

Helena Romanes School Safeguarding

Parent/Carer resources and support



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Friday 3rd May 2024

What Parents & Educators Need to Know about SHOPPING PLATFORMS

For people looking to make purchases on their phones, several shopping apps – such as Temu – allow users to buy goods at reduced prices. Others, like Vinted and Depop, let you sell items you no longer want. As internet shopping continues to grow, however, so does the risk of scammers, hackers and breaches of privacy.

WHAT ARE THE RISKS?

MISSING ITEMS

Users of Vinted, Depop and Temu have reported not receiving their products despite payment being taken. Users can initially contact the seller to query a missing item, and they have between two and five days (depending on the app) to tell the company what has happened. However, once the money has reached the supposed 'seller', it can be quite difficult to get back.

SCAMMERS AND PHISHING

Scammers are always on the lookout for unsuspecting buyers or sellers. Common tactics include cancelling shipment of an item once the payment has been processed or asking to conclude the chat and payment outside of the app, where the victim is no longer protected by the buyer protection plan. This should, naturally, be avoided at all costs.

DATA MISUSE

Apps of all kinds frequently collect our data, often asking for more information than is necessary to set up an account. Data gathered in this way is then usually sold on to third parties for marketing purposes. Lately, certain apps have been under scrutiny for using spyware to track their members' activities – but all too often, the user's consent to this practice has been hidden away in the terms and conditions.

FAKES OR REPLICAS

It's certainly not unheard of for poor-quality products to be falsely marketed as luxury items, using misleading pictures or clever wording. These disingenuous sales are sometimes outed by suspiciously low price tags, but this isn't always the case. For children and young people especially, there's a risk that the promise of bagging a high-end item for a fraction of its usual price will outshine any suspicions they may have.

SLOW REFUNDS

While all apps offer a refund if the product is damaged or doesn't match the description, it can take up to a month to be compensated for this. For many people (especially during a cost-of-living crisis) that can be a long time to be without both the product you bought and the hard-earned cash you spent on it.

MISLEADING DESCRIPTION

Some people will be able to notice when, say, a product's photo and its description don't seem to match. This isn't a reliable means of picking up on misleading marketing, however – especially not for children and young people, many of whom may not yet realise that such practices even exist. While it's illegal to advertise one thing and sell another, plenty of shady traders use clever wording and omissions to get around this.

Advice for Parents & Educators

ALWAYS STAY ON THE APP

It's vital that users pay for any goods through the same app on which they found them, to ensure they are covered by buyer protection. This means users can access support if the item arrives damaged, isn't as described, or doesn't arrive at all – allowing them to seek compensation for the loss. Such regulations can't protect you, however, if you didn't do the deal through the app in question.

BE WARY OF PHISHING ATTEMPTS

Scammers frequently send messages within these apps to steal personal and financial information from other users. Don't respond to these messages – and under no circumstances should you follow any links they contain. Check for spelling errors, as well as inspecting the name of the sender. Report any suspected phishing emails to the app's help centre – and notify your bank if you think your financial information has been compromised.

CHECK REVIEWS

Take time to read the reviews and comments left by other users – not just of products, but of sellers and buyers, to ensure they're legitimate and reliable. Before buying an item online, check the reviews for comments about the product's quality, the seller's communication and the delivery time. If you're selling, check the reviews of your buyer for red flags such as frequent requests for refunds or claims of 'missing' items.

KEEP SAFE AS A SELLER

Sellers can be exploited just as much as buyers. Some users may purchase an item, for example, then pretend it didn't arrive to secure a refund. Always take photos of the shipping label, along with a picture of you posting the item. Send the package's tracking number to the buyer and keep a copy for yourself, letting you investigate any future claims that it never arrived. When taking photos of items you're selling, ensure nothing personal is in the background.

Meet Our Expert

Dr Claire Sutherland is an online safety consultant at BCyberAware, who has developed and implemented anti-bullying and cyber safety workshops and policies for schools. She has written various academic papers and carried out research for the Australian government comparing internet use and sexting behaviours of young people in the UK, USA and Australia.



Source: See full reference list on guide page at nationalcollege.com/guides/shopping-apps



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Useful Resources

The [Essex Safeguarding Children Board website](#) has resources for parents and carers as well as professionals to enable them to fully support children and parents.

People can also follow the campaign on the ESCB [Facebook page](#) and [Twitter account](#).

[Essex Brook](#) is part of [Brook](#), a leading Sexual Health and Wellbeing Charity for young people, with over 55 years' experience.

[The 2 Johns](#) specialise in delivering bespoke Child Sexual Exploitation Training to professionals, parents and children, with an aim to totally change the perception that everyone has of 'Stranger Danger'.

