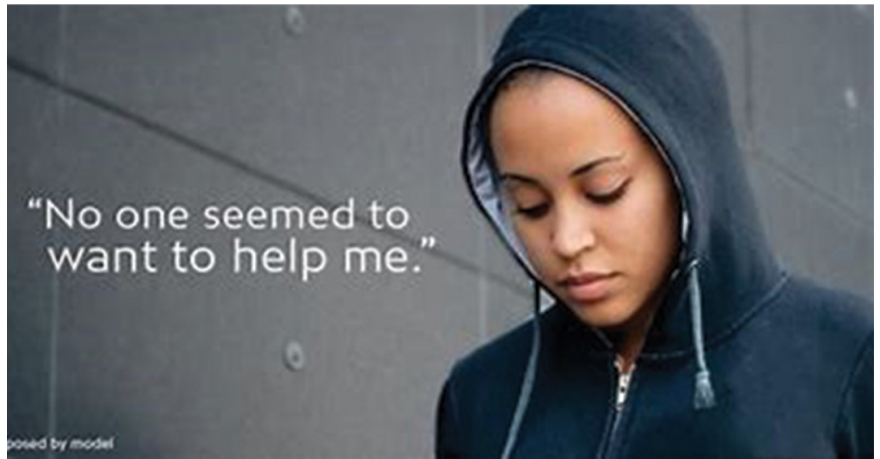
It is defined by the United Nations Office on Drugs and Crime as:

The Act of recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation.

This means human trafficking is made up of three elements:

- Movement or recruitment by
- Deception or coercion for
- The purpose of exploitation

COUNTY LINES



County lines is a form of criminal exploitation where urban gangs persuade, coerce or force children and young people to store drugs and money and/or transport them to suburban areas, market towns and coastal towns (Home Office, 2018).

It can happen in any part of the UK and is against the law and a form of child abuse.

Children and young people may be criminally exploited in multiple ways. Other forms of criminal exploitation include child sexual exploitation, trafficking, gang and knife crime.

County lines gangs are highly organised criminal networks that use sophisticated, frequently evolving techniques to groom young people and evade capture by the police.

Perpetrators use children and young people to maximise profits and distance themselves from the criminal act of physically dealing drugs (National Crime agency, 2019). Young people do the majority of the work and take the most risk.

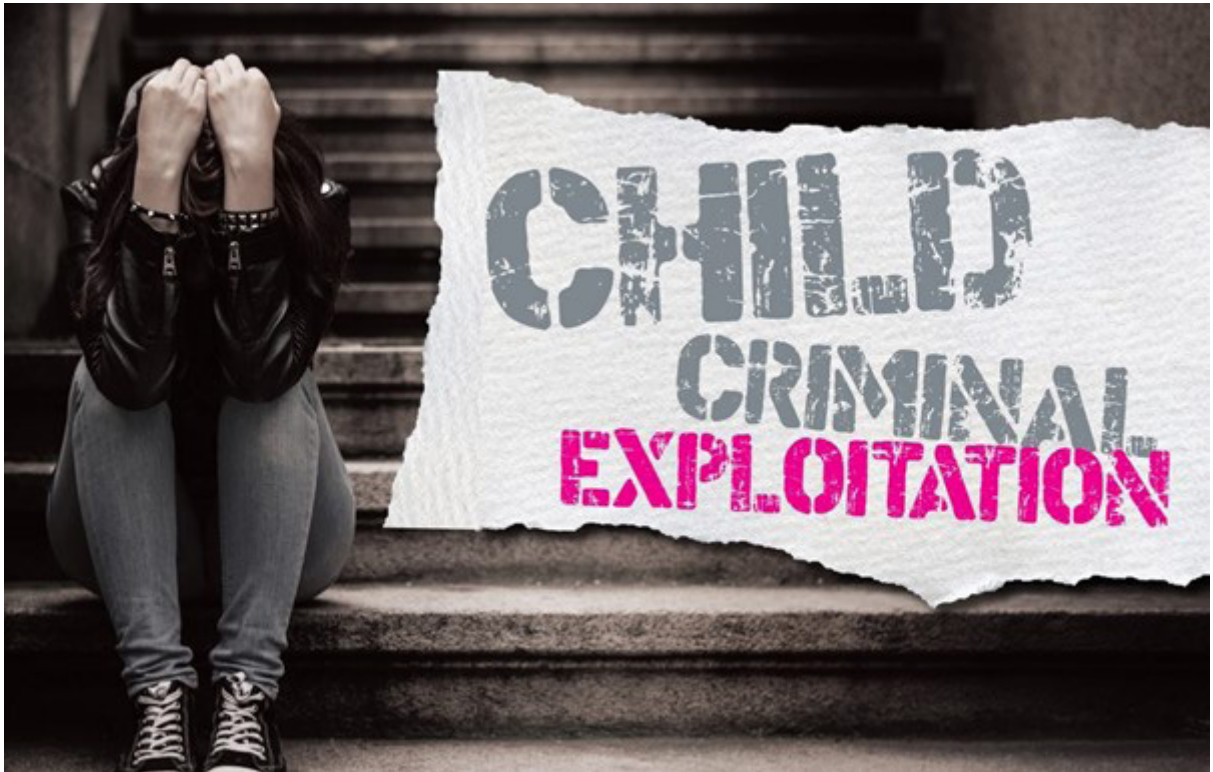
Dedicated mobile phone lines or “deal lines” are used to help facilitate county lines drug deals. Phones are usually cheap, disposable and old fashioned, because they are changed frequently to avoid detection by the police.

