Introduction

Dear Parent/Carer


This handbook has been produced by the Wandsworth Safeguarding Children Board, which is made up of local agencies working together to safeguard and promote the welfare of all children and young people living in the borough. It contains a range of useful advice and information for parents and carers.

Your job as a parent or carer is one of the most important there is. Being a parent or carer can be very rewarding, but also challenging and on occasions just really hard. It is a job where very little training is given to prepare you for what lies ahead. Every family experiences some difficulties from time to time and this can test the best of parents. When additional problems come along, these can make a hard job nearly impossible.

When things go wrong it does not mean that someone has failed in parenting - things go wrong for everyone. It is often the way difficulties are handled that can make a difference to your children, both now and in future. There is no such thing as a perfect parent, but there are some things that you can do to make parenting a less stressful and more rewarding experience.

I hope that this handbook will give parents and carers some information and ideas to help find your ways through what can seem like a maze of issues and advice. It also offers some warning signs of particular difficulties facing children and young people and their parents and offers helpful tips. The handbook can also be accessed via the WSCB’s website: www.wscb.org.uk

Remember, the most important gift you can give your child is to bring them up knowing that you love them, no matter what. That will give them the confidence to deal with whatever life brings.

I hope you find this handbook helpful and worth keeping for future reference.

Yours sincerely,

Gerald Jones
Wandsworth Safeguarding Children Board Chair
## Contents

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adolescence &amp; puberty</td>
<td>4</td>
</tr>
<tr>
<td>Anti-social behaviour</td>
<td>6</td>
</tr>
<tr>
<td>Building blocks for good behaviour</td>
<td>8</td>
</tr>
<tr>
<td>Bullying</td>
<td>10</td>
</tr>
<tr>
<td>Children with disabilities</td>
<td>12</td>
</tr>
<tr>
<td>Choosing children's activities</td>
<td>14</td>
</tr>
<tr>
<td>Domestic violence</td>
<td>16</td>
</tr>
<tr>
<td>Drug, alcohol &amp; substance misuse</td>
<td>18</td>
</tr>
<tr>
<td>Education</td>
<td>20</td>
</tr>
<tr>
<td>Equality, ethnicity &amp; diversity</td>
<td>22</td>
</tr>
<tr>
<td>Extended services in &amp; around schools</td>
<td>24</td>
</tr>
<tr>
<td>Friendships &amp; peer groups</td>
<td>26</td>
</tr>
<tr>
<td>Healthy lifestyles</td>
<td>28</td>
</tr>
<tr>
<td>Integrated Children’s Centres</td>
<td>30</td>
</tr>
<tr>
<td>Internet safety &amp; exploitation</td>
<td>32</td>
</tr>
<tr>
<td>Mental health &amp; well-being</td>
<td>34</td>
</tr>
<tr>
<td>Positive parenting &amp; self-esteem</td>
<td>36</td>
</tr>
<tr>
<td>Safeguarding &amp; child protection</td>
<td>38</td>
</tr>
<tr>
<td>Safety outside the home</td>
<td>40</td>
</tr>
<tr>
<td>Talking with your teenager</td>
<td>42</td>
</tr>
<tr>
<td>Temper tantrums</td>
<td>44</td>
</tr>
<tr>
<td>Victims of crime</td>
<td>46</td>
</tr>
<tr>
<td>Worried about a child?</td>
<td>48</td>
</tr>
<tr>
<td>Helpful organisations</td>
<td>50</td>
</tr>
</tbody>
</table>
Adolescence & puberty

This page contains text discussing the challenges of adolescence and puberty. It includes tips for parents on how to communicate with their children about these changes. The text is embedded in a larger context of a document, possibly a book or a magazine, discussing various topics related to adolescent development.

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The page contains a section about dealing with the physical and emotional changes of puberty. It suggests that parents should be open and honest with their children about these changes. The text also mentions the importance of maintaining a supportive environment for children during this period.

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The page includes a list of websites and resources for parents, including websites for the UK’s National Health Service, JNHS Direct, and the UK Parent’s Lounge. These resources are likely meant to provide additional information and support for parents dealing with the challenges of raising teenagers.