The Children's Society, whose [CARE \(Children At Risk of Exploitation\) service](#) works with children and young adults in Essex who are at risk of sexual and criminal exploitation, with partners Barnardo's offering family support.

The [Essex Child and Family Wellbeing Service](#) brings together a range of children's community services. Provided by Virgin Care in partnership with Barnardo's on behalf of Essex County Council and the NHS.

The [Essex Violence and Vulnerability Unit](#) supports direct work with young people at risk of violence, provide training and development to those who are on the front line and raise awareness with the general public about the dangers of County Lines.

[The Ben Kinsella Trust](#) We educate young people on the dangers of knife crime and help them to make positive choices to stay safe. Our workshops follow the journey of both the victim and the offender through a series of unique and immersive experiences to show young people how choices and consequences are intrinsically linked.

Our workshops change young people's attitudes to knife crime; debunking the myth that carrying a knife will protect you. They strengthen peer values; ensuring young people give better advice to each other and challenge peers who are carrying (or thinking of carrying) a knife.

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Who students can talk to at school

- Form tutor
- Head of Year
- Pastoral Leaders
- Class teacher
- Student reception
- Learning Support Assistants

- Senior Leadership Team
- Email worrybox@hrs.education
- Mr Emberton - Safeguarding Lead (Secondary Phase)
- Mrs Brammer - Deputy Safeguarding Lead (Secondary Phase)
- Mrs Jennifer Hone (Primary Phase)
- Miss Sarah Knowles (Primary Phase)

**Problems outside school?
Worried or Frightened?
Concerned about a friend?**

**ALL STAFF ARE
SAFEGUARDING TRAINED
AND THERE ARE
DESIGNATED STAFF IN
SCHOOL WHO CAN HELP
YOU...**

You can also speak to:

- Form tutor
- Head of Year
- Pastoral Leaders
- Class teacher
- Student reception
- Learning Support Assistants
- Senior Leadership Team



HRS Safeguarding



Miss Brammer
Deputy Safeguarding Lead
Her office is in E Block, next to E103, or ask for her in student reception or e-mail
worrybox@hrs.education

Mr Emberton
Assistant Head Teacher Safeguarding Lead
His office is in B Block first floor, B100 or ask for him in student reception, or e-mail
worrybox@hrs.education

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Safeguarding at Helena Romanes School

We are here to help



If you are feeling **sad, upset, hurt or worried**, please talk to our team.



Miss Knowles
Deputy Safeguarding Lead
worrybox@hrs.education



Mrs Hone
Designated Safeguarding Lead
worrybox@hrs.education

School Child protection policy:

<https://www.helena-romanes.essex.sch.uk/attachments/download.asp?file=464&type=pdf>

Online safety advice & information for parents

Childnet - online safety [Childnet - Childnet](#)

Educateagainsthate provides practical advice and support on protecting children from extremism and radicalisation [Educate Against Hate - Prevent Radicalisation & Extremism](#)

NSPCC [Online Safety for Children - Tips & Guides](#)

Dedicated NSPCC helpline 0800 136 663

The helpline will provide both children and adults who are potential victims of sexual abuse in schools with the appropriate support and advice.

This includes how to contact the police and report crimes if they wish. The helpline will also provide support to parents and professionals too.

[Dedicated helpline for victims of abuse in schools](#)

Use of social media for online radicalisation - How social media is used to encourage travel to Syria and Iraq [The use of social media for online radicalisation](#)

UK Council for Internet Safety [UK Council for Internet Safety](#)

UK Safer Internet Centre [UK Safer Internet Centre - Online Safety Tips, Advice and Resources | Safer Internet Centre](#)

Commonsensemedia provide independent reviews, age ratings, & other information about all types of media for children and their parents [Common Sense Media: Age-Based Media Reviews for Families](#)

Internet Matters provide age-specific online safety checklists, guides on how to set parental controls on a range of devices, and a host of practical tips to help children get the most out of their digital world [Information, Advice and Support to Keep Children Safe Online](#)

Let's Talk About It provides advice for parents and carers to keep children safe from online radicalisation [Staying Safe Online](#)

London Grid for Learning provides support for parents and carers to keep their children safe online [Home Page - London Grid for Learning](#)

Stopitnow resource from **The Lucy Faithfull Foundation** can be used by parents and carers who are concerned about someone's behaviour, including children who may be displaying concerning sexual behaviour (not just about online) [Stop It Now! UK and Ireland | Preventing child sexual abuse](#)

National Crime Agency/CEOP Thinkuknow provides support for parents and carers to keep their children safe online - <https://www.thinkuknow.co.uk/>