Gangs use the phones to receive orders and contact young people to instruct them where to deliver drugs. This may be to a local dealer or drug user, or a dealer or drug user in another county.

Phrases that young people may use to refer to county lines include:

- ‘Running a line’,
- ‘Going OT/out there’
- ‘Going country’
- ‘Going cunch’.

These all refer to going out of town to deliver drugs or money



CUCKOOING

‘Cuckooing’ is the term used to describe the practice where professional drug dealers/Crime Gangs take over the property of an adult at risk and use it as a place from which to run their drugs business/ crime activity.

The criminals will target those who are vulnerable, potentially as a result of substance abuse, mental health issues, Learning Disability or loneliness, and befriend them or promise them drugs in exchange for being able to use their property.

The gangs can send vulnerable young people and adults from their own area to stay at a house and distribute the drugs, again often intimidating and threatening them to stay.

The impact of this is that vulnerable individuals become indebted to gang/groups and are forced into labour, slavery and exploitation to pay off debts.



Vulnerable people may be being exploited in your area.

Criminal gangs are using violence and abuse to take over homes of older people, those with mental health problems, drug users or people living in poverty.

**Speak up. Keep them safe.
100% anonymous. Always.**

We're a charity. Tell us what you know. When you hang up or click send online, you're done.

crimestoppers-uk.org

Crimestoppers Trust is a registered charity, number 1108687 and SCO37960 in Scotland

CrimeStoppers.

0800 555 111

100% anonymous. Always.

MENTAL HEALTH AND SUICIDE

Everyone has 'mental health', just as we all have 'physical health'. And like our physical health, there are times when our mental health is better than others.

At any one time 1 in 4 of us are struggling with our mental health in one way or another.

Protecting our mental health is easier than you might think. We can all do it every day, and with simple activities that help us feel OK, we're better able to cope with life.

It's a bit like brushing your teeth daily – important in preventing problems. It's the same for our mental health. It can also be fun!

Tips to help you maintain your mental wellbeing.

Get closer to nature

Nature can have a really calming effect on us. We have been living around other animals and plants for thousands of years. Some people say nature helps them feel calmer, more hopeful and less alone. Going for a walk was the UK adults' favourite way of coping with stress during the pandemic in 2020.

Learn to understand and manage your feelings

Feeling very upset can interfere with our lives, making it hard to think clearly or work, relax, study, sleep or deal with other people.

Many of us will know when we're upset but not be sure what we're feeling. Is it sadness, fear, shame, loneliness, anger or something else? We don't always know why we're feeling that way.

Talking kindly to ourselves, in the same way, we might reassure a small child we care about, is also important. It can be very comforting. You might feel uncomfortable initially, but give it a go – it might just help.

Some people feel better if they write down their feelings in a notebook or on their phone. You might want to think about how to protect your privacy before doing this.

Talk to someone you trust for support

Many of us have learned to bottle things up inside us and try to ignore painful feelings. It can take a lot of courage to tell someone else how we're feeling or what we're finding hard, especially if we don't usually do that kind of thing.

Just talking things through with a person we trust can help and feel like a relief. Talking may also change how you see and feel about the situation in ways you find helpful.

Be aware of using drugs and/or alcohol to cope with difficult feelings

Many of us sometimes use drugs to block out "difficult" feelings such as sadness, fear or shame. No one wants to feel bad; for some people, drugs and/or alcohol offer temporary relief.

Unfortunately, they don't stop the feelings from returning and may make things worse or create other problems, including damage to mental and physical health, relationships, work, or study.

Get more from your sleep

Anyone who has struggled with sleep will know what a difference it makes to our bodies, minds and ability to cope with life.

We all have times when we sleep badly, and some of us live in situations that make a good night's sleep impossible.

For many people, sleep is often the first thing that suffers when we're struggling with our mental health. Adults need between 7 and 9 hours' sleep a night, including enough dreaming sleep and enough deeper sleep.

If you're struggling with your sleep, think about making a few simple changes.

For example:

- Develop a relaxing bedtime routine to help you start winding down before you actually go to sleep
- Avoid TV and mobile screens, alcohol and caffeine before bed. This will help you fall asleep and stay asleep. You could also avoid vigorous exercise before bed.
- Go to bed and get up at around the same time every day, including weekends.

