



# **Safeguarding IAG Support Guide**

This document is to be used in conjunction with the Safeguarding and Prevent Policy

<b>Contents</b>	<b>Page</b>
Abuse and Neglect Indicators - Adults	3
Abuse and Neglect Indicators - Children	4-5
So-called 'honour-based' abuse (FGM)	6
So-called 'honour-based' abuse (Forced Marriage)	7
Sexual Harassment	7-8
Consent	8-9
Domestic Abuse	9
Specific Safeguarding issues	9
Radicalisation	10
Safeguarding IAG	11
Online Safety	12-16
Extremism	14
Hate Crime	17
Bullying	17-18
Bullying and Harassment IAG	19
Version control	20

## Abuse and Neglect Indicators – Adults.

Abuse is a violation of an individual's human and civil rights by any other person or persons. Abuse may consist of a single act or repeated acts. It may be physical, verbal, or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter a financial or sexual transaction to which he or she has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Source: No Secrets Guidance

- **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint, or inappropriate physical sanctions.
- **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; and 'honour' based violence (HBV) is a form of domestic abuse which is perpetrated in the name of so called 'honour-based' violence.
- **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits. Doorstep crime is also a common form of financial abuse.
- **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude, and inhumane treatment.
- **Discriminatory abuse** – including forms of harassment, slurs, or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation, or religion
- **Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes, and practices within an organisation.
- **Neglect and acts of omission** – including ignoring medical, emotional, or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition, and heating. Neglect also includes not being provided with enough food or with the right kind of food or taken proper care of.
- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

# Abuse and Neglect Indicators– Children

Safeguarding and promoting the welfare of children is defined for the purposes of Keeping Children Safe in Education guidance as:

- *Protecting children from maltreatment.*
- *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; and*
- *Taking action to enable all children to have the best outcomes.*

**Children includes anyone under the age of 18.**

- **Abuse:** a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults or by another child or children.
- **Physical abuse:** a form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.
- **Emotional abuse:** the persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child’s emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or ‘making fun’ of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child’s developmental capability as well as overprotection and limitation of exploration and learning or preventing the child from participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone.
- **Sexual abuse:** involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing, and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children. The sexual abuse of children by other children is a specific safeguarding issue in education and all staff should be aware of it and of their school or college’s policy and procedures for dealing with it.

- **Neglect:** the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy, for example, as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate caregivers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.
- **Serious Violence** may signal that a child is at risk from or are involved with serious violent crime. These may include increased absence, a change in friendships or relationships with older individuals or groups, a significant decline in performance, signs of self-harm, significant change in wellbeing, signs of assault or unexplained injuries. Unexplained gifts or new possessions could also indicate that children have been approached by, or are involved with, individuals associated with criminal networks or gangs and may be at risk of exploitation.
- **Mental Health** can be an indicator of that a child has suffered or is at risk of suffering from abuse, neglect, or exploitation. Mental health concerns must be reported to the Safeguarding team.
- **Child Sexual Exploitation (CSE) and Child Criminal Exploitation (CCE)** both CSE and CCE are forms of abuse and occur where an individual or group takes advantage of an imbalance in power to coerce, manipulate or deceive a child into sexual or criminal activity. Whilst age may be the most obvious, this power imbalance can also be due to a range of other factors including gender, sexual identify, cognitive ability, physical strength, status, and access to economic or other resources. **CSE and CCE** may occur in exchange for something the victim needs or wants and/or will be to the financial benefit or advantage (such as increased status) of the perpetrator or facilitator. The abuse can be perpetrated by individuals or groups. males and females and children or adults. The abuse can be a one-off occurrence or a series of incidents over time and range from opportunistic to complex organised abuse. It can involve force and/or enticement-based methods of compliance and may or may not be accompanied by violence or threats of violence. Victims can be exploited even when activity appears consensual, and it should be noted exploitation as well as being physical and can be facilitated and/or take place online. **CSE and CCE can affect children, both male and female and can include children who have been moved (commonly known as trafficking) for the purpose of exploitation.**
- **Domestic Abuse** can encompass a wide range of behaviours and may be a single incident or a pattern of incidents. That abuse can be, but is not limited to, psychological, physical, sexual, financial or emotional. Children can be victims of domestic abuse. They may see, hear, or experience the effects of abuse at home and/or suffer domestic abuse in their own intimate relationships (teenage relationship abuse). All of which can have a detrimental and long-term impact on their health, well-being, development, and ability to learn.
- **Serious Violence** maybe a signal of risk from or involved in serous violent crime. This may include increased absence, a change of friends, a significant decline in performance, signs of self-harm or a significant change in wellbeing, or signs of assault or unexplained injuries. Unexplained gifts or new possession could also indicate that children have been approached by, or are involved with, individuals associated with criminal networks or gangs and may be at risk of criminal exploitation.