Net-aware provides support for parents and carers from the NSPCC and O2, including a guide to social networks, apps and games - https://www.net-aware.org.uk/Apps_games_and_social_media_sites_reviews_for_parents

Internet Watch Foundation The IWF is a not-for-profit organisation that works towards the global elimination of child sexual abuse images and videos online. We help to make the internet a safer place for children and adults across the world. <https://talk.iwf.org.uk/>

Parentzone provides help for parents and carers on how to keep their children safe online <https://parentzone.org.uk/home>

Parent info from Parentzone and the National Crime Agency provides support and guidance for parents from leading experts and organisations - <https://parentinfo.org/>

Breck Foundation The Breck Foundation is a charity founded by Lorin LaFave after the tragic loss of her 14-year old son, Breck Bednar, in 2014, through online grooming. Breck was groomed while enjoying his passions of computing and gaming. We want to ensure that no child is harmed through grooming and exploitation while enjoying their time on the internet. Prevention through education is essential. [About Us | Breck Foundation](#)

Internet browsing history checks:

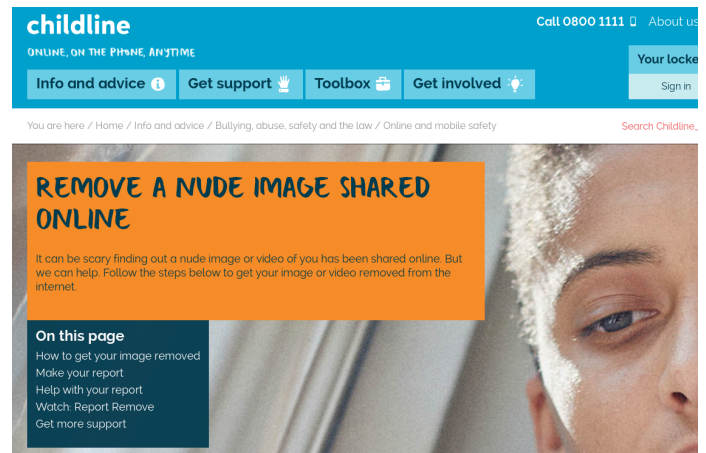
https://r1.dotdigital-pages.com/p/5D0Q-5XX/porn-websites?dm_i=5D0Q,AXHJ,3QY95R,18SAO,1

Only fans explained:

https://r1.dotdigital-pages.com/p/5D0Q-5XS/onlyfans?dm_i=5D0Q,AXHJ,3QY95R,18SAO,1

Under-18s who want nude pictures or videos of themselves removed from the internet can now report the images through an [online tool](#).

The service - from the Internet Watch Foundation and Childline - aims to help children who have been groomed, or whose partners have posted photos of them online.



To access the Report Remove facility on the childline website please use the link below:

[Report Remove: Remove a nude image shared online](#)

We are aware that a number of our students are using WhatsApp and many are members of different WhatsApp groups. It is important to remember that the freedom to use electronic devices such as phones, laptops and tablets comes with greater responsibilities for both students and parents. Please use the links below to make sure that you are aware of the age limits for different applications and how they are set to minimise the opportunity for inappropriate use.



Does WhatsApp have any age restrictions?

As of May 2018, WhatsApp's minimum age of use is **16 years old** if you live in the European Union, or a country that has adopted the GDPR, as the UK has. It was previously 13 and WhatsApp has not yet said what will happen to users between 13 and 16 who already held accounts under the old terms and conditions. By using WhatsApp, a user agrees to provide certain personal information such as their mobile phone number, billing and mobile device information.

If WhatsApp learns that identifiable information of a child under 16 has been collected on the WhatsApp Site or WhatsApp Service, then WhatsApp may deactivate the account.

Read the full article here:

<https://parentinfo.org/article/whatsapp-a-guide-for-parents-and-carers>.

A very good video resource to watch with your children about the risks of sharing images and fake profiles on line -

Fake profile, real love story: <https://www.youtube.com/watch?v=e8kls4Oec9k&t=3s>



Twitch - a guide for parents and carers - link- [Twitch - a guide for parents and carers](#)
Twitch is a streaming service which is extremely popular among young people.



Parents need to be aware of an increasingly popular application called Discord.



Discord is a chat service specifically designed for gamers to connect with each other using either text, voice or video chat. Even if chat features are disabled within online games, Discord can be downloaded separately allowing conversation to take place outside the game being played. Most major games have a Discord channel associated with them. According to Essex police, private 'channels' are being created within Discord to target and groom some young people. Please talk to your children about the use of this app and how they may be vulnerable. Ensure that they understand that the people they may be talking to and forming friendships with, may not be who they claim to be.

