



SAFEGUARDING NEWSLETTER

Autumn 2023- Issue 1

Latest advice for parents and carers

Welcome to our Safeguarding Newsletter. Our aim is to bring you all the latest, relevant help and advice on issues that we feel will be of importance to you. This issue contains information and support on where to get support, FGM, local support groups and workshops, information from the Sports Unit and online safety.

Helping Hands

Our Helping Hand team is available to help individuals or families in need, those on low incomes and those who are experiencing a financial emergency or crisis.

Let us know if:

- you are struggling to afford food
- you cannot keep on top of your bills
- you are in debt
- you are struggling to pay for essential goods in your home

Whether you get in contact by phone or our online form, we will ask a few questions about your situation so we can offer the best support or advice.

You can request support from the Helping Hand team by:

completing our online form— <https://www.buckinghamshire.gov.uk/cost-of-living/contact-helping-hand/>

calling 01296 531 151

Our phone lines are open:

Monday to Thursday (9am to 5:30pm)

Friday (9am to 5pm) We are closed on bank holidays.





We know that for lots of families your circumstances may have changed recently, so if you feel your child may now be eligible for Pupil Premium, please complete the form and return it to the school office. If you are not sure, complete it anyway and we can run it through the Bucks System.



Free School Meals & Pupil Premium


Research shows that better food in schools is improving what children eat during the school day, and there's evidence of a clear link between what children eat at lunchtime in school, where they eat it and how they focus with their teachers in the afternoon.

All children in reception, year 1 and year 2 in state-funded schools in England are eligible for Universal Infant Free School Meals. This includes infant pupils in maintained infant and primary schools, free schools, academies, special schools and pupil referral units.

Free School Meals are also available to pupils in years 3 and above whose parents receive certain benefits and register using this application form. Please return this form to your child's school if you think you qualify for Free School Meals.



Pupil Premium - completing this form could also raise money for your child's school...



The Pupil Premium is a Government scheme that provides funding to schools of £985 - £1,385 per pupil whose parents receive one of the qualifying benefits listed on this application form.

The school can use this money to raise the attainment of disadvantaged pupils and close the gap between them and their peers

Q. How can I apply?
A. Simply complete this application form and return it to your child's school

Q. Why should I apply?
A. You and your school could benefit from Pupil Premium funding worth £985 - £1385 per pupil. As well as this, if your child is in year 3 or above this form is also used to apply for Free School Meals and could save you hundreds of pounds a year.

Q. My child is in Reception, year 1 or year 2 and automatically receives Universal Infant Free School Meals, do I still need to complete this form?
A. Yes! Pupil Premium is only paid to a school if the parent registers using this form and is receiving one of the qualifying benefits listed. Even though your child automatically receives free meals at school completing this application form may entitle your school to Pupil Premium funding.

To register for free school meals, including Pupil Premium, please complete this application form and return it to your child's school as soon as possible to avoid delay.



Buckinghamshire Council

2022/23

FREE SCHOOL MEAL & PUPIL PREMIUM APPLICATION FORM

CHILDREN WHOSE PARENTS/CARERS RECEIVE ONE OF THE FOLLOWING BENEFITS ARE ENTITLED TO FREE SCHOOL MEALS AND WILL GENERATE PUPIL PREMIUM FOR THEIR SCHOOL:

- ✓ **Income Support (IS)**
- ✓ **Income-based (not contribution-based) Job Seeker's Allowance (IBJSA)**
- ✓ The guaranteed element of the **State Pension Credit**.
- ✓ **Income-related employment and support allowance**
- ✓ **Support under Part VI of the Immigration and Asylum Act 1999**
- ✓ **Universal Credit** with an annual net earned income of no more than £7,400
- ✓ **Child Tax Credit** (with no Working Tax Credit) with an annual income of no more than £16,190
- ✓ Where they are entitled to Child Tax Credit and also Working Tax Credit during the four-week period immediately after their employment ceases, or after they start to work less than 16 hours per week, their children are entitled to free school meals.

Administration for the provision of free school meals is undertaken by Buckinghamshire Council for those pupils attending an education establishment within Buckinghamshire. This form should be completed and returned to your child's school.

1. DETAILS OF PARENT/CARER WITH QUALIFYING BENEFIT – COMPLETE IN BLOCK LETTERS

SURNAME/FAMILY NAME as it appears on your benefit letter:

FORENAME: **TITLE:** **DATE OF BIRTH:** dd/mm/yyyy

NATIONAL INSURANCE NUMBER

OR

NATIONAL ASYLUM SEEKER NUMBER

ADDRESS

POST CODE

DAYTIME TEL. NO(s)

2. DETAILS OF THE CHILD/CHILDREN

Surname/Family Name	Forename	Date of Birth	Name of School

3. DECLARATION

I declare that the information given on this form is true and complete and I undertake to inform the school if my entitlement to one of the qualifying benefits is terminated. I understand that the results of any free school meal eligibility check may also be used to assess my entitlement to other support/benefits, including free travel to school. *The remainder of this declaration does not apply to pupils in Reception, Year 1 or Year 2 - I agree that you will use the information I have provided to process my claim for free school meals and will contact other sources as allowed by law to verify my initial, and ongoing, entitlement to free school meals.* I understand that I may be liable for any costs incurred in providing free school meals for my child(ren), should I fail to inform the school of the termination of my benefit.

I have read and I understand the above declaration.

SIGNATURE _____ (Parent/Guardian) **DATE** _____

Female Genital Mutilation: Recognising and Preventing FGM

A recent study revealed that 137,000 women in England and Wales are estimated to be living with the consequences of FGM. To address this issue, the Home Office is championing a proactive approach and has launched this free online FGM training package.