Source Keeping Children Safe in Education

# So-called 'honour-based' abuse (including Female Genital Mutilation and Forced Marriage)

## Female Genital Mutilation (FGM)

Female genital mutilation (FGM) is a procedure where the female genitals are deliberately cut, injured, or changed, but where there's no medical reason for this to be done. It's also known as "female circumcision" or "cutting", and by other terms such as sunna, gudniin, halalays, tahur, megrez and khitan, among others.

### There are four main types of FGM:

- Type 1 (clitoridectomy) – removing part or all of the clitoris.
- Type 2 (excision) – removing part or all of the clitoris and the inner labia (lips that surround the vagina), with or without removal of the labia majora (larger outer lips).
- Type 3 (infibulation) – narrowing of the vaginal opening by creating a seal, formed by cutting and repositioning the labia.
- Other harmful procedures to the female genitals, including pricking, piercing, cutting, scraping, or burning the area.

### Signs, Symptoms and Effects of FGM

A girl or woman who has had FGM may.

- Have difficulty walking, sitting, or standing.
- Spend longer than normal on the bathroom or toilet.
- Have unusual behaviour after an absence.
- Be particularly reluctant to undergo normal medical examinations.
- Ask for help but may not be explicit about the problem due to embarrassment or fear.

### What to look out for before FGM happens

A girl at immediate risk of FGM may not know what's going to happen. But she might talk about:

- Being taken 'home' for a visit.
- A special occasion to 'become a woman.'
- An older female relative visiting the UK.

If the delivery/enrolment team in the course of their work in the profession, discovers that an act of FGM appears to have been carried out on a girl under the age of 18, this must be reported to the police.

The practice is illegal in the UK and is classed as child abuse. It is also illegal to arrange for a young person to be taken abroad for FGM to find out more about Female Genital Mutilation:

<https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/female-genital-mutilation-fgm/>

FGM helpline – the NSPCC have a 24-hour dedicated FGM helpline offering information, advice, and guidance **Tel:** 0800 028 3550 or **email** fgmhelp@nspcc.org.uk

**Female Genital Mutilation: Recognising and Preventing FGM - Free Online Course** [Free FGM Training Online | Recognising & Preventing FGM Free Course | Virtual College \(virtual-college.co.uk\)](#)

Source: Female genital mutilation (FGM) - NHS.UK

## Forced Marriage

Forced marriage is a marriage performed without the full and free consent of one or both parties. Emotional, financial, physical, and sexual threats and abuse, as well as notions of 'honour', can all be used to force someone to marry. Forced marriage can lead to physical violence, rape and even murder.

<https://www.gov.uk/guidance/forced-marriage>

The pressure put on people to marry against their will may be:

- **Physical** – for example, threats, physical violence, or sexual violence.
- **Emotional and psychological** – for example, making someone feel like they are bringing 'shame' on their family.

Contact the **Forced Marriage Unit** (FMU) if you are trying to stop a forced marriage or need help leaving a marriage you have been forced into.

If you are trying to stop a forced marriage or need help leaving a marriage you have been forced into: **Tel:** 020 7008 0151, **Out of Hours Tel:** 020 7008 1500 (Global response centre) or, **email:** fmu@fco.gov.uk

Call 999 in an emergency

**Awareness for Forced Marriage - Free Online Course** [Forced Marriage Awareness - Free Course | Virtual College \(virtual-college.co.uk\)](#)

Source: Forced marriage – GOV UK

## Sexual Harassment

**Sexual harassment** is unwanted sexual behaviour that has the purpose or effect of violating someone's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment.

If the unwanted behaviour violates your dignity, or creates a degrading, humiliating, hostile, intimidating or offensive environment for you then it is classed as harassment. It does not matter if the person harassing you did not intend to do it, for example workplace banter, it's the impact that it has on you that counts.

**Sexual harassment is against the law and has no place in the workplace.**

**Sexually harassing behaviours can include:**

- Sexual comments or jokes.
- The display or circulation of pornography.
- Displaying sexually graphic pictures, posters, or photos.
- Suggestive looks, staring or leering.
- Propositions or sexual advances.
- Requests or demands for sexual favours.
- Sexual gestures.
- Intrusive questions about a person's private or sex life or a person discussion their own sex life.
- Sexual posts or contact on social media.
- Spreading sexual rumours about a person.
- Sending sexually explicit emails or text messages, and
- Unwelcoming touching, hugging, massaging, or kissing.

