

## **Annex 1**

### **Ormskirk School**

# **COVID-19 School Closure Arrangements for Safeguarding and Child Protection**

**Delivered to staff: 23/2/21**

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## **Context**

From 5<sup>th</sup> January 2021 parents were asked to keep their children at home, wherever possible, and for schools to remain open only for those children of workers critical to the COVID-19 response who cannot be safely cared for at home.

Schools and all childcare providers were also asked to provide care for a limited number of children, namely those who are vulnerable or have an education, health and care (EHC) plan.

The full criteria for **children of critical workers and vulnerable children who can access schools or educational settings** can be found [here](#)

This addendum to Ormskirk School’s Safeguarding, and Child Protection policy contains details of our individual safeguarding arrangements in those areas detailed in the contents list.

## **2. Ormskirk School Staff Overview**

Whilst the main body of information in the Safeguarding Annex is for those staff working more closely with our more vulnerable students during the COVID-19 response period, there is a requirement that all staff, without exception, read sections 1, 2 ,3, 4 and 11 so that they are aware of how we can all continue to keep our students safe and who to contact should there be a need to refer a safeguarding concern. This applies to staff in contact with students and/or families either in school or whilst working remotely from home.

The information that follows is to ensure that the statutory [Keeping Children Safe in Education](#) (KCSIE) 2020 guidance, *including Annex C (Online Safety)* remains central to keeping our children safe. During

this time, despite continuing to work closely with our students and families, albeit in a different way, a number of important safeguarding principles remain the same:

- With regard to safeguarding, the best interests of children must always continue to come first.
- If anyone in a school or through contact made whilst working from home has a safeguarding concern about any student they should act immediately.
- Students should continue to be protected when they are online.

The following table provides information and guidance on how we can all continue to keep our students safe:

KEY AREA	Guidance Notes
<b>Maintaining links with safeguarding partners</b>	<ul style="list-style-type: none"> <li>• The school continues to work with partner agencies such as Lancashire County Council’s local safeguarding advisers and Virtual School Heads to support the safeguarding of students and to ensure vulnerable children are protected.</li> <li>• The school will also continue to check the regular safeguarding briefings from the DfE, Lancashire County Council and all main Professional Associations and share any updated guidance or actions with all staff.</li> </ul>
<b>Designated Safeguarding Lead</b>	<ul style="list-style-type: none"> <li>• There will always be a DSL available, either on site or by phone or e-mail. Check the contact list for details and ensure that any concerns you might have regarding the safety and well-being of a student are shared with the school’s DSL.</li> <li>• In the unlikely event that you are unable to make immediate contact with a school DSL, staff can seek further guidance from the County Safeguarding advice line on 01772 531196. Should this be necessary, please contact the school’s DSL with details at the earliest opportunity.</li> <li>• The school will ensure arrangements are in place so that all staff, including volunteers and any adults who are not familiar with the setting know who to speak to if they have concerns about a student.</li> </ul> <p><b>It is important that all adults, whether on the school site or interacting with students and families from home understand the school’s commitment to acting immediately in response to any safeguarding concerns.</b></p>
<b>Supporting Vulnerable Children</b>	<ul style="list-style-type: none"> <li>• The school has a robust system in place to ensure telephone contact is made either daily, twice weekly or weekly depending on need. This allows for parent and student contact to be made and acted upon throughout the COVID-19 response period. It supports students defined as vulnerable (EHC Plan, Child in Need, Child Protection, Looked After Child) or those students who do not meet the current ‘vulnerable’ definition but yet are a cause for close monitoring by school staff.</li> </ul>