Throughout this course, we follow a young girl named Hope as she encounters the key issues relating to FGM and we see how they affect her throughout her life. The training will help a wide range of professionals to identify and assist girls who are at risk of FGM.

<https://www.virtual-college.co.uk/resources/free-courses/recognising-and-preventing-fgm>



Parents Protect

Together we can prevent
child sexual abuse

Sexual Abuse Learning Programme (Parents Protect)

Parents Protect has developed this online child sexual abuse and exploitation awareness learning programme for parents/carers and professionals to help:

- Understand potential risks
- Recognise the signs of possible abuse in children
- Beware of inappropriate behaviour in adults
- Know where to go for help if you have concerns and would like to talk about them

Click here: <https://www.parentsprotect.co.uk/sexual-abuse-learning-programme.htm>



EAL Resources for Online Safety

Please see below for useful websites to support your children, together with a link for leaflets in other languages that will assist you in keeping your children safe on-line.

Parents: Supporting Young People Online (Childnet)

<https://www.childnet.com/ufiles/SupportingYoung-People-Online.pdf>

Leaflets available in other languages here <https://www.childnet.com/resources/supportingyoung-people-online>

- Arabic
- Bengali
- English
- Farsi
- French
- Hindi
- Punjabi
- Somali
- Spanish
- Turkish
- Urdu
- Vietnamese

ARE YOUR CONTACT DETAILS UP TO DATE?

It is vitally important that if you change your home phone / email / mobile number, that you immediately let the school know, so that we have the most up to date contact details.

Thank you.

USEFUL ONLINE SAFETY WEBSITE

Internet Matters – Contains a wide range of online safety advice for parents to keep their children safe on-line.

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

Keeping your child safe in sport—safeguarding for parents



Child Protection in Sport Unit

A free e-learning course for parents

We've designed this course to help you understand your role in keeping children safe in sport and to let you know who to turn to if you have any worries.

The course is free to take and is suitable for any parent of a child who takes part in sport, regardless of your level of safeguarding knowledge. It should take you around 10 minutes to complete.

<https://thecpsu.org.uk/parents/keeping-your-child-safe-in-sport-e-learning-course>

How to Set Parental Controls on your Devices

Microsoft devices (Windows computers and Xbox)

You'll need to have a family account set up, with 'child' profiles for your children. Learn more here: <https://support.microsoft.com/en-us/help/12413>

You can't change existing adult accounts to child accounts.

If your child has an Xbox, you can also use the Xbox family settings app on your phone to set these controls: <https://www.xbox.com/en-GB/community/for-everyone/responsible-gaming>

Set screen time limits

Go to family.microsoft.com and sign in to your Microsoft account, or use the [Microsoft Family Safety app](#)

Find your child's name and select 'Screen time'

Switch 'Use one schedule for all devices' to 'On' to use the same schedule for all devices. Or scroll down and switch on screen time for different devices individually if you want to have separate schedules

You can set time ranges for using devices, and how many hours per day, for each day.

Set age limits for apps, games and media

Sign in to your Microsoft account, as above, and find your child's name

Select 'Content filters'

Go to 'Apps and games'

Under 'Allow apps and games rated for', set the age limit for content they'll need permission to access

Block inappropriate websites

Sign in to your account, and find your child's name

Click 'More options' > 'Content filters'

Turn on the 'Filter inappropriate websites' toggle

To block specific sites, add the links to them under 'Blocked sites'

Manage purchases in the Microsoft Store

Sign in to an adult account, as above, and find your child's name

Click 'More options' > 'Spending'

Turn on the 'Needs organizer approval to buy things' toggle

Read more here: <https://support.microsoft.com/en-us/account-billing/what-is-a-microsoft-family-group-b6280c9d-38d7-82ff-0e4f-a6cb7e659344>

iPads and iPhones

Set a screen time passcode

Go to 'Settings' (a grey icon with a circular pattern on the home screen) and tap 'Screen Time'

Tap 'Continue', then choose whether it's your device or your child's

If it's your device and you want to stop your child changing your settings, tap 'Use Screen Time Passcode' to create a passcode. Re-enter the passcode to confirm

If it's your child's device, follow the prompts on the device until you get to 'Parent Passcode' and enter a passcode, then re-enter it to confirm

Block in-app purchases

Go into Settings > Screen Time > Content and Privacy Restrictions. Enter your passcode if asked

Tap 'iTunes & App Store Purchases'

Choose a setting (for example, in-app purchases) and set to 'Don't allow'

Block explicit content and set controls on apps

Go to Settings > Screen Time > Content & Privacy Restrictions > Content Restrictions

Choose the settings you want for each feature or setting under 'Allowed Store Content'

How to Set Parental Controls on your Devices

Filter website content

This sets restrictions on what websites children can access (e.g., you can limit access to adult content).

Go to Settings > Screen Time > Content & Privacy Restrictions

Enter your screen time passcode

Tap 'Content Restrictions', then 'Web Content'

Choose 'Unrestricted Access' (access to any website), 'Limit Adult Websites' (to block access to adult content in Safari and apps) or 'Allowed Websites Only' (to set specific websites as 'approved websites' and limit access to only these websites)

Read more here: <https://support.apple.com/en-gb/HT201304>

Android phones

Set up parental controls and set age ratings

Open the Play Store app, tap the 3-lines button in the top left > Settings > Family > Parental controls

Toggle Parental controls to on

Create a PIN. Make sure to choose a PIN your child doesn't already know

You can then choose the highest age rating you want to allow for apps and games, films, TV, books and music. Go into each option and choose the age rating you want.