**Victimisation** is defined as treating a worker badly because:

- They have reported sexual harassment at work.
- It is believed they will report a case of sexual harassment in the future.
- Or if a person has helped someone else to report a case of sexual harassment.

**Treating a worker badly** can include, but is not limited to:

- Dismissing a worker.
- Excluding a worker from tasks, projects, meetings, or day to day work.
- Unfair criticism of work.
- Denying a worker, a promotion or development opportunity.
- Denying a worker shift hours
- Telling other companies to not hire someone due to their reporting sexual harassment.

Sexual harassment and victimisation can happen in a work situation related to work such as a work social event or site visit, and on social media or any online communication. It can be carried out by other workers or third parties.

- *Third party means someone who a worker interacts with as part of their job but who is not employed by the same employer as them, for example a customer or a contractor.*

If you have been sexually harassed, experience sexual violence or witness sexual harassment or violence, and wish to talk to someone in confidence, anonymously you can contact.

- **For women** - National sexual violence helpline 0808 802 9999
- **LGBT+ specialist support** – Galop [www.galop.org.uk](http://www.galop.org.uk) Tel 08457 023 047
- **For men** – survivors support UK [www.survivorsuk.org](http://www.survivorsuk.org) 1.1 chat session 020 3322 1860

**Sexual harassment** can happen in person or in other ways, such as online using email, social media, or messaging tools. Examples can include:

- *Flirting, gesturing, or making sexual remarks about someone's body, clothing, or appearance.*
- *Asking questions about someone's sex life.*
- *Telling sexually offensive jokes.*
- *Making sexual comments or jokes about someone's sexual orientation or gender reassignment.*
- *Displaying or sharing pornographic or sexual images, or other sexual content.*
- *Touching someone against their will, for example hugging them.*
- *Sexual assault or rape*

Joking, 'banter' or part of the workplace culture is still sexual harassment if:

- *The behaviour is of a sexual nature.*
- *Is unwanted.*
- *It violates someone's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for them.*

**Sexual abuse is a serious crime** which includes a number of coerced sexual acts where the person does **not consent or feels pressured into consenting.**

## About CONSENT

**Consent happens when ALL** people involved in any kind of sexual activity agree to take part by **choice**. They also need to have the **freedom** and **capacity** to make that choice.

- **We all have the right to** not want sex or any other kind of sexual activity – such as, kissing, sexual touching or performing a sexual act.
- **We also all have the right to** change our minds at any time. Or to consent to doing one sexual thing with someone but not another.

**Without consent, any kind of sexual activity is sexual violence.**

**The Sexual Offences Act 2003** came into force on the 1 May 2004. It repealed almost all of the existing statute law in relation to sexual offences. To read about the Sexual Offences Act 2003 in more detail, visit the **Crown Prosecution** For further information visit: [What is sexual consent? | Rape Crisis England & Wales | Rape Crisis England & Wales](#)

Video links about consent:

<https://youtu.be/pZwvrxVavnQ>

[The Basics of Sexual Consent - YouTube](#)

[Rise Above Let's talk Consent In Relationships - YouTube](#)

[What is Consent? - YouTube](#)

## Domestic Abuse

The Domestic Abuse Act 2021 introduces the statutory definition of domestic abuse and recognises the impact of domestic abuse on children, as victims in their own right. The definition is based on previous cross-government definition, ensures that different types of relationships are captured, including ex-partners and family members. The definition captures a range of different abuse behaviours including but is not limited to psychological; physical; sexual; financial; and emotional and economic abuse and coercive and controlling behaviour. Both the person who is carrying out the behaviour and the person whom the behaviour is directed towards must be aged 16 or over and they must be "personally connected".

There may be signs that an employee is perpetrating domestic abuse:

- Uncharacteristic late/absent behaviour with no explanation.
- Repeated injuries/scratches/bite marks/bruised knuckles/injuries to wrists and forearms.
- Uncharacteristic moods and depression.
- An obsession with time and an avoidance of socialising.
- Constant text messaging or telephoning a partner
- Jealousy or possessiveness.
- Increase in substance use/dependence.