<b>Online Safeguarding</b>	<ul style="list-style-type: none"> <li>• Students who are not physically attending school are still being safeguarded by staff. This is particularly important given the increase in online activity.</li> <li>• Staff will be aware of the signs and signals of cyberbullying and other risks online and will apply the same child-centred safeguarding practices as when students are learning at the school.</li> <li>• It is important that all staff who interact with children, including online, continue to look out for signs a child may be at risk. Any such concerns should be dealt with as per the Child Protection Policy and the DSL informed. Where appropriate referrals should still be made to children’s social care and as required, the police.</li> <li>• Parents are also being supported to help keep their children safe online at this time and have been sign-posted to the following links: <ul style="list-style-type: none"> <li>- <a href="#">Internet matters</a> - for support for parents and carers to keep their children safe online</li> <li>- <a href="#">Net-aware</a> - for support for parents and careers from the NSPCC</li> <li>- <a href="#">Parent info</a> - for support for parents and carers to keep their children safe online</li> <li>- <a href="#">Thinkuknow</a> - for advice from the National Crime Agency to stay safe online</li> <li>- <a href="#">UK Safer Internet Centre</a> - advice for parents and carers</li> </ul> </li> </ul>
<b>Operation Encompass</b>	<ul style="list-style-type: none"> <li>• When the school receives an Operation Encompass notification in respect of a child who is not attending school, the DSL will consider what further actions are required as they would in normal working, including speaking to parents and seeking advice from MASH / Schools Safeguarding Officer.</li> </ul>

### 3. Key Contacts

Role	Name	Contact Number	E-mail
<b>Designated Safeguarding Leads</b>	Mr S Fitzgerald (Years 7 to 11) Mrs E Stewart (Years 12 and 13)	01695 583040	<a href="mailto:sjf@ormskirk.lancs.sch.uk">sjf@ormskirk.lancs.sch.uk</a> <a href="mailto:efs@ormskirk.lancs.sch.uk">efs@ormskirk.lancs.sch.uk</a>
<b>Deputy Designated Safeguarding Lead</b>	Mr J Burnham Mrs J Hamill	01695 583040	<a href="mailto:jbu@ormskirk.lancs.sch.uk">jbu@ormskirk.lancs.sch.uk</a> <a href="mailto:j.hamill@endeavourlearning.org">j.hamill@endeavourlearning.org</a>
<b>Head of School</b>	John Burnham	01695 583040	<a href="mailto:jbu@ormskirk.lancs.sch.uk">jbu@ormskirk.lancs.sch.uk</a>
<b>Trust Safeguarding Manager</b>	Nikki Fairhurst	01772 812644	<a href="mailto:n.fairhurst@endeavourlearning.org">n.fairhurst@endeavourlearning.org</a>
<b>Interim Executive Board Chair</b>	Maxine Froggatt	01695 583040	<a href="mailto:froggatt.maxine@gmail.com">froggatt.maxine@gmail.com</a>
<b>IEB Safeguarding Lead</b>	Nick Ward	01257 263454	<a href="mailto:head@euxton.lancs.sch.uk">head@euxton.lancs.sch.uk</a>

#### **4. Vulnerable Children**

Vulnerable children include those who have a social worker and those children and young people up to the age of 25 with education, health and care (EHC) plans.

Those who have a social worker include children who have a Child Protection Plan and those who are looked after by the Local Authority. A child may also be deemed to be vulnerable if they have been assessed as being in need or otherwise meet the definition in section 17 of the Children Act 1989.

Those with an EHC plan will be risk-assessed in consultation with the Local Authority and parents, to decide whether they need to continue to be offered a school or college place in order to meet their needs, or whether they can safely have their needs met at home. This could include, if necessary, carers, therapists or clinicians visiting the home to provide any essential services. Many children and young people with EHC plans can safely remain at home.

Eligibility for free school meals in and of itself should not be the determining factor in assessing vulnerability.

Senior leaders, especially the Designated Safeguarding Lead (DSL) and deputy DSL know who our most vulnerable children are. They have the flexibility to offer a place to those on the edge of receiving children's social care support.

Ormskirk School will continue to work with and support children's social workers to help protect vulnerable children. This includes working with and supporting children's social workers and the local authority virtual school head (VSH) for looked-after and previously looked-after children. The lead people for this will be: Mr S Fitzgerald and Mrs E Stewart (DSLs) and Mr J Burnham (Deputy DSL).

There is an expectation that vulnerable children who have a social worker will attend an education setting, so long as they do not have underlying health conditions that put them at risk. In circumstances where a parent does not want to bring their child to an education setting, and their child is considered vulnerable, the social worker and Ormskirk School will explore the reasons for this directly with the parent.

Where parents are concerned about the risk of the child contracting COVID19, Ormskirk School or the social worker will talk through these anxieties with the parent/carer following the advice set out by Public Health England.

Ormskirk School will encourage our vulnerable children and young people to attend a school, including remotely if needed.