You can set these controls on the Family Link app too. Family Link is an app that lets parents set "digital ground rules" for their children. See this page for more information: <https://support.google.com/families/answer/7101025?hl=en>

Restrict purchases

Open the Play Store and tap the icon in the top right (it should show either your initials or your profile photo)

Select Settings > Authentication > Require authentication for purchases > For all purchases through Google Play on this device

Manage screen time

You'll need to set up [Family Link](#) to do this.

In the Family Link app, select your child, then:

To set a daily limit on a device, on the 'Daily limit' card, tap 'Set up' or 'Edit limits', then follow the instructions on the screen.

To set time limits for specific apps (only for devices running Android N (7.0) and up), on the 'App activity' card:

Tap 'Set limits'

Next to app you want to limit, tap the sand timer icon

Set limit (an icon with the top half of the sand time filled in)

Set a daily time limit for the app

Tap 'Set'

To set a bedtime, on the 'Bedtime' card, tap 'Edit schedule', then follow the instructions on the screen.

How to Set Parental Controls on your Devices

PlayStation

You'll need to set up accounts for family members, with adult and child accounts, and make sure you and other adults have family manager or parent/guardian status. Read more about how to do this here: <https://www.playstation.com/en-gb/get-help/help-library/my-account/parental-controls/family-management/>

Set a login passcode and system restriction passcode

A login passcode means that only you can log in to the 'family manager' user on the system.

To do this on **PS4**:

Go to Settings (this should be shown by a toolbox icon) > Login Settings > Login Passcode Management

Set a 4-digit passcode using the controller

To do this on **PS5**:

Go to Settings > Users and Accounts > Login Settings > Set a PS5 Login Passcode

Set a 4-digit passcode

Using a system restriction passcode will prevent your child from changing parental control settings.

To do this on **PS4**:

Go to Settings > Parental Controls/Family Management > PS4 System Restrictions

Enter the existing system restriction passcode (if you haven't set one before, the default is 0000)

Select 'Change System Restriction Passcode'

Enter a new 4-digit passcode using the controller, then re-enter it to confirm

To do this on **PS5**:

Sign in as the family manager and go to Settings > Family and Parental Controls > PS5 Console Restrictions

Enter the existing system restriction passcode (if you haven't set one before, the default is 0000)

Select 'Change Your System Restriction Passcode'

Enter a new 4-digit passcode using the controller, then re-enter it to confirm

Set spending limits

On **PS4**:

Go to Settings > Parental Controls/Family Management > Family Management

Select the user you want to set a spending limit for

Select 'Applications/Devices/Network Features' under the 'Parental Controls' section

Select 'Monthly Spending Limit' and press X

On **PS5**:

Go to Settings > Family and Parental Controls > Family Management

Select the user you want to set a spending limit for

Select 'Parental Controls'

Scroll down to 'Monthly Spending Limit' and press X

Choose a monthly spending limit and press X

Select 'Confirm' to save the settings

How to Set Parental Controls on your Devices

Restrict access to network features

On **PS4**:

Go to Settings > Parental Controls/Family Management > Family Management (you may need to enter your account password)

Select the user you want to set restrictions for

Select 'Applications/Devices/Network Features' under the 'Parental Controls' section

Under 'Network Features', you can choose whether to allow a child user to communicate with other players on the PlayStation Network, or view content created by other players

On **PS5**, go to parental controls and go to the 'Communication and User-Generated Content' settings, then choose 'Restrict'.

Set age rating levels for games, Blu-ray discs and DVDs

On **PS4**:

Go to Family Management, as above (you may need to enter your account password)

Select the user you want to set the age level for

Select 'Applications/Devices/Network Features' and select the content you want to restrict

On **PS5**, you can do this in the 'Communication and User-Generated Content' section of settings (see above).

Set screen time limits and bedtimes

On **PS4** and **PS5**, you can set playtime limits, under 'Parental Controls/Family Management'.

More details on parental controls can be found at the following links:

PS4: <https://www.playstation.com/en-gb/support/account/ps4-parental-controls-and-spending-limits/>

PS5: <https://www.playstation.com/en-gb/support/account/ps5-parental-controls-spending-limits/>

Nintendo Switch

The [Nintendo Switch Parental Controls](#) smart device app is a free app which you can link with Nintendo Switch to easily monitor what and how your children are playing.

If you don't have a smartphone you can also set certain restrictions on Nintendo Switch directly. But it's best to use the app if possible as it gives you more choice in the controls you can set on your child's device.

To link your Nintendo Switch console to the Nintendo Switch Parental Controls application on your smart device, see the instructions here: <https://www.nintendo.co.uk/Support/Nintendo-Switch/How-to-Link-a-Nintendo-Switch-Console-to-the-Nintendo-Switch-Parental-Controls-App-1494767.html>

Set a parental controls PIN

Launch the Nintendo Switch Parental Controls app on your iOS or Android device

Select 'Console Settings' in the upper-right corner

If you have more than one Nintendo Switch console linked to the app, tap the + icon in the upper-right corner to choose the correct system

Select 'PIN'

In the 'Change PIN' section, tap the 'New PIN' field

Enter the new 4 to 8 digit PIN that you want to set, then tap the orange check mark on the screen to confirm

Set playtime limits

Go to 'Console Settings', as above

Select each setting you want to adjust, from playtime limit (a daily limit on the amount of time the console can be used), bedtime alarm (set gameplay to stop at a certain time each day), and suspend software (to stop the software on the console when the time limit is reached)

Once you've got the settings the way you want them, tap the orange check mark to confirm



P RIVATES ARE PRIVATE



A LWAYS REMEMBER YOUR BODY BELONGS TO YOU

N O MEANS NO

T ALK ABOUT SECRETS THAT UPSET YOU

S PEAK UP, SOMEONE CAN HELP



LEARN ALL ABOUT PANTS WITH PANTOSAURUS!