Be kind and help create a better world.

If you have ever felt lonely, you will know how much it helps to have even a small connection with someone else.

Exchanging a smile or friendly words can be comforting and lift our mood.

Research shows that being kind is good for both sides. Being kind can boost our mood, help us feel more capable, strengthen our connections with others and even make us cope better with stress.

If you don't know where to start, you could try small but meaningful acts of kindness, such as offering a smile or a few kind words to another person. You could make their day but also feel better for it - friendly connections with others are vital for our mental health.

Keep moving

Our bodies and minds are connected, so looking after ourselves physically also helps us prevent problems with our mental health (it works the other way around, too).

Moving our bodies – with sport, gardening, dancing, cycling, walking the dog, cleaning or going to the gym, for example – are great ways to improve our mental and physical health.

Exercise releases “feel good” hormones that reduce feelings of stress and anger. It also helps us feel better about our bodies. It can improve our sleep too. If it involves other people, like being part of a team, a class or a group we see regularly, that can also boost our mental health.

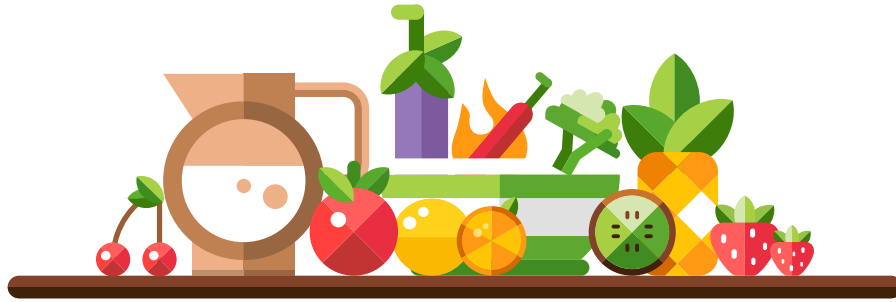
We don't have to be professional athletes, or sporty, to get the benefits of being physically active. From walking to dancing and basketball to the gym, the best exercise is simply the one we enjoy.



Eat healthy food

Food and drink affect our bodies, brains and mood - for good or bad.

Sugary snacks and drinks can give us a temporary “high” or sense of comfort that can feel irresistible. But they soon leave us feeling exhausted or jittery. Caffeine in coffee, tea, or so-called energy drinks can also have this effect.



A balanced diet with lots of vegetables and fruit is essential for good physical and mental health.

Food can also get mixed up with our feelings. Some people over-eat or under-eat when they are upset. It may help to talk to someone we trust and get professional support if we need it.

Plan things to look forward to

Life throws all sorts at us, and during hard times, we may feel hopeless and not have the energy to plan for the future.

Things to look forward to, including fun activities, can help us cope with difficult situations.

Making plans for things we enjoy can increase our sense of hope, which is important for our mental health. Our plan could be for anything from small pleasures, like a cup of tea or your favourite TV programme or dance class, to a trip with family or friends, or seeing your favourite film, sports team or singer.

How do I know if someone has a mental health problem?

Sometimes it will seem obvious when someone is going through a hard time, but there is no simple way of knowing if they have a mental health problem. Sometimes you don't need to know. It's more important to respond sensitively to someone who seems troubled than to find out whether or not they have a diagnosis.

Although certain symptoms are common with specific mental health problems, no two people behave the same way when unwell. You may notice changes in their behaviour or mood if you know the person well.

How can I help?

There are many ways you can help a friend, relative or colleague who has a mental health problem:

Talking about mental health

It can be challenging to know what to do if you are worried about someone. When you know there is an issue, it is essential not to wait. Waiting and hoping they will come to you for help might lose valuable time getting them support.

Talking to someone is often the first step when you know they are having a hard time. This way, you can find out what is troubling them and what you can do to help.

Eight tips for talking about mental health

1. Set time aside with no distractions

It is important to provide an open and non-judgemental space with no distractions.

2. Let them share as much or as little as they want to

Let them lead the discussion at their own pace. Don't pressure them to tell you anything they aren't ready to talk about. Talking can take a lot of trust and courage. You might be the first person they have been able to talk to about this.

3. Don't try to diagnose or second guess their feelings

You probably aren't a medical expert, and while you may be happy to talk and offer support, you aren't a trained counsellor. Try not to make assumptions about what is wrong or jump in too quickly with your own diagnosis or solutions.

4. Keep questions open ended

Say, "Why don't you tell me how you are feeling?" rather than "I can see you are feeling very low". Try to keep your language neutral. Give the person time to answer and try not to grill them with too many questions.

5. Talk about self-care

Discuss ways of de-stressing or practising self-care and ask if they find anything helpful. Exercising, having a healthy diet and getting a good night's sleep can help protect mental health and sustain wellbeing.

6. Listen carefully to what they tell you

Repeat what they have said back to them to ensure you have understood it. You don't have to agree with what they are saying, but by showing you understand how they feel, you are letting them know you respect their feelings.