#### **5. Attendance Monitoring**

Local authorities and education settings do not need to complete their usual day-to-day attendance processes including follow-up procedures following non-attendance.

Ormskirk School and social workers will agree with parents/carers whether children in need should be attending school. Ormskirk School will then follow up on any pupil that they were expecting to attend, but who does not on any given day. Ormskirk School will also follow up with any parent or carer who has arranged care for their child/children and the child/children subsequently do not attend.

### ***How will this look at Ormskirk School?***

To support the above, Ormskirk School will, when communicating with parents/carers, confirm emergency contact numbers are correct and ask for any additional emergency contact numbers where they are available.

In all circumstances where a vulnerable child does not take up their place at school, or discontinues, Ormskirk School will notify their social worker.

## **6. Designated Safeguarding Lead (DSL)**

Ormskirk School has Designated Safeguarding Leads (DSL) and Deputy DSLs as stated above.

The optimal scenario is to have a trained DSL (or deputy) available on site. Where this is not the case a trained DSL (or deputy) will be available to be contacted via phone or online video - for example when working from home.

Where a trained DSL (or deputy) is not on site, in addition to the above, a senior leader will assume responsibility for co-ordinating safeguarding on site.

This might include updating and managing access to child protection online management system, CPOMS and liaising with the offsite DSL (or deputy) and as required liaising with children's social workers where they require access to children in need and/or to carry out statutory assessments at the school or college.

It is important that all Ormskirk School staff and volunteers have access to a trained DSL (or deputy). On each day staff on site will be made aware of who that person is and contact details to speak to them.

The DSL will continue to engage with social workers, and attend all multi-agency meetings, which can be done remotely.

## **7. Reporting a Concern**

Where staff have a concern about a child, they should continue to follow the process outlined in the school Safeguarding Policy, this includes making a report via *Safeguard my School*, which can be done remotely.

In the unlikely event that a member of staff cannot access *Safeguard my School* from home, they should email the Designated Safeguarding Lead, Head of School and the Trust's Safeguarding Manager (Mrs Nikki Fairhurst). This will ensure that the concern is received.

Staff are reminded of the need to report any concern immediately and without delay.

Where staff are concerned about an adult working with children in the school, they should report the concern to the Head of School. If there is a requirement to make a notification to the Head of School. If there is a requirement to make a notification to the Head of School should they be absent, this should be done verbally and followed up with an email.

Concerns involving the Head of School should be directed to the Chief Executive Officer of the Trust, Mrs Lesley Gwinnett.

Endeavour Learning Trust will continue to offer support in the process of managing allegations.

## **8. Safeguarding Training and Induction**

DSL training is very unlikely to take place whilst there remains a threat of the COVID-19 virus.

For the period that COVID-19 measures are in place, a DSL (or deputy) who has been trained will continue to be classed as a trained DSL (or deputy) even if they miss their refresher training.

All existing school staff have had safeguarding training and have read Part 1 of Keeping Children Safe in Education (2020). The DSL should communicate with staff any new local arrangements, so they know what to do if they are worried about a child.

Where new staff are recruited, or new volunteers enter Ormskirk School, they will continue to be provided with a safeguarding induction.

If staff are deployed from another education or children's workforce setting to the school, we will take into account the DfE supplementary guidance on safeguarding children during the COVID-19 pandemic and will accept portability as long as the current employer confirms in writing that:

- the individual has been subject to an enhanced DBS and children's barred list check
- there are no known concerns about the individual's suitability to work with children
- there is no ongoing disciplinary investigation relating to that individual

For movement within the Trust, schools should seek assurance from Endeavour Learning Trust's HR Manager that the member of staff has received appropriate safeguarding training.

Upon arrival, they will be given a copy of the receiving setting's child protection policy, confirmation of local processes and confirmation of DSL arrangements.

## **9. Safer Recruitment/Volunteers and Movement of Staff**

It remains essential that people who are unsuitable are not allowed to enter the children's workforce or gain access to children. When recruiting new staff, Ormskirk School will continue to follow the relevant safer recruitment processes for their setting, including, as appropriate, relevant sections in part 3 of Keeping Children Safe in Education (2020) (KCSIE).

In response to COVID-19, the Disclosure and Barring Service (DBS) has made changes to its guidance on standard and enhanced DBS ID checking to minimise the need for face-to-face contact.