## Support

Refuge runs the National Domestic Abuse Helpline, which can be called free of charge and in confidence, 24 hours a day **Tel** 0808 2000 247. Its website provides guidance and support for potential victims, as well as those who are worried about friends and loved ones. <https://www.nationaldahelpline.org.uk/>

NSPCC- UK domestic-abuse Signs Symptoms Effects <https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/domestic-abuse/signs-symptoms-effects/>

Safe lives: young people and domestic abuse. <http://www.safelives.org.uk/knowledge-hub/spotlights/spotlight-3-young-people-and-domestic-abuse>

## Specific Safeguarding issues

Safeguarding issues can manifest themselves via peer-on-peer abuse. **Staff should be aware that learners can abuse their peers and children can abuse other children.**

**Peer to peer abuse** is unacceptable and will be reported and investigated accordingly in line with this policy. Abuse is abuse and should never be tolerated or passed off as "banter", "just having a laugh", "part of growing up" or "boys will be boys". Peer to peer abuse is most likely to include, but not limited to:

- **Bullying** (including cyberbullying, prejudice-based and discriminatory bullying).
- **Abuse** in intimate personal relationships between peers.

- **Physical abuse** such as hitting, kicking, biting, shaking, hair pulling, or otherwise causing physical harm (this may include an online element which facilitates, threatens and/or encourages physical abuse).
- **Sexual Violence**, such as rape, assault by penetration and sexual assault (this may include an online element which facilitates, threatens and/or encourages sexual violence).
- **Sexual harassment** such as sexual comments, remarks, jokes and online sexual harassment, which may be standalone or part of broader pattern of abuse.
- **Causing someone** to engage in sexual activity without consent, such as forcing someone to strip, touch themselves sexually, to engage in sexual activity with a third party.
- **Consensual and non-consensual sharing** of nude and semi-nude images and/or videos (also known as sexting or your produces sexual imagery).
- **Upskirting**, which typically involves taking a picture under a person's clothing without their permission, with the intention of viewing their genitals or buttocks to obtain sexual gratification, or cause the victim humiliation, distress, or alarm.
- **Initiation/hazing** type violence and rituals (this could include activities involving harassment, abuse or humiliation used as a way of initiating a person into a group and may also include online element).

## Radicalisation

Protecting learners from radicalisation is part of the wider safeguarding duties of the delivery team.

### The process of radicalisation may involve:

- *being **groomed** online or in person*
- *exploitation, including **sexual exploitation***
- *psychological manipulation*
- *exposure to violent material and other inappropriate information*
- *the risk of physical harm or death through extremist acts.*

Source [Radicalisation and child protection | NSPCC Learning](#)

### Vulnerability factors

Anyone can be radicalised but there are some factors which may make a young person more vulnerable. These include:

- *being easily influenced or impressionable*
- *having low self-esteem or being isolated*
- *feeling that rejection, discrimination or injustice is taking place in society*
- *experiencing community tension amongst different groups*
- *being disrespectful or angry towards family and peers*
- *having a strong need for acceptance or belonging*
- *experiencing grief such as loss of a loved one.*

Source [Radicalisation and child protection | NSPCC Learning](#)

### Indicators of Radicalisation

If an individual is being radicalised their day-to-day behaviour may become increasingly centred around an extremist ideology, group, or cause. For example, they may:

- *spend increasing amounts of time talking to people with extreme views (this includes online and offline communication)*
- *change their style of dress or personal appearance*
- *lose interest in friends and activities that are not associated with the extremist ideology, group or cause*

- *have material or symbols associated with an extreme cause*
- *try to recruit others to join the cause*

Source [Radicalisation and child protection | NSPCC Learning](#)

## **Signs of Radicalisation**

There is no single route to radicalisation. However, there are some behavioural traits that could indicate that your child has been exposed to radicalising influences.

**The following behaviours listed here are intended as a guide to help you identify possible radicalisation:**

### **Outward appearance**

- *Becoming increasingly argumentative*
- *Refusing to listen to different points of view*
- *Unwilling to engage with children who are different*
- *Becoming abusive to children who are different*
- *Embracing conspiracy theories*
- *Feeling persecuted*
- *Changing friends and appearance*
- *Distancing themselves from old friends*
- *No longer doing things they used to enjoy*
- *Converting to a new religion*
- *Being secretive and reluctant to discuss their whereabouts*
- *Sympathetic to extremist ideologies and groups*

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Source [Signs of Radicalisation - Warning Signs and Indicators in Children \(educateagainsthate.com\)](#)

There is no single way of identifying whether a child is likely to be susceptible to an extremist ideology. Background factors combined with specific influences such as family and friends may contribute to a child's vulnerability. Similarly, radicalisation can occur through many different methods (such as social media) and settings (such as the internet).

