Children and Young People Safeguarding Policy

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Section 1: Safeguarding children and young person policy

Introduction

Safety Net supports the recovery of those affected by rape, exploitation, sexual and domestic abuse. Safety Net works directly with children, young people and adults providing a trauma informed therapeutic service, promoting the wellbeing and safety of all people it comes into contact with.

Safety Net is committed to Safeguarding Children and Young People (CYP) in line with national legislation and relevant national and local guidelines.

We will safeguard CYP by ensuring that our services are delivered in a way which keeps all CYP safe.

Safety Net is committed to creating a culture of zero-tolerance of harm to CYP which necessitates: the recognition of CYP who may be at risk and the circumstances which may increase risk; knowing how CYP abuse, exploitation or neglect manifests itself; and being willing to report safeguarding concerns.

This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

Safety Net is committed to best safeguarding practice and to uphold the rights of all CYP to live a life free from harm from abuse, exploitation and neglect.

Policy Statement

This policy demonstrates Safety Net's unwavering commitment to safeguarding children and young people. It aims to ensure everyone involved in Safety Net understands their role in protecting children and young people from abuse and neglect.

At Safety Net, we believe that everyone, has the right to live free from abuse and neglect. We are committed to creating a safe and empowering environment where children, young people, and adults feel respected, supported, and able to speak out without fear. We prioritise child-centred practice, recognising the unique vulnerabilities of children and young people and ensuring their voices are heard in all safeguarding decisions. Our trauma-informed approach acknowledges the impact of abuse and provides sensitive support tailored to individual needs.

We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practice in a way that protects them. We recognise that the welfare of children is paramount in all the work we do and in all the decisions we take. Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare. All children, regardless of age, disability,

gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse. Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues. Extra safeguards may be needed to keep children who are additionally vulnerable safe from abuse.

Principles of Safeguarding:

Safety Net follows these key principles when safeguarding children:

- **Empowerment:** We encourage children to make their own choices and give informed consent.
- **Prevention:** We take action to prevent harm before it occurs.
- **Proportionality:** We respond to concerns in the least intrusive way appropriate to the risk.
- **Protection:** We offer support and representation to children in need.
- **Partnership:** We work with families and communities to safeguard children.
- **Accountability:** We are accountable for our actions and transparent in our safeguarding practices.

This policy is to be read in conjunction with:

- ✓ Safeguarding Adults
- ✓ Bullying and harassment
- ✓ Social Media
- ✓ Equality, diversity and inclusion
- ✓ Safe activities risk assessments
- ✓ Code of Conducts and a process for breach of these
- ✓ Discipline and grievance
- ✓ Concerns, Complaints and Compliments
- ✓ Whistleblowing
- ✓ Safe recruitment and selection (staff and volunteers)
- ✓ Dignity at work
- ✓ Information policy, data protection and information sharing

Purpose

The purpose of this policy is to demonstrate the commitment of Safety Net:

• to protect children and young people who receive Safety Net's services from harm. This includes the children of adults who use our services

• to provide staff and volunteers, as well as children and young people and their families, with the overarching principles that guide our approach to child protection.

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England. A summary of the key legislation and guidance is available from: nspcc.org.uk/childprotection

Scope

This safeguarding CYP policy and associated procedures apply to all individuals involved in Safety Net including Board members, Staff, Volunteers and students and to all concerned about the safety of children and young people whilst taking part in our organisation, its activities and in the wider community.