Parents guide to

Discord: [https://parentzone.org.uk/article/discord-everything-you-need-know-about-chat-ser
vice](https://parentzone.org.uk/article/discord-everything-you-need-know-about-chat-service)



CEOP

There is a button to CEOP on the school website: <https://www.helena-romanes.essex.sch.uk/>

CEOP helps young people who are being sexually abused or are worried that someone they've met is trying to abuse them. If you've met someone online, or face to face, and they are putting you under pressure to have sex, asking to share images or making you feel uncomfortable you should report to CEOP.

This might be someone:

- Making you have sex when you don't want to
- Chatting about sex online
- Asking you to meet up face to face if you've only met them online
- Asking you to do sexual things on camera
- Asking for sexual pictures of you
- Making you feel worried, anxious or unsafe

If this is happening to you, or you're worried that it might be, you can report this to CEOP

www.ceop.police.uk/safety-centre

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Mental Health Support resources for parents

Exam Stress

The following link covers a wide-range of tips to keep students mentally healthy.

Supporting Your Child during Exam Time (Young Minds)

[Exam Time & Exam Stress | Parents Guide To Support](#)

Young Minds <https://youngminds.org.uk/>

SET CAMHS NHS Instagram

https://www.instagram.com/set_camhs_nhs/

Instagram account to provide advice and support to young people experiencing mental health issues. Please encourage your children to follow the account where they will be able to access early intervention advice and support.

MindEd is a free educational resource on children and young people's mental health for all adults: <https://www.minded.org.uk/>

Safe and reliable advice about young people's mental health, created by experts and parents together:

<https://www.mindedforfamilies.org.uk/young-people>

NHS Mental Health Charities directory: [Mental health charities and organisations](#)

Parent zone 10 mental wellbeing apps for all the family:

<https://parentzone.org.uk/article/10-mental-wellbeing-apps-all-family>

Gov.uk [COVID-19: guidance on supporting children and young people's mental health and wellbeing](#)

Headstogether <https://www.headstogether.org.uk/>

Shout [Shout: Home](#)

The Mix [The Mix - Essential support for under 25s](#)

Kooth [Kooth | Home](#)

SAM - Anxiety management



Headspace - Meditation & Sleep



Calm harm - Calm Harm is a free app to help teenagers manage the urge to self-harm.



Clear Fear - learn to reduce the physical responses to threat as well as changing thoughts and behaviours and releasing emotions.



'Breethe' - Meditation/Anxiety



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Safeguarding Support resources for parents

Safeguarding when learning to drive.

We are aware that from time to time, concerns are raised by older students and their parents in West Essex about inappropriate conduct of driving instructors. We have been given the following information to help to safeguard those accessing driving lessons:

<https://www.gov.uk/learn-to-drive-a-car>

<https://www.gov.uk/find-driving-schools-and-lessons> (all instructors on the list will have had a DBS check and passed all the qualification tests to become an instructor)

<https://www.gov.uk/complain-about-a-driving-instructor>

Parent zone - County Lines:

<https://parentinfo.org/article/county-lines-what-is-it-and-who-is-at-risk?>

Parent zone sleep advice:

<https://parentzone.org.uk/article/how-sleep-easy-during-global-pandemic>

Parent line family support: [Parentline family support and bullying helpline](#)

Domestic Abuse support: [#ReachIn](#)

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Welfare Support resources for parents

Essex Welfare Support Service: <https://essexwelfareservice.org/>

Essex Welfare Service (EWS)

The EWS, a service to help vulnerable people in the community in need of support and unable to access it at this time:

<https://essexwelfareservice.org/> Parents are able to 'self-refer' if they are experiencing difficulties

EWS Contact details:

Phone: 0300 303 9988

Email: provide.essexwelfareservice@nhs.net

Website: <https://essexwelfareservice.org/>

Opening hours: Monday to Friday, 8am to 7pm Saturday and Sunday, 10am to 2pm

Uttlesford Frontline support.

Parents with families resident in Uttlesford with children aged under 19 years on 31st March 2021 can contact the school if they are in need of financial assistance and may be struggling with food, energy and water bills.

The school can apply to the COVID Winter Grant for Families with Children in the Uttlesford area, delivered by CVSU. Food vouchers are available, or CVSU can make direct payment to utility companies on their behalf.

CVSU also has a smaller fund available to help with essential living costs. This could be for example warm clothes, blankets, boiler service/repair, sanitary items, soap and detergents, fridges, freezers, ovens.

Please contact any member of the safeguarding or pastoral staff at school or email enquiries@hrs.education.

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