## External Agencies: Information, Advice and Guidance

### Reporting Safeguarding Concerns at Redsky (Including Prevent and online safety)

Safeguarding Team	Contact Number	Email
<b>Vicky Sellars</b> Head of Apprenticeship Quality <b>Nominated Designated Safeguarding Lead (DSL)</b>	07706 328 325	Vicky.sellars@Redskylearning.com
<b>Julie Lawton</b> Internal Quality Assurance <b>Deputy Designated Safeguarding Lead (DDSL)</b>	07512 306 912	julie.lawton@Redskylearning.com
<b>Sally Smithies</b> Director	0330 0881117 (ext.109)	sally.smithies@Redskylearning.com



- **Personal safety:** contact the Police 999 or 101
- **Report child abuse to a local council** <https://www.gov.uk/report-child-abuse-to-local-council>
- **NSPCC** on 0800 1111. call or email the NSPCC helpline on 0808 800 5000 or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk) **Helping children safe website** [Keeping children safe | NSPCC](#)
- **National Domestic Abuse Helpline, run by Refuge; Freephone** Tel 0808 200 0247 [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)
- **Local police** <https://www.police.uk/>
- **Health and Wellbeing** contact your out of hours Doctors or call the Hospital on 111
- **Local council** <https://www.gov.uk/find-local-council>
- **Leeds Safeguarding Adults Board** [Leeds Safeguarding Adults Board](#)
- **Leeds Safeguarding Children Partnership** [Leeds Safeguarding Children Partnership - NHS Leeds Clinical Commissioning Group \(leedsccg.nhs.uk\)](#)
- **Men's Advice Line;** Tel 0808 801 0327 [www.mensadvice.org.uk](http://www.mensadvice.org.uk)
- **Galop** (for lesbian, gay, bisexual, and transgender people) Tel 0800 999 5428 [www.galop.org.uk](http://www.galop.org.uk)
- **Rape Crisis** (England and Wales) Tel 0808 802 9999 [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)
- **Abuse of an older person:** call 999 to report a crime that is in progress or if someone is in immediate danger
- Concerns about the quality of care contact the Care Quality Commission (CQC) customer Service on 03000 616161 <https://www.cqc.org.uk/contact-us>
- **Helping children safe** [Keeping children safe | NSPCC](#)
- General guidance on whistleblowing can be found via <https://www.gov.uk/whistleblowing> and the NSPCC's what you can do to report abuse dedicated helpline is available as an alternative route for staff who do not feel able to raise concerns regarding child protection failures internally or have concerns about the way a concern is being handled. Staff can call 0800 028 0285 – line is available from 8:00 AM to 8:00 PM, Monday to Friday and email: [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

## Online Safety

The use of technology has become a significant component of many safeguarding issues such as: exploitation; radicalisation; sexual predation; technology often provides the platform that facilitates harm. The breadth of issues classified within online safety is considerable, **but can be categorised into three areas of risk:**



**Content:** being exposed to illegal, inappropriate, or harmful material; for example, pornography, fake news, racist or radical and extremist views.

- **Contact:** being subjected to harmful online interaction with other users; for example, commercial advertising as well as adults posing as children or young adults.
- **Conduct:** personal online behaviour that increases the likelihood of, or causes harm; for example, making, sending, and receiving explicit images or online bullying.

The company recognises that online includes not only the internet but any type of electronic communication, such as mobile phones and devices with wireless technology. These technologies are enhancing communication and the sharing of information, which inevitably challenge the definitions and boundaries of the learning and or working environment.

### The importance of online safety includes, but is not limited to:

- **Cyberbullying** is when someone uses technology (such as the internet or a mobile phone) to bully others. - Cyberbullying can happen in several different ways including receiving nasty messages or emails, being the target of a hate group on a social networking site, having embarrassing photos and videos shared publicly online or being excluded from group conversations. Content can be circulated very quickly and anonymously on the internet and there are often lots of bystanders which can make the experience more traumatic and harder to combat.

**Cyberbullying support:** ChildLine: NSPCC has set up this website especially designed for children and young people who would like free confidential information on issues such as cyberbullying or abuse. <https://www.childline.org.uk/>

**Online grooming** is the process by which an adult will approach a child online, with the intention of developing a relationship with that child, to be able to meet them in person and intentionally cause harm. The motivation behind this is most likely to be sexual. However, not all adults who seek to groom children online have an intention of meeting up with the child. Instead, their intention may be to coerce the child into taking sexually explicit photos or videos and to send these to the adult. Alternatively, their motivation could be financial gain from the child or their family.