P RIVATES ARE PRIVATE

Your underwear covers up your private parts and no one should ask to see or touch them. Sometimes a doctor, nurse or family members might have to. But they should always explain why, and ask you if it's OK first. Remember, what's in your pants belongs only to you.



A LWAYS REMEMBER YOUR BODY BELONGS TO YOU

Your body is yours, and no one should touch your private parts or any other parts of your body that you don't want to be touched. No one has the right to make you do anything that makes you feel uncomfortable. If somebody does make you do something, it's never your fault. Even if the person who has made you feel uncomfortable has told you it is your fault.



N O MEANS NO

You always have the right to say 'no' – even to a family member or someone you love. You're in control of your body and the most important thing is how YOU feel. If you want to say 'No', it's your choice.



T ALK ABOUT SECRETS THAT UPSET YOU

There are good and bad secrets. Good secrets can be things like surprise parties or presents for other people. Bad secrets make you feel sad, worried or frightened. You should always talk to a safe adult who you trust about a bad secret or anything that doesn't feel right.



S PEAK UP, SOMEONE CAN HELP

Talk about stuff that makes you worried or upset. If you ever feel sad, anxious or frightened you should talk to a safe adult who you trust.

This doesn't have to be a family member. It can also be a teacher or a friend's parent – or even Childline. Talking shouldn't get you into trouble, even if somebody has told you it will. If something has happened that makes you feel uncomfortable, it is never your fault.



You can also talk to Childline. Call 0800 1111 or contact them online at Childline.org.uk. Someone will always be there to listen.





Monday	Tuesday	Wednesday	Thursday	Friday
<p>My First Playtime</p> <p>Drop in 10am to 11:30am</p>	<p>Grandparents Group</p> <p>Drop in 10am to 11:30am</p> <p>Details on next page</p>	<p>Community Engagement Event</p> <p>Drop in 11am to 3pm</p> <p>Commencing 20 September</p> <p>Details on next page</p>	<p>Family Learning Fun with Words</p> <p>10am to 12:30pm</p> <p>Booking Required</p>	<p>Midwives Clinic</p> <p>Appointment only</p> <p>Details on next page</p>
<p>Midwives Clinic</p> <p>Appointment only</p> <p>Details on next page</p>	<p>Little Swans</p> <p>Invite only</p> <p>Details on next page</p>	<p>Midwives Clinic</p> <p>Appointment only</p> <p>Details on next page</p>	<p>Midwives Breastfeeding Clinic</p> <p>Appointment only</p> <p>Details on next page</p>	<p>Midwives Breastfeeding Clinic</p> <p>Appointment only</p> <p>Details on next page</p>
<p>Health Visitor Drop In</p> <p>Monday afternoons</p> <p>Details on next page</p>	<p>Midwives Clinic</p> <p>Appointment only</p> <p>Details on next page</p>	<p>Midwives Clinic</p> <p>Appointment only</p> <p>Details on next page</p>	<p>Play and Explore</p> <p>Drop in 1:30pm to 3pm</p>	<p>Little Talkers</p> <p>Commences 15 September</p> <p>Booking required</p> <p>Details on next page</p>
	<p>How to Live Your Best Life</p> <p>Commences 7 November</p> <p>Booking required</p> <p>Details on next page</p>	<p>How to Thrive at School</p> <p>Commences 1 November</p> <p>Booking required</p> <p>Details on next page</p>		<p>Keeping Your Child In Mind</p> <p>Commences 10 November</p> <p>Booking required</p> <p>Details on next page</p>