7. Offer them help in seeking professional support and provide information on ways to do this

You might want to offer to go to the GP with them or help them talk to a friend or family member. Try not to take control and allow them to make decisions.

8. Know your limits

You will have your own limits on the support that you can provide. And it's important to take care of yourself too. Give yourself time to rest and process what they have told you or what's happened. Try to help them create a support network of other friends, relatives and mental health professionals who can help them too.

Remember that If you believe they are in immediate danger or have injuries that need medical attention, you must take urgent action to ensure they are safe.

If it is a family member or close friend you are concerned about, they might not want to talk to you. Try not to take this personally: talking to someone you love can be difficult as they might be worried they are hurting you. It is important to keep being open and honest and telling them that you care. It may also be helpful to give them information about organisations or people they can reach out to.

How do I respond in a crisis?

People with mental health problems sometimes experience a crisis, such as feeling suicidal or experiencing their own or a different reality. You may also feel a sense of crisis, but staying calm is important.

There are some general strategies that you can use to help:

- Listen without making judgements and concentrate on their needs at that moment
- Ask them what would help them
- Reassure and signpost to practical information or resources.
- Avoid confrontation
- Ask if there is someone they would like you to contact
- Encourage them to seek appropriate professional help
- If they have hurt themselves, make sure they get the first aid they need
- Seeing, hearing or believing things that no one else does can be the symptom of a mental health problem. It can be frightening and upsetting. Gently remind the person who you are and why you are there. Don't reinforce or dismiss their experiences; acknowledge how the symptoms make them feel.

How do I respond if someone is suicidal?

If someone tells you they are feeling suicidal or can't go on, it is very important to encourage them to get help. You or they should contact a GP or NHS 111. They can also contact the Samaritans immediately by calling 116 123 (UK) for free anytime. They could also get help from their friends, family, or mental health services.

You can ask how they feel and let them know you are available to listen. Talking can be a great help to someone who is feeling suicidal, but it may be distressing for you. You need to talk to someone about your feelings; the Samaritans can help you.

If they are planning to take their own life, please encourage them to call 999 (UK) or go to A&E and ask for the contact of the nearest crisis resolution team. These are teams of mental health care professionals who work with people in severe distress.

Eating Disorders

It's estimated that between 1.24 and 3.8 million people in the UK are experiencing an eating disorder. And many more are impacted, through trying to support someone they care about through these serious mental illnesses.

Eating disorders affect people of all ages, backgrounds, genders and ethnicities, and they are extremely complex.

Noticing signs

Whatever is happening outside of work will naturally affect us while we're in work too. So when it comes to eating disorders, what signs might colleagues be aware of? While some physical changes, like weight loss or gain, might be most noticeable, the first thing to think about is behaviour change.

- People often struggle with self-esteem and confidence
- Someone might become highly anxious, stressed, and possibly withdrawn.
- Eating disorders often thrive in isolation and secrecy.
- As a colleague, you might also notice that person is becoming preoccupied with food and/or exercise, discreet, or defensive.

Establish a supportive culture

Managers and colleagues play a key role in supporting someone's mental health. The three most important behaviours as a manager are empathy, compassion, and consistency.

Eating disorders are often an invisible illness. Make sure you are checking in

The workplace culture is important – it's about transparency and openness. Consider what you have in place to take care, and allow safe spaces and time to communicate with your staff and colleagues.

Education is key

There is plenty of information out there on eating disorders and spotting the signs, so, particularly if you are concerned about someone, do your reading.

Ensure that, as a manager, you know where you can signpost someone for support.

In recovery

It's important to note that most people do make a full recovery, with the right support. But it's not a linear journey. As a manager, allow your team member to take the time they need for any appointments. And as a colleague, make sure you promote a positive culture, but also consider the language you use, even if it's well-intentioned. Saying things like 'you look really well' or 'you look so much better' can be really triggering for someone in recovery."

The safest thing to do, whether you're a manager, colleague, or friend, is to ask the person what they need. After all, everyone is different; treat the person, not the illness. Just be kind and compassionate.

SELF HARM

Self-harm is when you hurt yourself on purpose to relieve feelings of distress. People sometimes self-harm when life feels hard to cope with.

If you self-harm, you might be dealing with lots of intense thoughts and feelings and hurting yourself feels like the only way to let those feelings out. Or you might feel numb and want to hurt yourself so that you can feel something.