**Grooming support** - the NCA's CEOP Command (formerly the Child Exploitation and Online Protection Centre) works with child protection partners across the UK and overseas to identify the main threats to children and coordinates activity against these threats to bring offenders to account. <https://www.ceop.police.uk/safety-centre/>

- **Online sexual harassment** covers a range of unwanted sexual behaviours that occur online. These could happen on any online platform, such as social media, gaming, or messaging apps, and could include content such as photos, videos, posts, webpages, messages, or fake profiles. This type of behaviour can be used to harass or bully individuals or groups of people in a sexualised way

and can be shared publicly or privately. For example, gossip about someone's sexual orientation may be posted publicly online, or someone may be privately messaged with threats about their nude images being shared. <https://www.childnet.com/young-people/secondary/online-sexual-harassment> **Support:** you can speak in confidence to ChildLine <https://www.childline.org.uk/> or call them on 0800 11 11. If you think an adult has been involved in the harassment, especially with any coercion or blackmail, report this to CEOP (Child Exploitation and Online Protection) <https://www.ceop.police.uk/safety-centre/>

- **Sexting** - the term 'sexting' describes the use of technology to share personal sexual content. It is a word-mix of sex and texting. Young people tend not to use this term but may use other nicknames such as 'nudes', 'nude selfies' or imply these through the context of the message. **Sexting support:** <https://learning.nspcc.org.uk/research-resources/briefings/sexting-advice-professionals> Contact the NSPCC Helpline on 0808 800 5000 or email <mailto:help@nspcc.org.uk> Teenage support <https://www.teenagehelpline.org.uk/sexting/> <https://www.teenagehelpline.org.uk/contact-us/>



**Identify theft:** your name, address and date of birth provide enough information to create another 'you'. An identity thief can use several methods to find out your personal information and will then use it to open bank accounts, take out credit cards and apply for state benefits in your name. The main component of "card ID theft" is data obtained by fraudsters through methods including phishing emails, scam texts and the theft of mail from external mailboxes and multi-occupancy buildings. **Support on Fraud and Financial Scams:** Action fraud is a national public facing organisation to help tackle fraud in UK. Action Fraud is supported by the National Fraud Authority. <https://www.actionfraud.police.uk/> Tel: 0300 123 2040

**Online gambling** as with many other online activities – carries the risk of criminal activity. However, there are also other specific associated risks, such as pay-outs not being fair and open, access by children and use by vulnerable people. Gambling can also be addictive, and you need to know when to stop. **Help** <https://www.nhs.uk/live-well/healthy-body/gamblingaddiction/>

- **Radicalisation** refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. This process can occur online through exposure to and engagement with violent ideological propaganda, or offline through extremist networks. Radicalisation makes those at risk more likely to **support terrorism and violent acts of extremism**, and possibly even commit such criminal acts themselves.

## Watch the following video about different types of extremism

### About extreme right-wing

- **What is extreme right-wing?** <https://youtu.be/uK2u57Iz9fM?list=PLvnfxJ6uhLqAQ-a2okvC4R2RzKfxKU1UJ>
- **Extreme right-wing then and now** <https://youtu.be/nLDqDEAVEzs?list=PLvnfxJ6uhLqAQ-a2okvC4R2RzKfxKU1UJ>
- **Recruitment & Radicalisation – extreme right-wing** <https://youtu.be/-iLgfkim9co?list=PLvnfxJ6uhLqAQ-a2okvC4R2RzKfxKU1UJ>
- **Extreme right-wing and violence** <https://youtu.be/u7pEInxhcwk?list=PLvnfxJ6uhLqAQ-a2okvC4R2RzKfxKU1UJ>

## About Islamic extremism

- **What is Islamic extremism?**  
<https://youtu.be/TheTnesjAMs?list=PLvnfxJ6uhLqAlqFIiRx2HesHjJuYdE2md>
- **Recruitment & Radicalisation - Islamic extremism**  
<https://youtu.be/DU5IUBcEX34?list=PLvnfxJ6uhLqAlqFIiRx2HesHjJuYdE2md>
- **Challenging extremism**

## Extreme Left-Wing, Anarchist and Single-Issue Extremism

- [https://youtu.be/p8Tg5D\\_G9uk?t=1](https://youtu.be/p8Tg5D_G9uk?t=1)



**Social media sites**, like Facebook, Ask FM, and Twitter, can be used by extremists looking to identify, target and contact young people. It is easy to pretend to be someone else on the internet, so children can sometimes end up having conversations with people whose real identities they may not know, and who may encourage them to embrace extreme views and beliefs.