Session/activity overview and further details	
<p>My First Play Time</p> <p>A session for families and carers with children aged 0 to 1 years</p> <p>Children can explore and learn whilst playing with a range of activities</p> <p>Activities such as messy play, arts and crafts, construction, and sensory play</p> <p>No need to book</p>	<p>Play and Explore</p> <p>A session for families and carers with children aged 0 to 5 years (up to 10 years during school holidays)</p> <p>There will be a variety of activities including arts and crafts, games and outside play</p> <p>No need to book</p>
<p>Little Talkers</p> <p>Little Talkers is a 5 to 6 week programme delivered by the Family Support Service. It offers support if you're concerned about your toddler's talking and understanding of language but their social skills appear to be developing well.</p> <p>Email to book: earlyhelp@buckinghamshire.gov.uk or call 01296 383293</p>	<p>Community Engagement Event</p> <p>This Event hosted by The Community Safety Team is part of the Opportunity Bucks Initiative and is a chance for Families to find out more about the services and organisations in their local area. More details to follow</p> <p>No need to book</p>
<p>Grandparents Group</p> <p>A Play and Explore Session for Grandparents and their Grandchildren up to 5 years.</p> <p>There will be a variety of activities including arts and crafts, games and outside play</p> <p>No need to book</p>	<p>How To Thrive at School Course for Young People</p> <p>Would you like to reach your potential at school and deal with all the challenges school life throws at you? Are you feeling overwhelmed with friendship dramas and exam pressures? If you're in school years 7 and above and live in Bucks, then our interactive 6-week course for young people is for you. Each session is one hour long</p> <p>Email to book: earlyhelp@buckinghamshire.gov.uk or call 01296 383293</p>
<p>How To Live Your Best Life</p> <p>How would your friends describe you? Is this the person you want to be? Would you like to feel more empowered to make different choices? Then our interactive 6 week course could be for you.</p> <p>Email to book: earlyhelp@buckinghamshire.gov.uk or call 01296 383293</p>	<p>How To Thrive at School Course for Young People</p> <p>Would you like to reach your potential at school and deal with all the challenges school life throws at you? Are you feeling overwhelmed with friendship dramas and exam pressures? If you're in school years 7 and above and live in Bucks, then our interactive 6-week course for young people is for you. Each session is one hour long</p> <p>Email to book: earlyhelp@buckinghamshire.gov.uk or call 01296 383293</p>
<p>Midwives Clinic and Breastfeeding Clinic</p> <p>Anti and postnatal support for families. Contact your Midwife or go to the link below for more information</p> <p>https://www.buckshealthcare.nhs.uk/birthchoices/</p>	<p>Health Visitor Drop in and Health Checks</p> <p>Come and speak to a Health Visitor to discuss any concerns you may have regarding your child's development</p> <p>Call 01296 838000 (Option 6, then Option 2) to find out more.</p>
<p>Family Learning Fun with Words</p> <p>For parents of children aged 0 to 5 years.</p> <p>This free 5-week course run by the Early Years team in Family Learning will give you fun practical ideas for your child to increase their vocabulary and early reading skills.</p> <p>Book a place via the link below</p> <p>https://adultlearningbc.ac.uk/course-search-list/?_sft_product_cat=family-learning&_sft_location=Elmhurst%20Family%20Centre&_sft_m_enrollmentenddate=24082023+31122050</p>	<p>Family Learning Fun with Words</p> <p>For parents of children aged 0 to 5 years.</p> <p>This free 5-week course run by the Early Years team in Family Learning will give you fun practical ideas for your child to increase their vocabulary and early reading skills.</p> <p>Book a place via the link below</p> <p>https://adultlearningbc.ac.uk/course-search-list/?_sft_product_cat=family-learning&_sft_location=Elmhurst%20Family%20Centre&_sft_m_enrollmentenddate=24082023+31122050</p>
<p>Keeping Your Child In Mind</p> <p>The Keeping your Child in Mind programme is delivered over 4 sessions, weekly for 2 hours per week, and is for parents, carers of children of any age</p> <p>Email to book: earlyhelp@buckinghamshire.gov.uk or call 01296 383293</p>	<p>Keeping Your Child In Mind</p> <p>The Keeping your Child in Mind programme is delivered over 4 sessions, weekly for 2 hours per week, and is for parents, carers of children of any age</p> <p>Email to book: earlyhelp@buckinghamshire.gov.uk or call 01296 383293</p>



For more information please visit
familyinfo.buckinghamshire.gov.uk/familycentres



Come Together To End Domestic Abuse

Coming together across society and communities to **end domestic abuse**

Does your partner:

- isolate you from friends and family?
- deprive you of food or heating?
- monitor your time?
- check up on what you do online?
- take control over aspects of your everyday life, telling you where you can go, who you can see, what you can wear and when you can sleep?
- stop you from getting medical help or support?
- repeatedly put you down, such as saying you're worthless?
- humiliate or degrade you?
- control your money and access to your home?
- make threats or intimidate you?



It can be easy to miss the signs of a coercive, abusive relationship. I didn't know the signs, but I want to make sure that other women do. Please know there is help if you need it.

**Mel B, patron of
Women's Aid**

Support is available at:
www.womensaid.org.uk

You are not alone.

#EndAbuseTogether

women's aid
until women & children are safe



In a Mental Health Crisis? Bucks Safe Haven is here for you

Do you need...

- Listening support
- Signposting
- Safety planning

If you are an adult in crisis please call us first so we can hold a space for you.

Aylesbury Safe Haven

Sunday, Monday, Tuesday, Wednesday
6.30pm to 12 midnight
(call from 6pm, last entry at 11pm)

01296 453017

Peach Tree House, The Whiteleaf Centre, Oxford Health NHS Foundation Trust, Bierton Road, Aylesbury, HP20 1EG

High Wycombe Safe Haven

7 nights a week 6.30pm to 12 midnight
(call from 6pm, last entry at 11pm)

01494 218098

Buckinghamshire Mind, 260 Desborough Road, High Wycombe, HP11 2QR



Contact us

Aylesbury Safe Haven

Peach Tree House, The Whiteleaf Centre
Oxford Health NHS Foundation Trust
Bierton Road, Aylesbury, Bucks. HP20 1EG
01296 453017

High Wycombe Safe Haven

260 Desborough Road
High Wycombe, Bucks. HP11 2QR
01494 218098

info@bucksmind.org.uk

bucksafehaven@oxfordhealth.nhs.uk

www.bucksmind.org.uk



www.twitter.com/bucksmind

www.facebook.com/BucksMind

www.instagram.com/bucksmind

Working in partnership with:



Oxford Health
NHS Foundation Trust



Buckinghamshire



Connection Support



Buckinghamshire Mind is affiliated to national Mind and is quality assured under the Mind Quality Mark.

Buckinghamshire Mind (The Buckinghamshire Association For Mental Health) is a Registered Charity (No: 1103063) and a Company Limited by Guarantee (No: 5000185)



How to access our service

When you contact us, you will speak with a member of our welcoming and friendly team, who will ensure that our service is appropriate for your needs before inviting you to come to Safe Haven.

Safe Haven is not a drop-in service. Please note our phone lines are open from 6pm, so please call on the evening you wish to attend to reserve a space.

Opening times

Aylesbury:

Sunday, Monday, Tuesday, Wednesday –
6.30pm to 12 midnight

High Wycombe:

7 nights a week – 6.30pm to 12 midnight

We ask that anyone attending the service arrives before 11pm.