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Overall, the page aims to provide guidance and encouragement for parents as they navigate their children through the adolescent and pubertal transitions. It emphasizes the importance of communication, support, and understanding in helping children through this period of development.
Listening is the key to a good relationship
Your teenager wants independence - but still needs you!
Growing up can be frightening for teenagers
Hormones set off physical changes, mood swings and changes in feelings
Give your teenager the information they need

Changing times

Adolescence is a time of change. It is the time in a young person’s life when they develop from a child into an adult. While teenagers may be excited about some changes they may be less happy about others.
For many parents the teenage years can seem like a time of arguments and bad family relationships. Sometimes your teenager is unwilling to answer even the simplest question about school or how their evening went and may be unpredictable.
The most likely cause for the mood swings of your teenager is hormones. At the start of puberty, hormones are triggering physical changes and emotional feelings that are not only hard to deal with, but hard to talk about.
Puberty* in both boys and girls is starting earlier. Hormones cause many changes in their bodies. Boys' bodies can start to change from around the age of ten with sexual development soon after. This will include a deepening voice, developing muscles, hair growth, more active sweat glands and growing quickly. The penis grows larger and regularly becomes erect, often when there are sexual thoughts. This is normal but your child may not feel comfortable with these changes. Boys also begin to have 'wet dreams,' when they sleep.
Puberty in girls can begin from around nine years old. Breasts and nipples swell, the body becomes more curvy, body hair appears, sweat glands become more active and periods start. They may also begin thinking about sex and relationships.
This is a worrying time for teenagers who suddenly compare themselves with their friends.
Your teenager is also developing deeper and more complicated relationships; any worries or arguments, for example pressure from mates to do things they may not feel comfortable with can affect their sense of well-being and confidence. They will be having new sexual feelings that they may find difficult to cope with and worries about their looks.
They will also be trying to work out who they are. Your child is learning about views, opinions and beliefs that may not be the same as those they have grown up with. On top of all this, they also have to cope with school or college work that can make them worried and stressed.
And teenagers will take it out on those closest to them - you!

Supporting your teen
How you deal with your teenager can make the difference between a close relationship and a difficult one.
Understanding, not doing homework, not telling you where they are or not helping around the house can cause arguments. Bargaining with your teenager works better than making demands. If you tidy your room, I'll put this wash on for you.
Talking to your teenager about what's going on in their life will help you understand them and help build up their confidence. Listen to their ideas and try to understand their thoughts and feelings. Respect your teenager's privacy - remember you were a teenager once! Be open-minded and do not judge your teenager, so they feel they can trust you and turn to you when they need help.
The teenage years can be tough and your child needs to know they have your support. It's common for them to argue or even ignore you at times, because they know that, on the whole, you will take the bad with the good. If they upset you, don’t forget a lot of it is just for show and that when things go wrong, the person they'll often turn to for comfort is you.

Look up a word
*Puberty The time when the body develops and a child grows into an adult
WtRNxSzxNSuissing: school: or: being in trouble: at school—stealing—having unexplained amounts of money, mixing with bad people, using drugs and/or alcohol, Violence or violence towards you or others are all signs of bad behaviour that need to be dealt with as soon as possible.

What to say
Try not to judge, but explore how you can help stop this behaviour and you need to work together with outside help. To show him or her back onto the right path. Explain where this behaviour could lead unless it is stopped now.

You may need
Keeping an open relationship and talking to your teenager will help them. Take an interest in schoolwork and encourage them to take part in school activities such as sports, art, or community services.

Contacts
• Wandsworth Youth Offending Team 020 8877 5018
• Wandsworth Youth Office 020 8877 7598 or email youthservices@wandsworth.gov.uk
• Wandsworth Victim Support 020 7223 5224
• www.wandsworth.gov.uk
• www.victimssupport.org.uk
• Connexions Direct 0800 555 7027 www.connexions-direct.com
• Parentline Plus 0800 088 1111 www.parentlineplus.org.uk
• Youth Justice Board for England & Wales 020 7771 3033
Good parenting can help your child’s behaviour

Prevention is better than cure

Peer pressure and boredom are reasons given by teens for offending

Your local council can advise you about ways of solving problems in your community

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Although you love your teenager, you may not always like their behaviour. As young people grow up, they will test their own and your limits.

Anti-social behaviour is a phrase used very regularly these days. It can vary from high spirits to damaging and frightening behaviour. People have the right to live without fear, including teenagers affected by the behaviour of others.

There are many causes of anti-social teenage behaviour. An unstable family life due to violence or divorce may not help. Lack of opportunity in education or employment or living in an area with few things to do and few family activities could be another. Pressure from friends can also be a problem with males encouraging them to join in. Problems at school or bullying may also be a factor.

Research shows that young people’s anti-social behaviour can be reduced and stopped by:

- A stable and loving family home.
- The way you behave as a parent.
- Always attending school, training or work experience.

While it is a parent’s responsibility to provide the best care they can for their teenager, it does not mean you have to cope alone. There are many groups that can help families with teenagers who are in trouble due to their behaviour.