Self-harm is a way to show the feelings you have inside on the outside. It might cause you to experience:

- Pain or discomfort
- Temporary physical marks
- Scarring
- Feelings of sickness or dizziness
- Feelings of weakness, shame or disgust
- Feeling scared, out of control or confused by why you are doing this
- Feelings of isolation and loneliness

It is important to note that self-harm is not always obvious. You might find yourself doing things which are harmful, but not think of them as 'self-harm'. This could include things like:

- Using drugs or alcohol to cope with our problems
- Not eating, over-eating, or forcing ourselves to throw up
- Spending all our time on addictive behaviours like gaming, social media or gambling

- Over-exercising and/or exercising when we are injured
- Getting into fights
- Getting into situations on purpose where we risk getting hurt, including
- Risky sexual behaviour

Often self-harm only brings temporary relief. This means that later, when things start to build up again, we might feel like we have to harm again. It can be really hard to break out of this cycle.

RISKS LINKED TO USING TECHNOLOGY AND SOCIAL MEDIA

What is Cybercrime?

Cybercrime is criminal activity that either targets or uses a computer, a computer network or a networked device. Most cybercrime is committed by cybercriminals or hackers who want to make money. However, occasionally cybercrime aims to damage computers or networks for reasons other than profit. These could be political or personal.

Cybercrime can be carried out by individuals or organizations. Some cybercriminals are organised, use advanced techniques and are highly technically skilled. Others are novice hackers.



What are the types of cybercrime?

Types of cybercrime include:

- Email and internet fraud.
- Identity fraud (where personal information is stolen and used).
- Theft of financial or card payment data.
- Theft and sale of corporate data.
- Cyberextortion (demanding money to prevent a threatened attack).
- Ransomware attacks (a type of cyberextortion).
- Cryptojacking (where hackers mine cryptocurrency using resources they do not own).
- Cyberespionage (where hackers access government or company data).
- Interfering with systems in a way that compromises a network.
- Infringing copyright.
- Illegal gambling.
- Selling illegal items online.
- Soliciting, producing, or possessing child pornography.

Cybercrime involves one or both of the following:

- Criminal activity targeting computers using viruses and other types of malware.
- Criminal activity using computers to commit other crimes.

Cybercriminals that target computers may infect them with malware to damage devices or stop them working. They may also use malware to delete or steal data. Or cybercriminals may stop users from using a website or network or prevent a business providing a software service to its customers, which is called a Denial-of-Service (DoS) attack.

Cybercrime that uses computers to commit other crimes may involve using computers or networks to spread malware, illegal information or illegal images.

Cybercriminals are often doing both at once. They may target computers with viruses first and then use them to spread malware to other machines or throughout a network. Some jurisdictions recognize a third category of cybercrime which is where a computer is used as an accessory to crime. An example of this is using a computer to store stolen data.

Top tips to stay safe online:

Protect your email by using a strong and separate password

Cyber criminals can use your email to access many of your personal accounts, leaving you vulnerable to identity theft. Always use a strong and separate password for your email; that is, a password that you don't use for any of your other accounts, either at home or at work.

If a criminal can access your email account, they could:

- Access private information about you (including your banking details)
- Post emails and messages pretending to be from you (and use this to trick other people)
- Reset all your other account passwords (and get access to all your other online accounts)

Install the latest software and app updates

Software and app updates contain vital security updates to help protect your devices from cyber criminals.

You should apply updates to your apps and your device's software as soon as they are available. Updates include protection from viruses and other kinds of malware, and will often include improvements and new features.

If you receive a prompt to update your device (or apps), don't ignore it. Applying these updates is one of the most important (and quickest) things you can do to keep yourself safe online. You should also turn on 'automatic updates' in your device's settings, if available. This will mean you do not have to remember to apply updates.

Turn on 2-step verification (2SV).

Turning on 2SV is one of the most effective ways to protect your online accounts from cyber criminals.

You should protect your most important accounts (such as email, banking, social media and online shopping) by making sure you have 2-step verification turned on for each of them.

2-step verification (2SV), which is also known as two-factor authentication (2FA) or multi-factor authentication (MFA), helps to keep cyber criminals out of your accounts, even if they know your passwords. The NCSC recommend you take time to set up 2-step verification on all your important accounts, even for ones that you've protected with strong passwords.

Password managers: how they help you secure passwords

Using a password manager can help you create and remember passwords. In addition many password managers are helpful because they can:

- Synchronise your passwords across your different devices, making it easier to log on, wherever you are, and whatever you're using
- Help spot fake websites, which will protect you from phishing attacks
- Let you know if you're re-using the same password across different accounts
- Notify you if your password appears within a known data breach so you know if you need to change it
- Work across platforms, so you could (for example) use a single password manager that would work for your iPhone and your Windows desktop

Backing up your data

Safeguard your most important data, such as your photos and key documents, by backing them up to an external hard drive or a cloud-based storage system.

Making backups doesn't take very long, and can usually be set up to take place automatically. So a little planning in advance to make backups could save you a lot of stress should the worst happen.

What is a backup?

A backup is a copy of your important data that's stored in a separate safe location, usually on the internet (known as cloud storage), or on removable media (such as USB stick, SD card, or external hard drive).

Once you've made a backup, if you lose access to your original data, you can restore a copy of it from the backup.