We also have limited spaces to offer support over the telephone or via video link, please contact us to enquire about this service.

If we feel you need more support than we can provide we will discuss this with you and signpost you to more appropriate services.



Who we are

At Buckinghamshire Mind Safe Haven, we incorporate national Mind's values to support our working practices, meaning we are:

Open

We are open to people when they need us. We accept self-referrals and you do not need to have had previous contact with Buckinghamshire Mind or Adult Mental Health Services to access Safe Haven.

Caring

We treat everyone with compassion and kindness.

Experienced

We stand shoulder to shoulder with people with personal experience, ensuring our services make a difference.

Unstoppable

We speak out fearlessly and won't give up.

Together

We are stronger in partnership and respect everyone's contribution and background.



What we do

Welcome to Safe Haven, part of Buckinghamshire Mind, the mental health charity.






We offer short-term intervention to people while they are in a mental health crisis, as an alternative to A&E. We understand that a mental health crisis can be a frightening and sometimes lonely experience. We are here to let you know that you are not alone.

We provide listening support, signposting and safety planning in a welcoming and supportive setting. We also understand that people sometimes want a place to just 'be' during a mental health crisis, and that's fine too.

Very caring, supportive and knowledgeable staff, providing a valuable service in a safe environment I would not otherwise have.

How we work

There are several ways you can spend your time with us at Safe Haven:

- Talking with other service users who have similar experiences and taking part in crafts and games in our group room 
- Doing individual activities such as crosswords and colouring 
- Accessing one-to-one support in our separate one-to-one room 
- Exploring ways you may be able to cope if a future crisis occurs 
- Identifying local community organisations that may benefit you 

We may ask you for feedback about your experience of Safe Haven. We use this to help improve and develop the service we provide. If you feel there is anything we can do better, please let us know!



Social Media



Education from
the National
Crime Agency

Conversation starters

If they use social media:

- What is your favourite app or site? What do you like about it?
- What do you think are the positives and negatives of social media? What advice would you give a friend if they were experiencing something negative on social media?

If they don't use social media:

- What social media have you heard of?
- What do you think it means to be a good friend online? And how would you deal with a disagreement online?

Pick one action to do as a family

- Visit our [CEOP Education website](#) and look for tips on how to be safe when using social media.
- If your child wants to sign up to a social media account, make sure you check it out together, including the age requirements.
- If you or your child are on social media already, take some time to check friendships, privacy settings and the things you have posted. Are you happy that only the people you want to see your stuff – can see it, and have you asked for permission from others if you have shared pictures of them?

Fun family activity

Suggest a Social. Write down names of social media platforms on sticky notes and give one to each family member to place on their foreheads. You can only ask yes or no questions to try to guess which social media platform you are. If the answer is yes, they can ask another question, if it's no, it skips to the next person.

You could ask questions such as: *is this platform used mainly for sharing photos? Or is the logo for the platform blue?*

For further information about this topic and more on how to keep your child safer online, visit www.thinkuknow.co.uk/parents

At National Online Safety, we believe in empowering parents, carers and the school staff with the information to make an informed conversation about online safety with their children, should they need it. This guide focuses on one of many games which we believe trusted adults should be aware of. Please visit www.nationalonlinesafety.com for further guides, hints and tips for adults.

What Parents & Carers Need to Know about

FIFA 23

FIFA 23, like its many predecessors, is a massively popular football simulator featuring lifelike recreations of thousands of real-world players, drawn from teams around the globe. While the gameplay is subtly improved year on year, the publisher EA Sports' tweaks tend to focus on FIFA Ultimate Team mode, which can tempt gamers of all ages to spend real money recruiting better players for their side. With each new release of FIFA comes a host of new players to unlock – meaning that youngsters can feel pressured to keep buying to compete with their friends.

AGE RATING
PEGI 3

WHAT ARE THE RISKS?

RELEASE RAZZAMATAZZ

FIFA 23 will be the last in the blockbuster series, as EA goes solo with its own football title next season. This 'end of an era' – coupled with a huge advertising budget making the new release almost impossible to miss – will elevate FIFA 23 into even more of a 'must have' for football-mad young gamers, no matter how minor the updates are on last year's version.

AGE-INAPPROPRIATE CHAT

Based on a popular sport which appeals to people of all ages, the FIFA franchise draws a huge audience of both children and adults. Communication is a key element, with many players enjoying in-game audio chat via headsets. With the mixed age range of players and a lack of regulation, however, chats can often turn offensive or toxic – especially in the heat of competitive matches.

IN-GAME PROMOTIONS

Unless precautions are taken, dedicated FIFA fans can spend significant sums when attempting to improve their Ultimate Team. Most lower-level players can be unlocked by simply participating in matches, but some sought-after stars can be obtained more quickly in limited-time promotions which cost a large amount of FIFA points (the in-game currency, often paid for with real money).

CIRCLING SCAMMERS

The popularity of FIFA Ultimate Team (FUT) mode has led to online scammers convincing many impressionable gamers to pay real money for non-existent FUT coins and player cards, or directing unwary FIFA fans to phishing sites. If your child gives these individuals their login details, the scammers can access not only their carefully built team but potentially your payment information.

ADDICTIVE NATURE

One match on FIFA (usually around 15 minutes, but often lengthened by extra time and penalties) almost invariably leads to another. It can be a powerful temptation for young players, regardless of unfinished homework or an approaching bedtime. If the 'just one more game' mindset starts to impact a child's daily routine, it could be a sign of gaming disorder, a recognised mental health issue.