If your teenager is involved in anti-social behaviour a variety of actions might be taken. There is a great deal of help available for young people involved in anti-social behaviour or offending, either from various services within Children’s Services or Voluntary Agencies and Health Services. This help could include assessments, direct work with your teenager to help stop them offending, direct work with you and your family to help sort out any problems that you have, parenting classes, education, training and resuscitation opportunities for your teenager to gain skills and set up some of their free time.

The Youth Offending Team is there to prevent young people from re-offending. There are lots of different disciplines that make up the team, e.g. social workers, probation officers, education welfare officers, health workers, police officers, substance misuse workers, connexions advisors and others. They all work together to look into the needs of the young person, giving advice and support to reduce the risk of re-offending.

It is better to stop your child from ever taking part in crime. A good home life and taking an interest in your teenager will help him or her in every area of their life.

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Look up a word

*Anti-social behaviour* Acting or speaking in a way which is not acceptable.
Building blocks for good behaviour

Woman says
Is your child self-esteem low? Do they say things like 'I'm stupid' or 'I'll never be able to do this right'? If so, their confidence has been damaged somehow.

Arrange
What you say to your child and how you treat them can hugely influence their behaviour as they grow up. Having a good relationship with them before they reach their teens can help prevent bad behaviour when your child gets older.

What to say
Praise your child when they're great. When they do something difficult, say 'Well done, you managed that, even though it was hard.' Don't lose your temper when you discipline your child and make it clear that you're unhappy with their behaviour, not them as a person.

Pavour
This can help prevent bad behaviour when your child gets older by putting in the hard work now - it really is worth it!

Contacts
• www.wandsworth.gov.uk
• www.hunm.org.uk
• www.nanguard.co.uk
• www.gingerbread.org.uk
• www.parentlineplus.org.uk
• www.youngminds.org.uk
• www.msblind.state.md.us

\[quote\]
I tell Steve off if he's naughty but I don't like criticising him too much. Hurtful comments could damage his confidence. I think it's better to highlight his good behaviour - that way he wants to behave well for me.\[quote\]
Parents have a vital job teaching their children how to be a good person.

Young children want their parents’ approval so childhood is a good time to teach them positive behaviour.

Use positive feedback to build up your child’s self-esteem.

When you praise your child, explain exactly why you’re pleased with them.

Children are happier if they have rules to follow.

Use play to teach your child about good behaviour too.

Positive feedback

Every day, your child learns new things as they grow up and start exploring the world around them. It’s what makes childhood such an exciting time.

As a parent, you have an important job as you teach them about your values and beliefs. Start this when they’re young and you’ll see all your hard work pay off in the future when they grow into a happy teenager.

Childhood is a good time to teach them good behaviour because they respect and want to be close to you. This changes when they become a teenager, as they’ll probably venerate their friends.

Using positive feedback is a great idea. That means giving lots of praise to build up your child’s self-esteem, and asking about their strengths and not weaknesses. Your opinion of your child has a huge impact on what they think of themselves and so being too critical can damage confidence.

When your child does something good, praise them and explain why. So rather than saying ‘Good girl’ when they put their toys away, say ‘You’re a good girl for putting your toys away and helping me’. Your child will see the value of good behaviour.

You can use positive feedback when your child is misbehaving too. That doesn’t mean buying them sweets when they’re naughty, but making it clear that you’re upset about their behaviour, not them. For example, instead of saying ‘You’re a very naughty child’ if they do something wrong, try saying ‘That was a very naughty thing to do’. That way, your child won’t see himself or herself as a bad person and will know they have the power to change their behaviour.

It’s up to you to set rules and boundaries in your child’s life – most children are happier living with rules. Always be consistent with boundaries. For example, don’t tell your child off for jumping on the table one minute and then let them do it the next. Rules also work better if your child knows why they exist.

Another way to make sure your child grows up happy and secure is to have fun with them. Modern life is often so busy that many parents don’t have time to sit down and spend time playing with their child.

Play is important because it helps your child feel good about themselves. Also, your child enjoys being close to you. Having fun with your child is as important as them having their own friends and hobbies.

Look up a word

*Self-esteem: What and how you feel about yourself.
Bullying has turned my son from a happy young person who loved school and meeting up with friends, into a scared, intimidated child who has to force himself to walk through the school gates and refuses to go out.

Contact your child’s headteacher • WSCB Anti-bullying Strategy www.wscb.org.uk • Kidscape 0800 8220 220 • ChildLine 0800 1111 www.childline.org.uk • www.anti-bullying.net • www.bullyhelp.co.uk

Prevention
Talk to your child about their school day
Teach your child to respect others from a young age
Teach your child that judging others and bullying is not acceptable.