### Useful websites

<https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/dedicated-helplines/protecting-children-from-radicalisation/>

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

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

- **Online gaming** is hugely popular with children and young people and there are many ways for users to connect and play games online. - Online safety advice is directly applicable to the gaming environment because of the risks that are present. It is essential that children are aware of these issues and are given the skills and knowledge to help manage and reduce these risks, with the help of those around them. **Support:** The Association for UK Interactive Entertainment (UKIE) is the UK's leading videogames trade body. <https://ukie.org.uk/>
- **Staying safe and responsible:** Illegal file-sharing programmes and websites pose greater risks to your computer or mobile phone than legitimate sites. Users often unwittingly download viruses or spyware and can inadvertently share personal computer files and information. Some files are purposely misnamed on file-sharing and peer-to-peer networks to trick people into downloading them.

## SAFETY MATTERS

**Internet Safety:** UK Safer Internet Centre has published extensive guidance on how to stay safe on the internet. They have advice for children, parents, and teachers. <https://www.saferinternet.org.uk/>

- **Downloading** music, film, and TV on the internet - what you should know: Copyright law applies to downloading, sharing, and streaming just as in the world of physical CDs and DVDs. If you make music, film, or TV content available to others on a file-sharing network, download from an illegal site, or sell copies without the permission of those who own the copyright, then you are breaking the law and could face serious penalties.
- **Social networking** sites such as Instagram and Snapchat are very popular with young people, even those who are of primary age. These types of sites allow individuals to be incredibly creative online, keep in touch with their friends and family, as well as share photos and videos. It is

important to familiarise yourself with social networking services. Content which is uploaded online can be copied, altered, and reposted by anyone and it is very difficult to 'take back' what may be later regretted.

Like social networking, **emails, and text messaging** follow many of the same rules as social networking. Sometimes a message can be read in the wrong way and can upset or hurt someone's feelings.

Emails must be addressed and sent carefully. Users must take extreme care when typing in addresses, particularly when email address auto-complete features are enabled; using the "reply all" function; or using distribution lists to avoid inadvertent information disclosure to an unintended recipient.

To ensure data is kept secure, attachments containing 'personal data' must be encrypted or password protected as a minimum requirement. The encryption key or password must be communicated using a different method of communication i.e., disclose the password over the telephone or by text.



**Spam emails** - one of the major dangers to personal information that internet users face on a day-to-day basis are phishing emails. These are emails which are designed to look as though they come from a legitimate source, such as your bank, building society or PayPal account. They will often talk about a security breach or a transaction which you do not know about, and they may give you a link to log in with, so that you can verify the transaction or confirm your details. Clicking on one of these links is likely to take you to a website that looks just like the site that you are expecting to visit, but it is one which is designed to harvest your account information.

**Look carefully at all emails before clicking on links enclosed within them.** Poor spelling and grammar, and an unfamiliar writing style are all tell-tale signs of a phishing email, however more sophisticated scams look near perfect. Other tell-tale signs include an unfamiliar email address or site URL. You should be particularly vigilant about domain suffixes (. com, co.uk, .net etc). Although most of the URL may look the same as the site that you are expecting, it may be a fake site if the suffix is different.

**Password**

**Importance of using strong passwords** - if you have many online accounts, do not choose the same password for every account. This could mean that if a hacker finds your log-in details for a minor account (such as a chat forum), they may then be able to use the same password to log in to some

of your more important accounts. In addition to using different passwords, you should also make sure that you are using a strong password.

**A strong password includes uppercase and lowercase letters, as well as numbers.** Make sure that your password is not on any list of common passwords (these include "password" and "qwerty"), and do not use a word which can be guessed easily by someone who knows about your life, such as the name of your cat or the name of your favourite football team. If your account provider allows it, you can also strengthen your password by adding a symbol, such as a #.



**Hate Crime: UK law protects** people from being targeted because of an aspect of their identity. If a post is hostile towards a person's **race, religion, disability, sexual orientation, or transgender identity** it could be viewed as Hate Speech, and, if serious enough, may break the law, whether it is on- or offline. These are called the 'protected strands' of identity. Because of the nature of social media, online Hate Speech can reach a very large number of people and is viewed as seriously as any other **Hate Crime**. Arrests can be made and the person posting it could end up with a criminal record or even imprisonment. <https://www.stophateuk.org/what-is-online-hate/> and **True Vision** gives you information about hate crime or incidents and how to report it. <http://www.report-it.org.uk/home>

**Watch this video about Hate Crime** <https://youtu.be/tdUUD7jcMVs>

A hate crime is **any criminal offence which is perceived by the victim, or anybody else, to be motivated by hostility or prejudice towards someone's**: These aspects are known as 'protected characteristics'. A hate crime can include verbal abuse, intimidation, threats, harassment, assault and damage to property.