GAMBLING-ADJACENT BEHAVIOUR

Ultimate Team has become a major feature in FIFA due to the revenues it generates. It can also be addictive, with children striving to earn coins and level up while swapping, selling and buying players, spending FUT coins to open a player pack (which many experts have likened to gambling). It's designed to be an exciting act – with bright lights, fanfare and attention-grabbing prizes.

Advice for Parents & Carers

BE SELECTIVE WITH CHATS

It's enormous fun for FIFA players to chat online with friends, even as their teams do battle in the game. It's probably the safest idea, though, to restrict contact with strangers, by turning off voice chat in FIFA and allowing cross-party chat in their device's settings, your child can speak to people who are already on their friends list but won't be able to talk to (or hear) strangers online.

STAY ALERT FOR SCAMS

There are some key things to remember about potential FIFA scams. Firstly, EA never contacts users via any method other than emails to the account holder (which may well be you). Neither will they ever ask for a player's username or password outside the game itself. EA's terms and conditions outlaw the buying of FUT coins, so anyone selling them should be treated as suspicious.

CONTROL SPENDING

If your child plays Ultimate Team made on FIFA, ensure their account isn't linked to your payment methods – so they'll need your permission to make in-game purchases. Alternatively, you could use parental controls to limit spending – or set up a pre-paid 'allowance'. When excitedly clicking options on screen, it's easy for a young person to forget the real-world repercussions of online purchases.

AVOID 'EXTRA TIME'

If your child's spending a lot of time on FIFA 23 and seems less enthusiastic about other activities in their life, you could consider restricting how long they can play for each day with the parental controls in their device's settings. Even if they're not playing on their console or computer, there's a FIFA companion app for smartphones – but that can be limited through parental controls, too.

Meet Our Expert

Lloyd Coombes is Games Editor of technology and entertainment website www.gamesradar.com and has been working in the gaming media for three years. A long-time fan of the FIFA franchise, he is also a parent – and therefore a keen advocate of online safety. Writing mainly about tech and games, his articles have also been published on influential sites including [IGN](http://IGN.com) and Techradar.com, among others.



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National Online Safety

#WakeUpWednesday

At National Online Safety, we believe in empowering parents, carers and trusted adults with the information to hold an informed conversation about online safety with their children, should they feel it is needed. This guide focuses on one of many games which we believe trusted adults should be aware of. Please visit www.nationalonlinesafety.com for further guides, hints and tips for adults.

What Parents & Carers Need to Know about

AMONG US

A multiplayer 'social deduction' game set in outer space, Among Us enjoyed a surge in popularity in 2020, and has since maintained a dedicated fan-base (globally, around 60 million regular players each month) thanks to its unique nature, simple premise and ease of access across numerous platforms. The game's on-screen action revolves around danger, disguise and deception – and there are certain parallels to be drawn with some of the real-life risks that parents and carers of young Among Us players need to be aware of.

AGE RESTRICTION
7
PEGI

WHAT ARE THE RISKS?

SENSITIVE PREMISE

In Among Us, up to three players are secretly assigned to be alien imposters, tasked with murdering their colleagues while the survivors try to unmask them. While the concept's not far removed from traditional games like Wink Murder or TV shows such as The Traitors, some parents may feel uncomfortable about their child playing a video game in which deception and killing are prioritised.

VIRTUAL VIOLENCE

The on-screen death of characters may be fundamental to the gameplay of Among Us, but the majority of the animations depicting this are deliberately cartoonish and only appear very briefly. However, it is worth bearing in mind that the game has a PEGI age rating of 7 – meaning that certain elements (however heavily stylised they may be) could still upset some younger players.

CHAT BETWEEN PLAYERS

With up to 15 people participating in each game online, a large part of Among Us' appeal is speculating with fellow players who the imposters might be and making accusations. This dialogue through the in-game text chat can occasionally become heated – and could, of course, involve your child being put into contact with people (including adults) who they don't know in real life.

GOING OFF PLATFORM

While Among Us provides basic ways to communicate, many gamers prefer to use external services such as Discord: a popular app which offers voice and video chat functions. These undeniably make cooperation easier, but also create a potential route for children to hear inappropriate language – or for strangers to message them privately in an environment which isn't regulated by the game itself.

IN-GAME PURCHASES

Among Us is free to download on mobile devices, and costs less than £5 to obtain on console and PC. A related longer-term pitfall, though, is that the game also includes options to pay for upgrades such as removing ads on the mobile version or adding cosmetic touches to characters (such as different costumes). It's certainly possible that a child could spend a significant sum without realising it.

Advice for Parents & Carers

CONSIDER SOFTER ALTERNATIVES

Although Among Us is hugely popular with young gamers, it's possible that some children might find the murder themes unsettling. If so, plenty of similar social deduction games are available (in both digital and traditional board game formats) which downplay the potentially grubbier elements: some centre around undercover spies, for instance, and there's even a Marvel superhero-themed variant.

CHAT ABOUT CHATTING

You might feel it's prudent to talk to your child about the risks associated with voice chat while gaming, explaining in particular that strangers online aren't always who they claim to be. Keeping the conversation relaxed will reinforce your child's confidence that they can always come to you with any online concerns – not just about Among Us, but any potential future issues as well.

DISCUSS DISCORD

In general, Discord is an excellent app for keeping online communities together because of its use of dedicated individual servers, which allow comprehensive control over who can join – and who can't. Once you're familiar with the platform, you could set up a secure server for your child and their friends to communicate during games of Among Us, with no access for people they don't know.