Most backup solutions allow you to choose what data is backed up, whether that's just documents and photos and videos, or the entire contents of your phone/computer (including the apps and programs you use).

As a rule of thumb, you should back up anything that you value. That is, anything that would inconvenience you - for whatever reason - if you could no longer access it.

Why might I need a backup?

There are many reasons why you might be unable to access your data.

- You have a new device, and you want to copy existing files onto it
- Your device is lost or stolen
- Your device breaks
- The data on your device is accidentally deleted (or becomes unreadable)
- A virus (or other type of malware such as ransomware) may erase your data, or prevent you from accessing it
- Your hard drive needs to be erased or replaced



Three random words

Use three random words to create a single password that's difficult to crack.

Weak passwords can be cracked in seconds. The longer and more unusual your password is, the harder it is for a cyber criminal to crack.

A good way to make your password difficult to crack is by combining three random words to create a single password (for example applenemobiro). Or you could use a password manager, which can create strong passwords for you (and remember them).

Avoid the most common passwords that criminals can easily guess (like 'password').

You should also avoid creating passwords from significant dates (like your birthday, or a loved one's), or from your favourite sports team, or by using family and pet names. Most of these details can be found within your social media profile.

If you're thinking of changing certain characters in your password (so swapping the letter 'o' with a zero, for example), you should know that cyber criminals know these tricks as well. So your password won't be significantly stronger, but it will be harder for you to remember.

By using a password that's made up of three random words, you're creating a password that will be 'strong enough' to keep the criminals out, but easy enough for you to remember.

Longstanding advice around making your passwords very complex (which suggests we should create passwords full of random characters, symbols and numbers) is not helpful. This is because most of us have lots of passwords, and memorising lots of complex passwords is almost impossible.

Passwords generated from three random words is a good way to create unique passwords that are 'long enough' and 'strong enough' for most purposes, but which can also be remembered much more easily. If you want to write your password down, that's also OK, provided you keep it somewhere safe.

Never open attachments in spam emails

A classic way that computers get infected by malware attacks and other forms of cybercrime is via email attachments in spam emails. Never open an attachment from a sender you do not know.

Do not click on links in spam emails or untrusted websites

Another way people become victims of cybercrime is by clicking on links in spam emails or other messages, or unfamiliar websites. Avoid doing this to stay safe online.

Do not give out personal information unless secure

Never give out personal data over the phone or via email unless you are completely sure the line or email is secure. Make certain that you are speaking to the person you think you are.

Contact companies directly about suspicious requests

If you are asked for personal information or data from a company who has called you, hang up. Call them back using the number on their official website to ensure you are speaking to them and not a cybercriminal. Ideally, use a different phone because cybercriminals can hold the line open. When you think you've re-dialed, they can pretend to be from the bank or other organization that you think you are speaking to.

Be mindful of which website URLs you visit

Keep an eye on the URLs you are clicking on. Do they look legitimate? Avoid clicking on links with unfamiliar or URLs that look like spam. If your internet security product includes functionality to secure online transactions, ensure it is enabled before carrying out financial transactions online.

What can go wrong if you make a mistake?

If you click on a link and it turns out to be a scheme, a few things could happen: information could be collected about your device, files may be downloaded without your knowledge, or you could be tricked into sharing personal information or login details.

Sometimes, you won't realize that you've clicked on an illegitimate link or exposed your information until it's too late. Not only are the links very well disguised, but the destination pages often look quite convincing too, especially if they're asking for credentials.

In the event that you make a mistake, the first thing you should do is scan your computer and network using trusted antivirus software. This software will detect any malicious files on your device and help you quarantine and remove them. You should also change any credentials that you may have exposed to the scammer.

If you have received an invite to an event online and you have reason to believe it's a phishing scheme, you should report it as spam to your email provider.

Also, if the email is impersonating a company, do a good deed and let that company know so they can alert other customers who may also be targeted. By remaining diligent, you can keep your information safe.

Deepfakes

Protecting yourself against deepfakes.

It is important that both young people and adults are aware of deep fakes and understand how they can be used against vulnerable people.

Deepfakes are computer-generated images, videos, or audio recordings which have been created to represent something or someone in a realistic way despite being fabricated. The onset and use of deep fakes have become accessible due to the wide use of mobiles and computer apps.

With the assistance of artificial intelligence and machine learning algorithms, deep fakes can be problematic and be used to promote things such as fake news.

With the high level of sophistication, and various threats they pose to privacy and security, it is important to ensure we take the right steps in mitigating the risk of deepfakes. (board, 2021)

Facts:

- The ability to create fake videos and images of individuals and can be used to spread misinformation.
- Images may be used to create false scenarios which may be damaging to one's reputation.
- Deepfakes may lead to identity theft as well as other crimes.
- Bullying – it can be used to mock, taunt, or embarrass an individual.
- Extortion and Exploitation – Can be used to create incriminating material which can be used as leverage against individuals.