Warning Signs
Running away, not turning up for school, other difficulties with learning or acting unusually for no clear reason. Your child has injuries but cannot tell you why.

Action
See someone at the school for their support and action. If bullying is happening outside school think about contacting the family of the child who is bullying and try to find a way to work together to sort it out.

What To Say
Do not put up with bullying. Walk away, tell an adult or friend and do not get into a fight. Parents - listen to your child, reassure and be there for them.

Parentline
Tell te your child about their school day
Teach your child to respect others from a young age
Teach your child that judging others and bullying is not acceptable.

CONTACTS

• www.bullyhelp.co.uk • www.bullyingonline.org • Parentline Plus 0800 000 3222 • www.parentlineplus.org.uk • www.parentedaction.gov.uk • www.childline.org.uk • www.coca2theb.org • www.mtpc.org.uk

Bullying
WtRnNx
SzxNS
zunning:
away -:
not
turning:
up:
for:
school-
other:
difficulties:
with:
learning:
or:
acting
unusually:
for:
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reason:
Your:
child:
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injuries:
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cannot:
tell
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support
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others:
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Listen:
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them.

Talk:
to:
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child
about:
their
school:
day

www.jwscbjorgjuk
www.jkidscapejor
www.jchildlinejorgjuk
www.jantibullyingjnet
www.jbullyingjcojuk
www.jparentlineplusjorgjuk
www.jparentscentrejgovjuk
www.jcoolntalkjorg
www.jnspccjorgjuk
Children have the right not to be hurt
Bullying behaviour is not acceptable
Bullying can happen to any child at any age
Act straight away if you think your child is being bullied
Children need ways to protect themselves and get help
Advise your child to run, yell and tell

The real story

Bullying is frightening. It can include teasing or name calling, as well as hitting and kicking or stealing and damaging another person’s things. Spreading rumours, ignoring someone, cruel text or email message, being picked on because of race, religion, sexuality, disability or just being different.

It can make a child or young person feel very alone, scared and powerless and damage their self-confidence. Bullying can have bad long-term effects on children and young people, leading to depression and even suicidal thoughts and actions.

School-days are a time when what other children say and do is very important and being one of the crowd is very important. If children are thought of as different for any reason, they can be picked on and bullied. Sadly, we still live in a society in which to be different in any way can lead to bullying. Try not to pass on any racist or prejudiced thoughts to your child. Wandsworth Safeguarding Children Board has recently approved a borough-wide Anti-bullying Strategy (see Contacts).

It is important to be alert to the possibility of bullying and make sure you know the tell-tale signs.

You may think that your child will not be bullied but the reality is that bullying can happen at any time to any child.

Bullies who harm other children need support and help as well. They may have difficulties of their own at home, which may have led to their actions. Speaking up about your concerns may help them to get help too.

Bullying can happen anywhere but often it happens in school.

• Bullying can take many forms, from verbal abuse to violence.
• Bullying is the repeated abuse of a child by one or several people.
• Bullies are not always older than the child they harm.
• Most bullying is done by children who are the same age as the victim.

If your child tells you about a friend or any other child who is being bullied - listen carefully and take this seriously. That child may not be able to say for themselves what is happening.

Today all schools are required to have an Anti-Bullying Policy. However, school action alone cannot guarantee success and so it is important that parents and schools work together.

If you are not satisfied with the way your child’s school is dealing with the matter, you can contact your local education authority.
When I found out that Josie was disabled I didn’t know how I was going to cope. I just didn’t think I’d be able to do it alone. Pretty soon I realised I didn’t have to.

Children with disabilities

Some children’s disabilities are spotted early. Others take time to appear or happen suddenly. If you think your child may have some form of disability, contact your health visitor or doctor for advice.

Don’t think you have to go it alone. Get as much information as you can about your child’s condition. Find out what services, support, benefits and advice is available and make contact.

There are many organisations especially set up to give support and advice to parents of children with a disability. Contact them and tell your story. There will be others out there just like you.

Children’s conditions can’t stop your child’s condition. But you can help with the disability they experience by making sure that they get the best support available, and by remembering that they have rights.

Contacts

• WSCB www.wscb.org.uk
• Contact a Family 0800 880 2555
• www.direct.gov.uk
• www.nsc.org.uk

”
Children with disabilities* are included in the category of having additional support needs

Disability affects some 15% of people in the UK at some time in their lives

Your child is protected by the Disability Discrimination Act

The Government, your local Council, Education and Health Authorities are there to help

You may be able to receive financial help to assist with caring for your child

There are many forms of extra services and support available to you and your child

Support groups, parent groups and other organisations are out there to help you cope

You're not alone

If your child has a disability the future may seem like a real struggle, not just for them, but for you too. The word 'disabled' covers a very wide range of different conditions and it is thought that 15% of people in the UK have some form of disability at some time in their lives. Remember you and your child are not alone.