Where Ormskirk School are utilising volunteers, we will continue to follow the checking and risk assessment process as set out in paragraphs 167 to 172 of KCSIE. Under no circumstances will a volunteer who has not been checked be left unsupervised or allowed to work in regulated activity.

Ormskirk School will continue to follow the legal duty to refer to the DBS anyone who has harmed or poses a risk of harm to a child or vulnerable adult. Full details can be found at paragraph 163 of KCSIE.

Ormskirk School will continue to consider and make referrals to the Teaching Regulation Agency (TRA) as per paragraph 166 of KCSIE and the TRA's 'Teacher misconduct advice for making a referral.

During the COVID-19 period all referrals should be made by emailing:

[Misconduct.Teacher@education.gov.uk](mailto:Misconduct.Teacher@education.gov.uk)

Whilst acknowledging the challenge of the current National emergency, it is essential from a safeguarding perspective that any school is aware, on any given day, which staff/volunteers will be in the school, and that appropriate checks have been carried out, especially for anyone engaging in

regulated activity. As such, Ormskirk School will continue to keep the single central record (SCR) up to date as outlined in paragraphs 148 to 156 in KCSIE.

## **10. Online Safety in Schools**

Ormskirk School will continue to provide a safe environment, including online. This includes the use of an online filtering system. Where students are using computers in school, appropriate supervision will be in place.

## **11. Children and Online Safety Away from School**

It is important that all staff who interact with students online, continue to look out for signs a child may be at risk. Any such concerns should be dealt with as per the Child Protection Policy and where appropriate, referrals should still be made to the Designated Safeguarding Lead (DSL) in school or where appropriate, to children's social care and as required, the police.

Online teaching or Personal Mentor meetings should follow the same principles as set out in the Trust's code of Conduct.

All schools within the Endeavour Learning Trust will ensure any use of online learning tools and systems are in line with privacy and data protection/GDPR requirements.

Below are some things to consider when delivering virtual academic support, mentoring students or conducting welfare meetings, especially where webcams are involved:

- Staff must only use the school preferred system Google Meet or MS Teams to conduct any on-line Face-to-Face meetings, mentoring sessions or wider welfare support.
- On-line sessions must be recorded so that if any issues were to arise, the video can be reviewed if needed. Please make the student aware of this at the start of the session.
- Staff and students must wear suitable clothing, as should anyone else in the household.
- Any computers used should be in appropriate areas, for example, not in bedrooms and the background should be blurred using software effects if available.
- Sessions should be kept to a reasonable length of time, or the streaming may prevent the family 'getting on' with their day.
- Language must be professional and appropriate, including any family members in the background.
- Please be aware of conversations you are having prior to the meeting or session starting. These must be equally professional. People can often enter meetings without those already in 'attendance' realising if their camera is not switched on and/or their sound muted.
- Always be conscious that there may well be other people in the room that you may not be aware of.
- Staff should keep a written record of the length, time, date and attendance of any sessions, meetings or classes held. You will be asked for these details by your line manager if required.



## **12. Supporting Children Not in School**

Ormskirk School is committed to ensuring the safety and wellbeing of all its Children and Young people.

Where the DSL has identified a child to be on the edge of social care support, or who would normally receive pastoral-type support in school, they should ensure that a robust communication plan is in place for that child or young person. Details of this plan must be recorded on *Safeguard my School*, as should a record of contact being made.

The communication plans can include; remote contact, phone contact, door-step visits. Other individualised contact methods should be considered and recorded.

Ormskirk School and its DSL will work closely with all stakeholders to maximise the effectiveness of any communication plan.

This plan must be reviewed regularly (at least once a fortnight) and where concerns arise, the DSL will consider any referrals as appropriate.

The school will share safeguarding messages on its website and social media pages.

Ormskirk School recognises that school is a protective factor for children and young people, and the current circumstances, can affect the mental health of pupils and their parents/carers. Teachers at Ormskirk School need to be aware of this in setting expectations of pupils' work where they are at home.

Ormskirk School will ensure that where we care for children of critical workers and vulnerable children on site, we ensure appropriate support is in place for them. This will be bespoke to each child and recorded on *Safeguard my School*.

## **13. Supporting Children in School**

Ormskirk School is committed to ensuring the safety and wellbeing of all its students.