How can you protect yourself:

- The law commission is currently reviewing legislation into image-based abuse, this will include the sharing of altered images. www.lawcom.gov.uk
- Be aware of how to spot deep fakes.
- Question what you are looking at.
- Use good security tools.
- Spot glitches – rippling or blurring around the image.



Homelessness



Homelessness is an issue that is currently on the rise as a result of the struggling economy and people struggling through the cost-of-living crisis; however, these are not the only causes as other causes include leaving a relationship, a loss in the family, losing a job or dealing with other personal circumstances such as illness.

Homelessness is not limited to rough sleeping but also includes the following:

- Sofa surfing
- People living in sheds or other unconventional buildings
- Living in hostels and temporary and unsuitable accommodation

TYPES OF HOMELESSNESS:

Rough sleeping. This includes, but is not limited to, sleeping on benches, in parks, in bus shelters- anything that can be found on the street.

In temporary accommodation. Temporary or emergency accommodation includes shelters, hostels, private housing, social housing and B&Bs. Each accommodation will have varying terms for how long an individual or their family will be able to stay for.

Hidden homelessness. This term is used for people who are living in squats, sleeping at a friend's or living in places such as a shed or their car.

As people who are at risk of homelessness, or are homeless, become increasingly vulnerable to crime, violence, abuse and exploitation it is vital that they receive the support they require as soon as possible in a non-judgmental environment.

Further Reading

Sexual Harassment

<https://www.gov.uk/government/news/upskirting-know-your-rights>
<https://www.btp.police.uk/ro/report/rsa/alpha-v1/advice/rape-sexual-assault-and-other-sexual-offences/voyeurism-upskirting/>
<https://www.gov.uk/government/news/new-laws-to-better-protect-victims-from-abuse-of-intimate-images>

Prejudice Based Bullying

<https://respectme.org.uk/bullying/prejudice-based-bullying/>

Hate Crime

<https://www.stonewall.org.uk/cy/node/24594>
<https://www.nhsggc.org.uk/media/255892/nhsggcequalitieshomophobicandtransphobiahatecrime.pdf>
<https://galop.org.uk/wp-content/uploads/2021/06/Galop-Hate-Crime-Report-2021-1.pdf>
<https://galop.org.uk/wp-content/uploads/2021/06/What-Is-Online-Hate-Speech-And-Hate-Crime.pdf>
<https://galop.org.uk/wp-content/uploads/2021/10/Transphobia.pdf>

Gender Based Violence Against Women and Girls

<https://www.gov.uk/government/news/tackling-violence-against-women-and-girls-strategy-launched>

Prevent

<https://www.counterterrorism.police.uk/servator/>

Child Sexual Exploitation

<https://crimestoppers-uk.org/keeping-safe/community-family/child-sexual-exploitation>
<https://www.saferchildrenyork.org.uk/child-sexual-abuse-and-exploitation.htm>
<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-sexual-exploitation/>
<https://www.local.gov.uk/publications/tackling-child-exploitation-resources-pack>

Human Trafficking

<https://www.stopthetraffik.org/what-is-human-trafficking/types-of-exploitation/>
<https://inews.co.uk/news/uk/human-trafficking-uk-cases-rise-sexual-exploitation-modern-slavery-561742>

County Lines

<https://learning.nspcc.org.uk/child-abuse-and-neglect/county-lines>

<https://www.nationalcrimeagency.gov.uk/what-we-do/crime-threats/drug-trafficking/county-lines>

<https://www.nationalcrimeagency.gov.uk/who-we-are/publications/257-county-lines-drug-supply-vulnerability-and-harm-2018/file>

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

Cuckooing

<https://www.saferchildrenyork.org.uk/Downloads/Cuckooing%20leaflet%202020.pdf>

<http://www.stopadultabuse.org.uk/what-is-abuse/cuckooing-county-lines.aspx>

<https://www.manchestersafeguardingpartnership.co.uk/resource/cuckooing-advice-for-all/>

Mental Health

<https://www.mentalhealthatwork.org.uk/>

<https://www.mentalhealthatwork.org.uk/toolkit/remote-project-managers/>

<https://www.mind.org.uk/information-support/helping-someone-else/>

<https://www.mentalhealth.org.uk/>

<https://www.mentalhealth.org.uk/explore-mental-health/a-z-topics>

<https://harmless.org.uk/resource-hub/>

Eating Disorders

<https://www.orri-uk.com/what-is-an-eating-disorder/>

Staying Safe Online

<https://www.ncsc.gov.uk/collection/top-tips-for-staying-secure-online>

<https://www.ncsc.gov.uk/guidance/video-conferencing-services-using-them-securely>

<https://www.bbc.com/ownit/the-basics/8-tips-for-staying-safe-online>

<https://actearly.uk/advice/staying-safe-online/>

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

<https://www.kaspersky.co.uk/resource-center/preemptive-safety/top-10-internet-safety-rules-and-what-not-to-do-online>

<https://www.staffsscb.org.uk/what-are-deepfakes-protect-yourself-and-our-children/>

<https://www.iproov.com/blog/deepfakes-statistics-solutions-biometric-protection>

Homelessness

<https://www.shelter.org.uk/>

<https://www.crisis.org.uk/>

<https://www.gov.uk/homelessness-help-from-council>

Support Directory

For support with anything you have read in this handbook, please see the contact details below.