We will seek to keep children and young people safe by:

- valuing, listening to and respecting them
- appointing a nominated child protection lead for children and young people, a deputy and a lead trustee/board member for safeguarding
- adopting child protection and safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- developing and implementing an effective online safety policy and related procedures
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made. All hiring managers are required to undergo Safer Recruitment training to ensure those recruited into Safety Net are suitable and appropriate.
- recording and storing and using information professionally and securely, in line with data protection legislation and guidance (more information about this is available from the Information Commissioner's Office: ico.org.uk/fororganisations)
- sharing information about safeguarding and good practice with children and their families via leaflets, posters, group work and one-to-one discussions
- making sure that children, young people and their families know where to go for help if they have a concern
- using our safeguarding and child protection procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately
- using our procedures to manage any allegations against staff and volunteers appropriately
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- ensuring that we have effective complaints and whistleblowing measures in place
- ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance
- following a safer recruitment policy that ensures we are recruiting employees, volunteers, trustees and contracts with the safety of clients from the beginning of our hiring process
- building a safeguarding culture where staff and volunteers, children, young people and their families, treat each other with respect and are comfortable about sharing concerns.

Key principles will be communicated that;

- safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part; and
- a child-centred approach: for services to be effective they should be based on a clear understanding of the needs and views of children.

Governance and Trustee Responsibilities

Safety Net's Board of Trustees holds overall responsibility for ensuring the organisation meets its safeguarding duties and maintains an effective safeguarding culture across all areas of service delivery and governance. Trustees will receive appropriate safeguarding oversight information to enable effective scrutiny, challenge, and assurance.

Safety Net recognises its responsibilities under Charity Commission guidance relating to safeguarding and serious incident reporting. Where required, safeguarding concerns and incidents will be reported to the Charity Commission in line with current regulatory expectations and statutory duties.

Safety Net is committed to ensuring safeguarding arrangements are appropriately resourced, regularly reviewed, and embedded throughout organisational practice.

Section 2: Supporting Safeguarding CYP Legislation

Legal Framework for Child Safeguarding in England

Safety Net operates within the legal framework for child protection in England, which is primarily defined by the following Acts:

- **Children Act 1989:** Establishes the fundamental principles of child protection, emphasising the paramountcy of the child's welfare and outlining expectations for duties of care.
- **Children Act 2004:** Strengthens inter-agency partnerships, promotes accountability, and places duties on local authorities to cooperate in safeguarding children.
- **Children and Social Work Act 2017:** Introduces key reforms, including:
    - Establishing the Child Safeguarding Practice Review Panel to review serious child protection cases.
    - Replacing Local Safeguarding Children's Boards (LSCBs) with local safeguarding partners.
    - Requiring child death reviews to identify relevant public health and safety matters.

- Mandating local authorities to appoint personal advisers for care leavers up to age 25.
- Creating Social Work England as the regulatory body for social work.
- Updating requirements for relationships and sex education in schools.

- **Keeping Children Safe in Education (KCSIE) 2025**
- **Working Together to Safeguard Children 2023 (updated guidance in force in 2026)**

Other Relevant Legislation:

- **Female Genital Mutilation Act 2003:** Criminalises FGM and places a duty on professionals to safeguard children from this form of abuse. Safety Net recognises its responsibility to take appropriate action in any suspected case of FGM.
- **Counter-Terrorism and Security Act 2015:** Introduces the Prevent duty, aiming to prevent individuals from being drawn into terrorism. While Safety Net is not a specified authority under the Prevent Duty, we recognise our safeguarding responsibilities in relation to radicalisation and extremism.

Safety Net ensures that all staff and volunteers are aware of these legal frameworks and receive appropriate training to fulfil their safeguarding responsibilities. We remain committed to staying informed about any updates or changes to legislation and guidance to ensure our practices remain compliant and effective in protecting children and young people.

Definition of a child

- A child is anyone up until their 18th birthday.

“Safeguarding and promoting the welfare of children” is defined in Working Together to Safeguard Children 2023 (updated guidance in force in 2026) as:

- providing help and support to meet the needs of children as soon as problems emerge
- protecting children from maltreatment, whether that is within or outside the home, including online
- preventing impairment of children’s mental and physical health or development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- promoting the upbringing of children with their birth parents, or otherwise their family network through a kinship care arrangement, whenever possible and where this is in the best interests of the children

Understanding Abuse

Abuse is a violation of an individual’s human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all of the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance.