The Government, local Council, Health and Education Authorities give a wide range of benefits, facilities, support and advice for children with disabilities and their families.

Legal protection
Your child is protected by law. The Disability Discrimination Act says it is against the law for any service provider (including schools, businesses and organisations) to treat disabled people less fairly than other people because of their disability. It also asks them to make reasonable adjustments to make their services easier to use - like ramps or disabled toilets so that disabled people can use them too.

Health
From the start, your doctor and local Health Service are there for you. They'll give the help and advice you need to discover and assess your child's disability. They'll help you plan the treatment, therapy, equipment and ongoing medical care that your child may need.

Benefits
There are several benefits that you could receive to help you with the costs of caring for a disabled child. These include Disability Living Allowance, Carers Allowance, help with extra housing costs and Carers Blue Badge schemes. Don't forget free dental treatment and prescriptions, help with the cost of glasses and sometimes help with travel to hospital, school meals and free road tax.

Education
Depending on their kind of disability, your child may get better results by going to a special school which is a place specifically designed to match their educational needs. Your child may get the extra support they need through the special needs provisions in a mainstream school. Your Education Authority and Health Service providers will help you assess your child's special educational needs and help you find the best way forward for their education.

Extra support
Your Council can give extra support for you and your child. This can include special leisure facilities, short breaks and many additional services for particular needs. There are many local, national and international organisations and charities specially set up to give further help, advice and support to people just like you.

Make contact
On the left you'll find a list of contacts that you may find useful. You're not alone, so make contact today and get the support you need.

Look up a word
*Disabilities Conditions which mean that a person may need extra help with daily life.
There are so many activities to choose from in local communities and parents and carers want to encourage children and young people to take part. But how do you know if they’re safe?

Choosing children's activities

Warning signs
Activities where parents are discouraged from staying to watch or becoming involved. Children who drop out or stop going to activity for no apparent reason. Behavioural changes.

Action
Find out as much information as you can about the organisation – ask other parents. Don’t be afraid to ask questions.

What to ask
Are the staff/volunteers suitable? What are their policies on child protection?

Preventation
Find out as much as you can before telling your child joins an organisation or activity.

• Wandsworth Children and Young People’s Information Service 020 8871 7899
  www.wandsworth.gov.uk/earlyyearsandchildcare
  Email: cics@wandsworth.gov.uk
• 0870 500 1000
  www.napp.org.uk

Contact
Children have a right to have fun and be safe
- Organisations should be open and welcoming and should share information about themselves and their activities
- Listen to your child and ask questions about the activities they take part in

Have fun and be safe

There are so many activities to choose from in local communities and parents and carers want to encourage children and young people to take part. But how do you know if they’re safe?

Check it out
A good organisation will welcome questions about their activities and the safety of their surroundings. All organisations should have a safeguarding and child protection policy, including a statement on, and guidelines about, keeping children safe. In addition these are questions you may want to ask:

• Are the staff and volunteers suitable to work with children?
  All staff and volunteers should go through a proper recruitment process, which includes interview and reference checks and, if you feel it appropriate, a Criminal Record Bureau Check (CRB).
• Is there a written code of behaviour? This outlines good practice when working with children.
• How does the organisation manage staff and volunteers?
  There should be someone in charge who supervises staff and volunteers.
• How does the organisation provide for personal care needs?
  In the case of very young children, or those with a disability, you should ask about routines for toileting, feeding and administering medication.
• Does the organisation have a health and safety policy?
  Find out if there is a leader qualified in first aid, that there is a first aid box and that the premises have passed fire regulations.
• What are the arrangements when children go on outings?
  You should be told about all the necessary arrangements and be asked for your agreement each time.

Be wary of:
• Activities where parents are discouraged from staying to watch or becoming involved.
• Behaviour that encourages rough play, sexual innuendos or embarrassing punishments.

• Encouragement of inappropriate physical contact.
• Poor communication and lack of parental involvement, leaving you feeling uneasy.
• Children who drop out or stop going for no apparent reason.
• Invitations for children to spend time alone with staff or volunteers (even to visit their home).
• An environment that allows behaviour such as bullying, shouting, racism and sexism to be not acceptable.

Safe at all times
Parents and carers have a right to be confident that children are safe at all times. Daycare activities, such as preschool playgroups and nurseries, are required to register with Ofsted to ensure they meet the 14 national day care standards. Organisations providing supervised activities – such as uniformed organisations, sports clubs and youth clubs - do not register under the day care regulations but can choose to be part of a voluntary register, but they still have a responsibility to provide a safe environment for your child.