A hate incident is behaviour which isn't a crime, but which is perceived by the victim, or anybody else, to be motivated by hostility or prejudice based on the 5 protected characteristics.

Source Hatecrime.compaing.gov.uk/

## **Bullying**

Although there is no legal definition of bullying, it can be described as unwanted behaviour from a person or group that is either:

- Offensive, intimidating, malicious or insulting.
- An abuse or misuse of power that undermines, humiliates, or causes physical or emotional harm to someone.

### **The bullying might:**

- Be a regular pattern of behaviour or a one-off incident.
- Happen face-to-face, on social media, in emails or calls.
- Happen at work or in other work-related situations.
- Not always be obvious or noticed by others.

### **Examples of bullying at work could include:**

- Someone has spread a malicious rumour about you.
- Someone keeps putting you down in meetings.
- Your boss keeps giving you a heavier workload than everyone else.
- Someone has put humiliating, offensive, or threatening comments or photos on social media.
- Someone at the same or more junior level as you keeps undermining your authority.

**When bullying might be classed as harassment.** Harassment is when bullying or unwanted behaviour is about any of the following 'protected characteristics' under discrimination law (Equality Act 2010):

- *age*
- *disability*
- *gender reassignment*
- *race*
- *religion or belief*
- *sex*
- *sexual orientation*

Harassment because of pregnancy or maternity is treated differently and could be direct discrimination.

**What can you do?** in some cases, the person might not realise the effect of their actions so you can try talking with them if you feel you can.

Employees should talk to their employer first to try and sort out the problem informally. You may also want to read about workplace disputes. <https://www.gov.uk/solve-workplace-dispute>

**It's a good idea to:**

- Explain how their behaviour makes you feel.
- Be firm, not aggressive.
- Stick to the facts.

**If you do not feel comfortable talking to the person face to face, you could:**

- Put this in an email
- Ask for support from a trade union representative if you have one

**If you do not feel comfortable doing this or the bullying carries on, you should talk with someone at work you feel comfortable with, this could be:**

- Your boss
- Another manager
- Someone in HR
- A counsellor if your employer provides one
- Your trade union or staff representative if you have one

**It's also a good idea to keep a diary or record of the bullying, including:**

- How the bullying made you feel
- Dates and times it happened
- Any evidence, for example emails or screenshots of social media posts
- Any witnesses

**Most bullying happens out of sight of others, so you might not have any witnesses. This does not stop you reporting the bullying to your manager to get the situation resolved.**

**Source** <https://www.acas.org.uk/if-youre-treated-unfairly-at-work/being-bullied>

**The Equality Act 2010 became law in October 2010.** It replaced previous legislation (such as the Race Relations Act 1976 and the Disability Discrimination Act 1995) and ensures consistency in what employers and employees need to do to make their workplaces a fair environment and comply with the law. [Equality Act 2010: guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/equality-act-2010-guidance)

**Who is protected?** <https://www.gov.uk/discrimination-your-rights>

You are protected from discrimination:

- *at work*
- *in education*
- *as a consumer*
- *when using public services*
- *when buying, or renting property*
- *as a member or guest of a private club or association*

**The Act also protects you if** people in your life, like family members or friends, have a protected characteristic and you are treated unfairly because of that. This is called **discrimination by association**. For example, if you are discriminated against because your son is gay.

## Other Useful contacts and sources of IAG



If you are treated unfairly at work. <https://www.acas.org.uk/if-youre-treated-unfairly-at-work/being-bullied>

Campaign against living miserably (CALM) for young men who are feeling unhappy and a helpline 0800 58 58 58 <https://www.thecalmzone.net/>

What is bullying <https://www.familylives.org.uk/advice/bullying/general-advice/what-is-bullying>

It can be lawful to have specific rules or arrangements in place, as long as they can be justified. <https://www.gov.uk/discrimination-your-rights/how-you-can-be-discriminated-against> .

**If you feel you have been unfairly discriminated against** <https://www.gov.uk/discrimination-your-rights/what-you-can-do>

**If things cannot be sorted out informally, talk to:**

- **Contact Acas:** <https://www.acas.org.uk/discrimination-bullying-and-harassment>
- **Citizens Advice** <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/>
- or a Trade Union representative. A full list of trade unions can be located visiting this website <https://www.gov.uk/government/publications/public-list-of-active-trade-unions-official-list-and-schedule/trade-unions-the-current-list-and-schedule>



## Document Control

Date of Change	Version	Overview of amendment	Amended by	Approval by and Date
20/10/2022	1	Document created	Julie Lawton	Vicky Sellers