Abuse can take place in any relationship and there are many contexts in which abuse might take place; e.g. Institutional abuse, Domestic Abuse, Forced Marriage, Human Trafficking, Modern Slavery, Sexual Exploitation, County Lines, Radicalisation, Hate Crime, Mate Crime, Cyber bullying, Scams.

There are different types and patterns of abuse and neglect and different circumstances in which they may take place.

Types of Abuse:

While abuse can be complex and overlap, some common categories include:

Physical abuse: Causing physical harm, such as hitting, shaking, or burning.

Sexual abuse: Forcing or enticing a child into sexual activity.

Emotional abuse: Causing emotional harm, such as through constant criticism, threats, or rejection.

Neglect: Failing to meet a child's basic needs, such as food, shelter, or medical care.

Financial abuse: Misusing a child's money or property.

Other Forms of Abuse:

Children can also experience other forms of harm, such as:

Online abuse: Bullying, harassment, or exploitation online.

Domestic abuse: Experiencing or witnessing abuse within the home.

Child exploitation: Being manipulated or coerced into harmful activities, such as sexual exploitation or criminal activity.

Discriminatory abuse: Being targeted due to their race, religion, gender, or other characteristics.

Online Safety, Digital Harm and Online Exploitation

Safety Net recognises that children and young people may experience abuse, exploitation, coercion, and harm through online platforms and digital technologies. Online harm can occur through social media, gaming platforms, messaging applications, livestreaming services, dating platforms, artificial intelligence (AI) technologies, and other digital environments.

Online abuse may occur alongside offline abuse or may occur entirely online. Children and young people may not always recognise that what they are experiencing is abusive, exploitative, or unsafe.

Forms of online harm can include, but are not limited to:

- Online grooming and sexual exploitation
- Coercive or controlling online relationships
- Image-based abuse, including the sharing of sexual images without consent
- Sextortion or threats involving sexual images or videos

- AI-generated sexual images, deepfakes, or digitally manipulated content
- Online bullying, harassment, stalking, or intimidation
- Exposure to harmful online communities that promote abuse, exploitation, self-harm, eating disorders, suicide, hate, or extremism
- Live-streamed abuse or exploitation
- Financial exploitation, scams, or coercion facilitated online
- Criminal exploitation facilitated through online contact, including county lines activity
- Radicalisation and extremist content

Safety Net recognises that online harms can have a significant impact on a child or young person's emotional wellbeing, safety, relationships, sense of identity, and recovery from trauma.

All staff, volunteers, students, and trustees are expected to:

- Remain vigilant to signs of online abuse or exploitation
- Take all online safeguarding concerns seriously
- Respond in a trauma-informed, non-judgemental, and child-centred manner
- Record and report concerns in line with Safety Net safeguarding procedures
- Work collaboratively with statutory agencies and online safeguarding services where appropriate
- Support children and young people to understand online safety, boundaries, consent, and healthy relationships in digital spaces

Safety Net will ensure that safeguarding responses appropriately consider the role of technology and online environments when assessing risk, safety, and support needs.

Key Points:

Abuse can happen to anyone, regardless of age, gender, or background.

Children may experience multiple types of abuse.

It is important to recognise the signs of abuse and take action to protect children.

This simplified explanation ensures that everyone involved in Safety Net understands the different forms of abuse and remains vigilant in protecting children and young people.

Recognising Signs of Abuse and Neglect

It's important to remember that signs of child abuse are not always obvious. Children may not tell anyone what's happening, and sometimes they may not even realise they are being abused.