Organisation

Link for more information

SEXUAL ABUSE



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



<https://rapecrisis.org.uk/get-help/>



Safeline National Counselling: onlinecounselling@safeline.org.uk
Safeline National Online Male Survivor Helpline: **0808 800 5005**
<https://www.safeline.org.uk/>



HM Government
Sexual Abuse Support

<https://sexualabusesupport.campaign.gov.uk/>

DOMESTIC ABUSE



Freephone 24-Hour National Domestic Abuse Helpline: **0808 2000 247** or visit www.nationaldahelpline.org.uk (access live chat Mon-Fri 3-10pm)
<https://www.refuge.org.uk/our-work/our-services/gender-based-violence-services/>



Freephone: **0808 8010327**
<https://mensadvice.org.uk/>



01823 334244 - Helping men escape domestic abuse

<https://www.mankind.org.uk/>



LGBT+ Domestic Abuse Helpline: **0800 999 5428**
LGBT+ Hate Crime Helpline: **020 7704 2040**
<https://galop.org.uk/>

HATE CRIME



Breaking the Silence provide a completely confidential service for men of Asian, African and African-Caribbean origin, aged 13 and over
<http://www.breaking-the-silence.org.uk/>

GENDER-BASED VIOLENCE/VIOLENCE AGAINST WOMEN AND GIRLS



Specialist charity for victims and survivors of Honour Based Abuse in the UK.
UK Helpline: **0800 5999 247**
<https://karmanirvana.org.uk/>



<https://avaproject.org.uk/>

women's aid
until women & children are safe

National charity working to end domestic abuse against women
<https://www.womensaid.org.uk>

RADICALISATION



<https://www.counterterrorism.police.uk/>



<https://actearly.uk/>
<https://act.campaign.gov.uk/>

MODERN SLAVERY



If something doesn't look or feel right, help stop modern slavery and call: Crime-stoppers – **0800 555 111** UK Slavery helpline – **0800 012 1700** Modern Slavery Human Trafficking Unit (MSHTC): **0844 778 2406**
www.nationalcrimeagency.gov.uk <https://stop-ce.org>

MENTAL HEALTH AND SUICIDE



Call **116 123** for free
<https://act.campaign.gov.uk/>



5pm-midnight 365 days a year Tel: **0800 58 58 58**



Infoline: **0300 123 3393** Email: info@mind.org.uk Post: Mind Infoline, PO Box 75225, London, E15 9FS Our Infoline provides an information and signposting service. We're open 9am to 6pm, **Monday to Friday (except for bank holidays)**
<https://www.mind.org.uk/information-support/guides-to-support-and-services/seeking-help-for-a-mental-health-problem/where-to-start/>
<https://www.mind.org.uk/about-us/local-minds/>



<https://www.nhs.uk/every-mind-matters/>



Freephone: **0808 801 0525** Our Advice Service offers practical help on issues such as the Mental Health Act, community care, welfare benefits and carers rights. We also offer general help on living with mental illness, medication and care. We're happy to receive Next Generations Text Service (NGTS) calls.
<https://www.rethink.org/aboutus/what-we-do/advice-and-information-service/>



Tel: 0800 068 41 41
<https://www.papyrus-uk.org>



Tel: 0808 801 0677
<https://www.beateatingdisorders.org.uk/>



Helpline: 03444 775 774 (open Mon-Fri 09:30-17:30)
<https://www.anxietyuk.org.uk/>



<https://www.youngminds.org.uk/young-person/my-feelings/self-harm/>
<https://www.youngminds.org.uk/young-person/>



<https://harmless.org.uk/>

RISKS LINKED TO USING TECHNOLOGY AND SOCIAL MEDIA



<https://saferinternet.org.uk/>



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



<https://www.actionfraud.police.uk/reporting-fraud-and-cyber-crime>

HOMELESSNESS



<https://www.shelter.org.uk/>

<https://www.crisis.org.uk/>

HOMELESSNESS



Able Futures is a programme that is funded by the government to support people who are in work. It is a completely free and confidential service that can provide support and guidance for up to 9 months.

It provides you with both a regular and scheduled time to speak with a mental health specialist about issues that are affecting you at work, so you can learn new ways to take care of yourself whilst also finding the confidence to overcome the problems you are facing; whilst also helping you make adjustment to help your mental health at work. <https://able-futures.co.uk/>

If you have a safeguarding concern, please get in touch with us directly through the emails shared on page 2 or if a learner through your trainer. We will provide you with the support and guidance to get you the help you need.