Many activities are supported by volunteers who generously give their time to provide regular activities for the children. However, whether or not workers are paid, you have the right to expect the same standards from all organisations.

Voicing concerns
Organisations should tell you where to go and what to do if you or your child has any worries. You may feel reluctant to voice your concerns in case you are wrong or worried about the impact on your child, but if you are concerned you must take action.
• Speak to other parents.
• Speak to the leader in charge.
• If you are not confident that they are the right person, talk to someone more senior.
• If you are unhappy about the response you receive, please contact any of the organisations listed in the Contacts column (left).
I crept downstairs because I heard arguing. Dad was standing over mum kicking her. I made sure that my sister did not see, but we still heard. When mum came upstairs, her nose was bleeding and we all cried, we stayed there until dad went out.

Domestic violence

Women Sivo

Any violence between adults will affect children badly. Get support and help as soon as possible. The longer it lasts the more damaging violence is.

Act now

Report your concerns about yourself or someone close to the police. If you are worried that your child might be affected, talk to them about what is happening. Spend time together talking through worries they have.

What to say

Children need time to talk about the feelings they have about violence. Children need to know that it is not their fault and that this is not the way it should be.

Parenting

A violent partner must seek help to stop their actions. Make sure that you offer a good role model for children so that they learn better ways of acting.

Contacts

Women Sivo Support 020 8673 9595
National Domestic Violence Helpline 0800 208 0802
www.womensaid.org.uk and www.refuge.org.uk
Police Community Safety Unit 020 8974 5862 (Toys 9am-9pm & Open at weekends)
In an emergency please call the Police on 999
Your local police station 020 7030 1112
The Children's Helpline 0800 399 2958
www.victimsupport.org.uk

6211-Wandsworth 6/2/08 5:59 pm Page 17
Domestic violence teaches children to use violence

Violence can affect children in serious and long-lasting ways

Where there is domestic violence there is often child abuse

Children will often blame themselves for domestic violence

Alcohol misuse is very common when violence occurs in families

Pregnant women are often victims of domestic abuse

**How does it affect children?**

Domestic violence is physical, emotional, sexual and financial abuse. It is also harassment. It can happen between adults who are, or have been intimate partners or family members, and regardless of their gender or sexuality. It forms a pattern of coercive and controlling behaviour. Domestic violence may include a range of abusive behaviours, not all of which are in themselves inherently ‘violent’.

**How does it affect children?**

Domestic violence is a crime and a major social problem affecting many families. In 90% of reported domestic violence cases, children have either been present in the same or a nearby room. Children who see, get involved or hear violence are affected in many ways. What is certain is that children do hear, they do see and they are aware of violence in the family.

Children will learn how to act from what their parents do. Domestic violence teaches children bad things about relationships and how to deal with people.

For instance:

- It can teach them that violence is the right way to sort out arguments.
- They learn how to keep secrets.
- They often do not trust those close to them and think that they are to blame for violence, especially if violence happens after an argument about the children.

Many people find it difficult to understand why people stay in or return to violent situations. Fear, love, the risk of homelessness and financial issues can make it very difficult for partners with children to leave and some may just not want to.

**Short-term effects**

Children are affected in many ways by violence, even after a short time. These effects include:

- Feeling frightened, becoming shy and quiet, bedwetting, running away, violence, behaving badly, problems with school, poor concentration and emotional upset.

**Long-term effects**

The longer children are around violence, the worse the effects on them are.

These can include:

- A lack of respect for the non-violent parent.
- Loss of self-confidence, which will affect how they form relationships in the future.
- Being over-protective of parent.
- Loss of childhood.
- Problems at school.
- Running away.

If you are worried about domestic violence, talk to someone else.

If you are violent and have children, you can seek help to stop what is happening.

If you think you are in an abusive relationship and want to stop the violence or leave, there are a number of agencies that can help you. You are not alone and do not have to suffer in silence.

**Look up a word**

*Domestic Something that happens in someone’s home.

*Financial Things to do with money.

*Abuse When one person inflicts harm on another.

*Solicitor Legal advisor.
At first I thought it was just a teenage thing. Paul started to come home late, a row always started and he’d storm off to his room. He was losing weight, looked terrible and I felt he was lying to us. He just wanted to be out all the time.

"WtRNzNx
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n:
general:
terms:
if:
your
child’s:
appearance-
behaviour:
or:
financial
situation:
changes
dramatically:
you:
should
include:
drug:
and
alcohol:
use:
in:
your:
list
of:
"...