Possible Signs:

While these signs don't always mean a child is being abused, they can indicate that something is wrong and requires further attention:

- **Changes in behaviour:** Becoming withdrawn, anxious, aggressive, or uncharacteristically quiet.
- **Social difficulties**: Lacking social skills, having few friends, or experiencing difficulties in forming healthy relationships.
- **Changes in appearance**: Always wearing clothes that cover their body, showing signs of physical harm, or neglecting their hygiene.
- **Emotional distress**: Appearing sad, fearful, or overly clingy.
- **Inappropriate knowledge:** Having knowledge of adult issues that are not age appropriate.
- **Running** away or going missing: Frequently leaving home or school without permission.

Concerning Adult Behaviours:

Be mindful of adults who:

- Show a lack of interest or concern for a child's well-being.
- Behave aggressively or inappropriately towards a child.
- Misuse substances or have uncontrolled mental health issues that may impact their ability to care for a child.
- Isolate a child from others or restrict their access to support.

If you have any concerns about a child's safety or well-being, it's crucial to report them to a designated safeguarding lead or follow Safety Net's reporting procedures.

Recording and Information Sharing

Information Sharing

At Safety Net, we understand that effective information sharing is crucial to safeguard children and young people. No single person can have a complete picture of a child's needs and circumstances. Therefore, we prioritise timely and appropriate information sharing with other practitioners, local organisations, and agencies. This collaborative approach enables early identification of concerns, comprehensive assessments, and coordinated service provision to ensure children's safety and well-being.

We recognise that delays or failures in sharing information can have severe consequences for children. Therefore, our staff are trained to:

- **Proactively share information:** Share relevant information promptly when concerns arise, even if problems are just emerging.
- **Share with relevant parties:** Communicate with local authority children's social care, the police, and other relevant agencies as needed.
- **Consider patterns of behaviour:** Share information to identify patterns, especially when a child is at risk of going missing or has gone missing.
- **Prioritise child safety:** Understand that concerns about data protection must not hinder efforts to safeguard children.

Legal Framework and Data Protection

Safety Net adheres to the Data Protection Act 2018 and UK GDPR, which support sharing information to keep children safe. We have clear procedures for sharing information within our organisation and with external partners. Our staff are trained to:

- **Understand lawful bases for sharing:** Confidently apply the legal framework for sharing personal information, including sensitive data.
- **Be transparent with families:** Communicate with families about what information is being shared and with whom, whenever it is safe to do so.
- **Prioritise safety over consent:** Understand that consent is not always required to share information for safeguarding purposes, especially when it could put a child at risk.
- **Complete data protection impact assessments:** Conduct assessments when processing potentially high-risk information.

Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information on DPMS.

Where there is a safeguarding concern, information may be shared without consent where lawful, necessary and proportionate to protect a child, young person or adult at risk.

A Shared Responsibility

Safety Net believes that successful outcomes for children depend on strong partnerships between families and professionals. We are committed to a child-centred approach that considers the needs of the whole family.

Key Principles:

- **Child's Welfare is Paramount:** Every action and decision prioritises the child's safety, well-being, and best interests.
- **Child's Voice is Heard:** We actively seek, listen to, and respond to children's wishes and feelings.
- **Partnership with Families:** We work collaboratively with families, recognising their importance in a child's life.
- **Family-Based Care:** We support children to be raised within their families whenever possible.
- **Collaboration with Agencies:** We work with other agencies to identify and meet the needs of children and families.
- **Consideration of Context:** We consider the economic and social circumstances impacting children and families.

A Child-Centred Approach:

We believe that a child-centred approach is fundamental to safeguarding. This means:

- **Seeing and Speaking to the Child:** Directly engaging with the child, observing their behaviour, and taking their views seriously.
- **Listening and Understanding:** Actively listening to what children say, even when they find it difficult to express themselves.
- **Supporting Communication:** Providing appropriate support for children with communication difficulties or other needs.
- **Taking Views Seriously:** Involving children in decisions about their care and support.

- **Providing Information and Explanation:** Keeping children informed about processes, decisions, and outcomes.
- **Advocating for Children:** Supporting children to express their views and ensuring their rights are upheld.
- **Protecting from Harm:** Protecting children from all forms of abuse, exploitation, and discrimination.