AMONG US, AMONG FRIENDS

When your child and their friends get together, they can enjoy a private game of Among Us by choosing a 'local' lobby – that is, only people connected to the same WiFi (your home network, for example) can enter. This prevents any random online users – who may be total strangers – from joining and removes the need for voice chat, as the players are all physically in the same location.

STOP SURPRISE SPENDING

If you're concerned about the possibility of your child racking up an unexpected bill on Among Us' microtransactions, you could consider using a prepaid card with a set limit. Likewise, you could specify in the game's options that adult authorisation is required for every purchase – or you could make sure that no payment methods are enabled on the device that your child plays the game on.

Meet Our Expert

David Coates is Editor in Chief of gravity and reports the @GlowUp about how we're at the gaming industry for smart board games, a regular update to the app store to try out new tools. He's also a parent who understands the need for online safety. Writing regularly about tech, and fitness, his articles have been published on influential sites including BBC and TechCrunch.

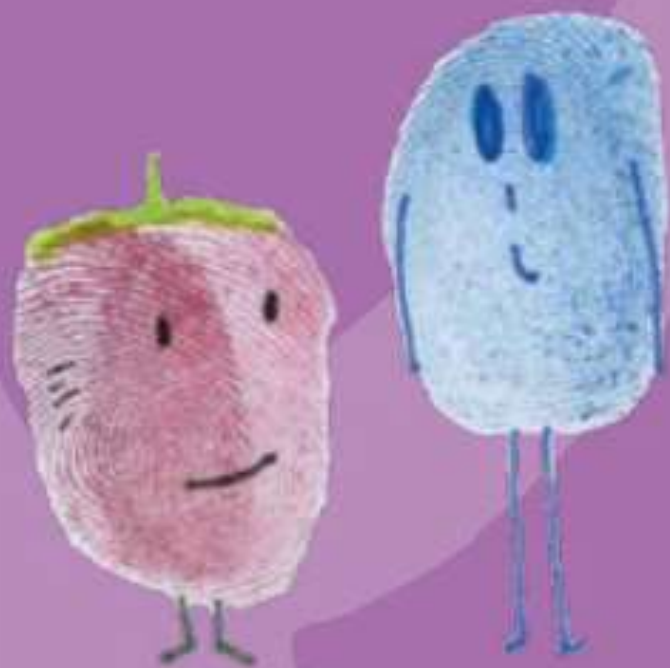




Anna Freud
National Centre for
Children and Families



You're never too young to talk mental health



**Tips for talking for
parents and carers**

An introduction from our Patron, HRH The Duchess of Cambridge

// As parents, we all want our children to have the best possible start in life. Encouraging children to understand and be open about their feelings can give them the skills to cope with the ups and downs that life will throw at them as they grow up.

It's important that our children understand that emotions are normal, and that they have the confidence to ask for help if they are struggling.

This is why I am proud to support the *You're never too young to talk mental health* campaign by the Anna Freud National Centre for Children and Families, which is being rolled out across primary schools this autumn.

The campaign's resources are excellent tools to support parents. They demonstrate how we can help children express their feelings, respond appropriately, and prevent small problems from snowballing into bigger ones.



//

What is mental health?

- ★ **We all have mental health.** Mental health is about our feelings, our thinking, our emotions and our moods. Looking after our mental health is important.
- ★ **We all have small feelings every day:** These sometimes feel strong and overwhelming, whether happy or sad, but they go away before too long.
- ★ **Sometimes we experience big feelings:** These feel strong and overwhelming for a long time. They stop us doing what we want to in our lives.



- 1 Make conversations about mental health a normal part of life:** Anywhere is a good place to talk; in the car, walking the dog or cooking together. Model everyday talk about feelings such as by talking about a TV character's feelings.



- 2 Give your full attention:** We all know it's horrible to be half listened to. Keep eye contact, focus on the child and ignore distractions.

- 3 Check your body language:** Try to keep it open and relaxed and make sure you come down to the child's level.

- 4 Take it seriously:** Don't downplay what the child is saying or tell them they're "just being silly". Resist the urge to reassure them that everything is fine.

- 5 Ask open questions:** Such as "How did your day go today?" This will help to extend the conversation.



- 6 Calmly stay with the feelings that arise:** It can be our automatic reaction to steer away from difficult emotions.

- 7 Offer empathy rather than solutions:** Show that you accept what they are telling you but don't try to solve the problem.

- 8 Remember we are all different:** Respect and value the child's feelings, even though they may be different to yours.

- 9 Look for clues about feelings:** Listen to the child's words, tone of voice and body language.

- 10 Some ways to start a conversation about feelings might be:**

"How are you feeling at the moment?"

"You don't seem your usual self. Do you want to talk about it?"

"Do you fancy a chat?"

"I'm happy to listen if you need a chat."



Talking Mental Health Animation

TALKING
MENTAL
HEALTH

Talking Mental Health is an animation designed to help begin conversations about mental health in the classroom and beyond.

The animation and accompanying resources have been created by a team of animators, children, teachers and clinicians, and is being taught to year 5 and 6 children around the UK.

The animation and resources are freely downloadable from www.annafreud.org



Finding support

ChildLine: For 18s and under
0800 1111

NSPCC:
0808 800 5000

YoungMinds Parent Helpline:
0808 802 5544

Youth Wellbeing Directory:
youthwellbeing.org

About the Anna Freud National Centre for Children and Families

The Anna Freud National Centre for Children and Families has developed and delivered pioneering mental health care for over 60 years.

Our aim is to transform current mental health provision in the UK by improving the quality, accessibility and effectiveness of treatment.

We believe that every child and their family should be at the heart of the care they receive, working in partnership with professionals.



Our Patron: Her Royal Highness
The Duchess of Cambridge
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