If you are worried
in
an
emergency:
contact:
an:
ambulance
immediately
if:
your
child:
is:
not:
in
immediate:
danger:
talk:
with:
them:
about
their:
drug:
use:
at
another:
time:
when:
they:
are:
not:
using.

Use:
every:
opportunity
to:
discuss:
drug:
use:-
for
example:-
when:
drugs
are:
mentioned:
in:
a
television
programme.
You:
can:
give:
accurate
information:
regarding
the:
risks:
of:
drug:
use:
at
an:
early:
age.

Ensure that you are
informed
about
drug
use
and:
the:
effects:
of
different:
types:
of:
drugs.
There
are:
many:
helpful
guides:
available:
from
the:
helplines:
listed.

• NHS Direct 0845 4647
www.111direct.nhs.uk
• NHS Stop Smoking Services
0800 789 0 700
www.gosmokefree.co.uk
• Talk to Frank 0800 778 899
Email: frank@talk2frank.com
www.talk2frank.com
• Young Addiction
www.youngaddiction.org.uk
• Addaction 020 7521 8888

• THARM 020 8055 3473 www.tharm.org.uk
• Alcohol Advisory Service ACT helpline
0800 955 1340
www.advisory.org.uk
• www.addiction-resource.org.uk
• www.alcoholics-anonymous.org
• www.al-anon.org.uk
• www.theantidrug.com
• wwwadden.org.uk 020 7505 7648
Many parents worry that their child may use drugs, alcohol, smoking and other substances

Prevention is better than cure

Drug use is increasing among young people

Make sure you know about drugs and their possible effects

Talk to your children about drugs from a young age

Wandsworth schools teach drug prevention in the curriculum

**How would I know?**

If you find out that your child has or may have taken drugs, it can be frightening because of the potential effects. This can be due to your lack of knowledge about drugs and not feeling confident about talking about them. Most young people who experiment with drugs do not go on to use them on a permanent basis. Therefore, addiction, crime and death are not as usual as the stories in the media can lead us to believe.

It is vitally important, however, that children are aware of the risks of using drugs, alcohol and volatile substances (e.g. solvents). More young people experience problems caused by too much drinking than through drug use.

**Drug use among young people - how widespread is it?**

Drugs are more widespread among children and young people than ever before. Research shows that about one in twelve 12 year olds and one in three 14 year olds have tried drugs. By the time they reach 16 years of age, two in every five young people will have tried one type of drug or a mixture of drugs. These figures apply across all ethnic groups, whilst drug use is stemming amongst girls.

It is important to discuss drugs use early

Some parents/carers worry that doing this encourages their child to use drugs. Avoiding talking about drugs will not protect them. Children will be aware of drugs in some way before they leave primary school. It is likely that at this early stage, children will be more responsive to being told about the risks of drug use. Make sure you tell your children about the risks. Accurate information and support will help them decide what to do. It does not guarantee non-use but will increase the chance of an informed choice.

**Why do young people use drugs?**

They are curious about them, they want to break the rules, to rebel, to escape reality, to cope with difficult situations or feelings, because they enjoy them, because their friends do it.

**How would I know?**

There are many tell-tale signs, which include:

- A young person who is panicky, tense or drunkey, complaining of sickness, has impaired concentration, lack of energy, depression, skin problems or aggression.
- There may be a change in relationships with family and friends, a change in behaviour, or a change in performance at school.
- Other signs can involve changes in a financial situation and personal possessions (disappearing) and being sold.

**Drugs, alcohol and substance misuse by young people**

Drugs, alcohol and substance misuse by the adults in a household can seriously affect the care and well-being of children.
Last year my daughter had no idea what she wanted to do. This year she’s taking subjects that will help her reach her ultimate goal - a career in I.T. I’m amazed and really proud.

Wandsworth

If your teenager is getting into trouble at school, discuss ways of getting them interested again in their education. If they still refuse, firmly, they could be excluded, so make sure they know the results their actions will have on their future education and job.

Action

Find out about the subjects your teenager is studying and take an active interest in their school and homework. Use course material and educational websites to help you. Try to get them to think for themselves and encourage them to express their own ideas.

Parents

Children who have a stable home life and parents who take an interest in their education and future career tend to stay longer in education and do better. Try to get them to talk about any problems to stop them becoming too worried and stressed.