Understanding Risk, Context and Professional Curiosity

Safety Net recognises that safeguarding concerns are not always immediately visible and that children, young people, families, or adults may sometimes minimise, conceal, or struggle to recognise harm due to fear, trauma, coercion, shame, loyalty, cultural pressures, dependency, or previous experiences.
Staff, volunteers, students, trustees, and contractors are expected to maintain professional curiosity when working with children, young people, and families. This means respectfully exploring concerns, noticing changes in presentation or behaviour, asking appropriate questions, and remaining open to the possibility that additional risks may be present.
Safety Net recognises the importance of understanding:

- **Disguised compliance** – where engagement with services may appear positive without meaningful change or reduction in risk
- **Cumulative harm** – where repeated experiences, adverse events, trauma, neglect, exploitation, or exposure to abuse over time significantly impact wellbeing and safety
- **Contextual safeguarding** – recognising that harm can occur outside of the home, including within peer groups, schools, communities, online spaces, and social environments

Safety Net's trauma-informed approach supports practitioners to consider the wider context of a child or young person's experiences, relationships, environment, and safety when assessing risk and planning support.

Supporting Legislation and Guidance:
Our child-centred approach is supported by:

- **The Children Act 1989 and 2004:** Emphasising the paramountcy of the child's welfare and the importance of family-based care.
- **The Equality Act 2010:** Ensuring equal access to services and support for all children, regardless of their background or needs.
- **The United Nations Convention on the Rights of the Child (UNCRC):** Upholding children's rights, including the right to express their views and access information.
- **The Domestic Abuse Act 2021:** Recognising children as victims of domestic abuse in their own right.
- **The Children's Social Care National Framework:** Providing guidance on the purpose and principles of children's social care.

By embedding these principles and legal frameworks into our practice, Safety Net strives to create a safeguarding environment that truly puts children at the centre.

Safer Recruitment

Safety Net is committed to safeguarding and promoting the welfare of all clients, including children and young people. Our recruitment practices ensure all individuals working with or on behalf of Safety Net are suitable and uphold the highest standards of integrity and professionalism.

This policy applies to all staff, volunteers, trustees, and contractors. To ensure safe recruitment, we clearly define safeguarding responsibilities in job advertisements and experience of working in a safeguarding capacity, conduct identity verification, right-to-work checks, reference checks, and appropriate Disclosure and Barring Service (DBS) checks. Interviews include safeguarding-related questions, and new employees undergo a 6-month probationary period with regular reviews that include safeguarding awareness.

Safety Net provides ongoing safeguarding training and supervision, ensuring compliance with best practices. All hiring managers are required to undergo Safer Recruitment training to ensure those recruited into Safety Net are suitable and appropriate. Staff must report concerns about colleagues or potential risks, following our clear reporting procedures in line with the broader Safeguarding Policy. This policy is reviewed annually to maintain its effectiveness and compliance with legal and regulatory requirements.

Principles for Working with Parents and Carers

Safety Net believes in the importance of working in partnership with parents and carers. We recognise that parents and carers are vital in safeguarding children and young people, and we strive to create strong, positive, and trusting relationships with them.
Our approach to working with parents and carers is guided by the following principles:

1. Building Strong Relationships:

- **Empathy and Respect:** We approach families with empathy, respect, compassion, and creativity, avoiding blame and shame.
- **Strength-Based Approach:** We focus on families' strengths and work with them to identify what is working well and how they can make positive changes.
- **Trauma-Informed Practice:** We recognise the impact of adversity and trauma and adapt our responses with care and compassion.
- **Sensitivity to Diversity:** We consider families' backgrounds, needs, and potential barriers to accessing support.
- **Awareness of Risk:** We remain alert to situations where children may be at risk and adapt our response to ensure their safety.