Ormskirk School will continue to be a safe space for all children to attend and flourish. The Head of School will ensure that appropriate staff are on site and staff to pupil ratio numbers are appropriate, to maximise safety.

Ormskirk School will refer to the Government guidance for education and childcare settings on how to implement social distancing and continue to follow the advice from Public Health England on handwashing, PPE, social distancing protocols and other measures to limit the risk of spread of COVID19.

Ormskirk School will ensure that where we care for children of critical workers and vulnerable children on site, we ensure appropriate support is in place for them.

Where Ormskirk School has concerns about the impact of staff absence – such as our Designated Safeguarding Lead or first aiders – this will be discussed immediately with the trust.

## **14. Peer on Peer Abuse**

Ormskirk School recognises that during the closure a revised process may be required for managing any report of such abuse and supporting victims. Where a school receives a report of peer on peer abuse, they will follow the principles as set out in part 5 of KCSIE and of those outlined within of the Child Protection Policy. The school will listen and work with the young person, parents/carers and any multiagency partner required to ensure the safety and security of that young person.

Concerns and actions must be recorded on *Safeguard my School* and appropriate referrals made.

### **15. Support from the Multi-Academy Trust**

The Endeavour Learning Trust's Central Safeguarding Team will provide support and guidance as appropriate to enable the DSL to carry out their role effectively. This includes, remotely accessing Child Protection files for the purpose of quality assurance, support, guidance and direction. The trust will also provide regular group and individual supervision sessions. This may take the form of an online meeting.

## Appendix 1 – Annex C from Keeping Children Safe in Education (September 2020)

### Annex C: Online Safety

The use of technology has become a significant component of many safeguarding issues. Child sexual exploitation; radicalisation; sexual predation: technology often provides the platform that facilitates harm. An effective approach to online safety empowers a school or college to protect and educate the whole school or college community in their use of technology and establishes mechanisms to identify, intervene in, and escalate any incident where appropriate.

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; and
- **Conduct:** personal online behaviour that increases the likelihood of, or causes, harm; for example making, sending and receiving explicit images, or online bullying.

### Education

Opportunities to teach safeguarding, including online safety, are discussed at **paragraph 88-90**. Resources that could support schools and colleges include:

- **Be Internet Legends** developed by Parent Zone and Google is a free internet safety curriculum with PSHE accredited lesson plans and teaching resources for Key Stage 2 pupils;
- **Disrespectnobody** is Home Office advice and includes resources on healthy relationships, including sexting and pornography;
- **Education for a connected world framework** from the UK Council for Internet Safety supports the development of the curriculum and is of particular relevance to RSHE education and Computing. It is designed, however, to be usable across the curriculum and beyond (covering early years through to age 18) and to be central to a whole school or college approach to safeguarding and online safety;
- **PSHE association** provides guidance to schools on developing their PSHE curriculum;
- **Teaching online safety in school** is departmental guidance outlining how schools can ensure their pupils understand how to stay safe and behave online as part of existing curriculum requirements;
- **Thinkuknow** is the National Crime Agency/CEOPs education programme with age specific resources;
- **UK Safer Internet Centre** developed guidance and resources that can help with the teaching of the online safety component of the Computing Curriculum.

### Protecting children

Governing bodies and proprietors should be doing all that they reasonably can to limit children's exposure to the above risks from the school's or college's IT system. As part of this process, governing bodies and proprietors should ensure their school or college has appropriate filters and monitoring systems in place.

Whilst considering their responsibility to safeguard and promote the welfare of children, and provide them with a safe environment in which to learn, governing bodies and proprietors should consider the age range of their pupils, the number of pupils, how often they access the IT system and the proportionality of costs vs risks.

The appropriateness of any filters and monitoring systems are a matter for individual schools and colleges and will be informed in part, by the risk assessment required by the Prevent Duty. [119] The UK Safer Internet Centre has published guidance as to what “appropriate” filtering and monitoring might look like: **UK Safer Internet Centre: appropriate filtering and monitoring**.

Guidance on e-security is available from the **National Education Network**. Support for schools is available via the: **schools' buying strategy** with specific advice on procurement here: **buying for schools**.

Whilst filtering and monitoring is an important part of the online safety picture for schools and colleges to consider, it is only one part. Governors and proprietors should consider a whole school or college approach to online safety. This will include a clear policy on the use of mobile technology in the school or college. Many children have unlimited and unrestricted access to the internet via 3G, 4G and 5G in particular and the school and college should carefully consider how this is managed on their premises.