2. Effective Communication:

- **Clear and Inclusive Language:** We use respectful, non-blaming language and ensure all materials are jargon-free and easily understood.
- **Accessible Information:** We provide information in accessible formats and translated languages as needed.
- **Professional Interpretation:** We use professional interpreters when necessary, avoiding reliance on family members.

3. Empowering Participation:

- **Transparency:** We keep parents and carers informed about processes and decisions, ensuring a "no surprises" culture.

- **Supportive Environment:** We provide a safe and appropriate environment for participation and offer access arrangements as needed.
- **Information and Signposting:** We provide relevant information and signpost to sources of support.
- **Understanding and Collaboration:** We help parents and carers understand the issues, decisions, and potential outcomes.

4. Valuing Contributions:

- **Involving Families in Design:** We involve parents, carers, and communities in designing processes that affect them.
- **Seeking Feedback:** We continuously seek feedback to inform service improvements and reflect on our practice.

By adhering to these principles, Safety Net aims to create collaborative partnerships with parents and carers that promote the safety and well-being of children and young people.

Expectations for Multi-Agency Working

Safety Net recognises the vital importance of strong multi-agency and multi-disciplinary collaboration in safeguarding children and young people. We believe that effective partnership working is essential to identify and respond to the needs of children and families comprehensively.

To achieve this, we adhere to the following expectations for multi-agency working, which apply to all staff and volunteers at Safety Net and our partner agencies:

For Strategic Leaders:

- **Collaboration:** Develop a shared vision and goals for collaborative working.
- **Learning:** Utilise evidence from direct practice to inform and evaluate effectiveness.
- **Resourcing:** Prioritise and share resources to support and protect children.
- **Inclusion:** Create an inclusive culture that values diversity and celebrates multi-agency partnerships.
- **Mutual Challenge:** Hold each other accountable for the quality of partnership working.

For Senior and Middle Managers:

- **Collaboration:** Base decisions on shared practice, constructive debate, and information from all services.
- **Learning:** Provide opportunities for teams to engage in peer learning, knowledge exchange, and reflective supervision.
- **Resourcing:** Ensure children receive holistic support by drawing on expertise from various agencies.
- **Inclusion:** Support staff in identifying and challenging discrimination and negative stereotypes.
- **Mutual Challenge:** Encourage constructive challenge and value independent judgments alongside collective decision-making.

For Direct Practice Professionals:

- **Collaboration:** Share information to gain a complete picture of a child's life, ensuring their voice is central.
- **Learning:** Engage in shared reflection and learning, drawing on diverse perspectives and best evidence.
- **Resourcing:** Build strong relationships across agencies to support and protect children.
- **Inclusion:** Respond confidently to diverse circumstances and recognise the different types of adversity children may face.
- **Mutual Challenge:** Challenge each other respectfully, question assumptions, and seek to resolve differences constructively.

By fostering a culture of collaboration, learning, and mutual accountability, Safety Net and its partners strive to create a strong network of support that effectively safeguards children and young people.

Section 3: Appendices

Appendix 1- Roles and Responsibilities

The designated person has primary responsibility for putting into place procedures to safeguard CYP and supporting safeguarding leads, where relevant, and for managing concerns about CYP

Every Safety Net staff member, volunteer, student and trustee has a part to play in safeguarding and all staff, volunteers and trustees will undertake safeguarding training at the level appropriate to their role and familiarise themselves with the safeguarding policy and procedures.

The designated safeguarding officer (Helen Davies, Clinical Manager) is responsible for developing and quality-assuring safeguarding activity across Safety Net.

Trustees approve the safeguarding policy and have a duty of care to the charity, which includes taking the necessary steps to safeguard those at risk from abuse, managing risk and protecting the reputation of the charity.

Charity trustees are accountable for all that happens within their charity.

Appendix 2 – Sources of Information and Support

Young Minds

This is the UK's leading charity committed to improving the emotional well-being and mental health of children and young people.

Childline
If you're under 19 you can confidentially call, chat online or email about any problem big or small.
Sign up for a free Childline locker (real name or email address not needed) to use their free 1-2-1 counsellor chat and email support service.

Can provide a BSL interpreter if you are deaf or hearing-impaired.
Hosts online message boards where you can share your experiences, have fun and get support from other young people in similar situations.
Opening times:
24/7
0800 11 11

Victim Support
Offers support to anyone affected by crime; not only those who experience it directly, but also their friends, family and any other people involved.
Live webchat service available.
Offers specialist support for children and young people affected by crime through their website You & Co.
Opening times:
24/7
0808 168 9111

LoveRespect
LoveRespect is run by Women's Aid.
It provides a safe, anonymous space, for 14-24 year olds to gain more understanding of healthy and unhealthy relationships.
It offers resources for you and your friends if you're experiencing domestic abuse, including identifying abuse, isolation, asking adults for help, mental health impacts, and more.

NHS 111
To get urgent mental health advice from the NHS, call 111 and select the mental health option. 111 will tell you where you can get help. They may also be able to put you through to a trained mental health professional over the phone.
111 can support anyone who is feeling unsafe, distressed or worried about their mental health. They can also give information and advice about what to do if you're worried about someone else.
If you would rather get help online, you can use 111 online.
Opening times:
24/7
111
Samaritans
Whatever you're going through, you can contact the Samaritans for support. N.B. This is a listening service and does not offer advice or intervention.
Opening times:
24/7
116123
jo@samaritans.org

Shout
Text SHOUT to 85258.
Shout provides free, 24/7 text support for young people across the UK experiencing a mental health crisis.
All texts are answered by trained volunteers, with support from experienced clinical supervisors.

Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.
Texts can be anonymous, but if the volunteer believes you are at immediate risk of harm, they may share your details with people who can provide support.
Opening times:
24/7

Papyrus
Offers confidential advice and support if you're struggling with suicidal thoughts, and information about how to make a safety plan.
Its helpline service - HOPELINE247 - is available to anybody under the age of 35 experiencing suicidal thoughts, or for anyone concerned that a young person could be thinking about suicide.
Opening times:
24/7 every day of the year
0800 068 4141
88247
pat@papyrus-uk.org

Beat

Beat is a website dedicated to eating disorders. Beat provides a Helpline for people of all ages, offering support and information about eating disorders no matter where you are in your journey. The Helpline is free to call from all phones. 0808 801 0677 email: help@beateatingdisorders.org.uk Beat is a member of Language Line and can provide access to an interpreter on the phone callers whose first language is not English. Support can also be requested in Welsh.

Frank

- Provides facts, support and advice on drugs and alcohol. Call 0300 123 6600

Call FRANK 24 hours a day, 7 days a week.
Call service details

- Chat Text 82111

Text a question and FRANK will text you back.
Text service details

- EmailSend an email

Send an email and FRANK will message you back.

Email service details

National Self-Harm Network

Offers support forums, in a safe environment, that can help people understand and manage self-harm. Support individuals who self-harm to reduce emotional distress and improve their quality of life Support and provide information for family and carers of individuals who self-harm. The forum provides crisis support, information and resources, advice, discussions and distractions. Closely monitored, available 24/7

NSPCC
Provides information, advice, and support on child protection and safeguarding, including a helpline for adults concerned about a child. Contact the NSPCC Helpline
You can contact the NSPCC Helpline by calling 0808 800 5000, emailing help@NSPCC.org.uk or completing our report abuse online form.
Our voice Helpline is currently available 10am–4pm Monday to Friday. You can still email help@NSPCC.org.uk or complete our report abuse online form at any time for free. You don't have to say who you are.
18 or under?

Childline offers free, confidential advice and support whatever your worry, whenever you need help.
0800 1111

Further useful resources