Whilst it is essential that governing bodies and proprietors ensure that appropriate filters and monitoring systems are in place, they should be careful that “over blocking” does not lead to unreasonable restrictions as to what children can be taught with regard to online teaching and safeguarding.

### **Reviewing online safety**

Technology in this area evolves and changes rapidly. A free online safety self-review tool for schools can be found via the **360 safe website**. UKCIS has published **Online safety in schools and colleges: Questions for the governing board** to help responsible bodies assure themselves that their online safety arrangements are effective.

### **Education at home**

Where children are being asked to learn online at home the department has provided advice to support schools and colleges do so safely: **safeguarding-in-schools-colleges- and-other-providers** and **safeguarding-and-remote-education**

### **Staff training**

Governors and proprietors should ensure that, as part of the requirement for staff to undergo regularly updated safeguarding training (**paragraph 84**) and the requirement to ensure children are taught about safeguarding, including online safety (**paragraph 87**), that online safety training for staff is integrated, aligned and considered as part of the overarching safeguarding approach.

### **The Prevent duty Departmental advice for schools and childcare providers and Prevent Duty Guidance For Further Education Institutions**

### **Information and support**

There is a wealth of information available to support schools, colleges and parents/carers to keep children safe online. The following list is not exhaustive but should provide a useful starting point:

### **Advice for governing bodies/proprietors and senior leaders**

- **Childnet** provide guidance for schools on cyberbullying;
- **Educateagainsthate** provides practical advice and support on protecting children from extremism and radicalisation;

- **London Grid for Learning** provides advice on all aspects of a school or college’s online safety arrangements;
- **NSPCC** provides advice on all aspects of a school or college’s online safety arrangements;
- **Safer recruitment consortium** “guidance for safe working practice”, which may help ensure staff behaviour policies are robust and effective;
- **Searching screening and confiscation** is departmental advice for schools on searching children and confiscating items such as mobile phones;
- **South West Grid for Learning** provides advice on all aspects of a school or college’s online safety arrangements;
- **Use of social media for online radicalisation** - A briefing note for schools on how social media is used to encourage travel to Syria and Iraq;
- UK Council for Internet Safety have provided advice on **sexting-in-schools-and-colleges** and **using-external-visitors-to-support-online-safety-education**.

### **Remote education, virtual lessons and live streaming**

- **Case studies** on remote education practice are available for schools to learn from each other;
- **Departmental guidance on safeguarding and remote education** including planning remote education strategies and teaching remotely;
- **London Grid for Learning** guidance, including platform specific advice;
- **National cyber security centre** guidance on choosing, configuring and deploying video conferencing;
- **National cyber security centre** guidance on how to set up and use video conferencing;
- **UK Safer Internet Centre** guidance on safe remote learning.

### **Support for children**

- **Childline** for free and confidential advice
- **UK Safer Internet Centre** to report and remove harmful online content
- **CEOP** for advice on making a report about online abuse

### **Parental support**

- **Childnet** offers a toolkit to support parents and carers of children of any age to start discussions about their online life, to set boundaries around online behaviour and technology use, and to find out where to get more help and support;
- **Commonsensemedia** provide independent reviews, age ratings, & other information about all types of media for children and their parents;
- **Government advice** about protecting children from specific online harms such as child sexual abuse, sexting, and cyberbullying;
- **Government advice** about security and privacy settings, blocking unsuitable content, and parental controls;

- **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;
- **Let's Talk About It** provides advice for parents and carers to keep children safe from online radicalisation;
- **London Grid for Learning** provides support for parents and carers to keep their children safe online, including tips to keep primary aged children safe online;
- **Lucy Faithfull Foundation StopItNow** resource 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);
- **National Crime Agency/CEOP Thinkuknow** provides support for parents and carers to keep their children safe online;
- **Net-aware** provides support for parents and carers from the NSPCC and O2, including a guide to social networks, apps and games;
- **Parentzone** provides help for parents and carers on how to keep their children safe online;
- **Parent info** from Parentzone and the National Crime Agency provides support and guidance for parents from leading experts and organisations;
- **UK Safer Internet Centre** provide tips, advice, guides and other resources to help keep children safe online.