Contacts

• Wandsworth Education Welfare Services 020 8871 8396
• Wandsworth Parent Services 080 0871 8071/7982/7684
• www.wandsworth.gov.uk/education
• www.러닝원.co.uk
• www.gva.org.uk
• www.education.gov.uk
• www.bbc.co.uk/education
• The Advisory Centre for Education (ACE) 020 7704 5622
• www.acad.org.uk
All registered childcare in England must meet national standards set down by the Department of Children Schools and Families

- There are many provisions for young children under the age of five
- Children between five and 16 need to attend school regularly
- Give children and young people lots of praise and encouragement, read with them and help them where you can

A life-long experience

Which school should I send my child to?

When deciding which school you would like your child to go to, we recommend that you and your child visit all of the schools you are interested in. You may want to consider the following:

- Does the school have a welcoming atmosphere?
- Does the school emphasise the importance of working with parents?
- Do staff have high expectations of the children and is there an emphasis on each child’s achievements?
- Does the school provide good support to meet special needs?
- Is a wide range of out-of-school activities available for pupils of all ages and abilities?

See Contacts section for Wandsworth Pupil Services for further information.

Modern schools offer a wide range of learning choices for young people

Schools now have systems in place to give young people the help they need to make choices about their future education. Support is also given to help work through problems they may come across during that time and to aim for long-term learning and a better job in the end.

Connections Service* will advise your child either on how to carry on with their education past the age of 16, 6th Form College or other Colleges of Further Education. With training on the job (such as an apprenticeship) they can improve their future career choices and often earn some money too.

You can support and encourage their interest in education. Take an interest in their subjects, they have decided to take and help with homework when you can. Ask the school for advice or use some of the many educational websites available (see Contacts).

Attendance

Regular attendance at school is important to help children achieve and reach their potential. You are responsible for making sure your child goes to school. If your child cannot attend school for any reason, contact the school straight away giving the reason for absence. The Education Welfare Service monitors attendance and will support you with any problem you may have with your child’s attendance.

If your child is excluded*

If your child is excluded but you do not agree with the decision, please contact the head teacher as soon as possible, as you have a right to a meeting with the school.

Only the head teacher has the power to exclude a pupil from school. There are two types of exclusion:

- Fixed period exclusion.
- Permanent exclusion.

Education otherwise

Parents may choose to educate their children at home if they wish. The Local Authority will need to be satisfied that a child is receiving suitable education at home, and will contact parents to talk to them about their child’s education.

Look up a word

*Connections Service A service giving help and advice to young people from 13 yrs and over. When a young person is not allowed to attend school for a period of time because of something they have done.
Children notice difference all the time, in everything we do. They need to know that we are all different but that we are all equal and that difference should not be met with suspicion or fear - but should be positive, advantageous and valued.

Human Race

Minority ethnic groups are just as British as everyone else. They belong to this country just like everyone else. They are our neighbours, our friends and our workmates. They enrich our society. They make our community rich and diverse. We should think of them as our equals. We should not allow people to be discriminated against because of their race, colour, religion or culture. We should work to ensure that they enjoy the same rights, opportunities and privileges as everyone else.

Action

You should expect every place you go to be safe. You should be free from bullying and racism. You should be able to visit your local community centre and feel safe. You should be able to go outside and play in peace. You should be able to go to school and be taught with respect.

Near To You

There are many organisations that can give you support and advice, including parents of vulnerable children or children from overseas. If there are language communication issues then contact interpreters or interpreters services. Parents have a right to expect to receive support and advice for them and their child's individual needs, experiences or background. Schools are becoming more inclusive with staff and pupils who have different needs and expectations in all areas of school life. Encouraging citizenship issues throughout the curriculum.

Contacts

- Wandsworth Policy Unit
  020 8871 7016
  www.wandsworth.gov.uk
- Equality and Human Rights Commission
  www.equalityhumanrights.com

"I love the fact that my son goes to a multi-cultural school. He has learned so much about different cultures and faiths and is just as interested in learning about Diwali as Easter."
Your child is protected by the Human Rights Act, the Disability Discrimination Act, the Race Relations (Amendment) Act, the Sex Discrimination Act.

Enjoy living in a place where people come from all around the world.

Try to help your children understand others.

Being different gives us something to talk about.

Lead by example.

Ask your child’s school how they deal with racism and other forms of abuse, and ask them to talk through their policies with you.

Different and equal

Diversity is all about differences. We are all different - physically, socially, culturally and sexually. Diversity* means variety; it means a rich and vibrant culture. But not everyone values and respects the differences in society. You could experience discrimination* from an individual or from a business, a service, an agency or even a school! Although we’re all different we all have the right to equal respect, opportunities and justice, so there are laws in the UK to prevent discrimination on all levels. If you feel you or your child has experienced discrimination, your local authority, local organisations and the legal system are there to help you.

Racism
Thanks to the Race Relations (Amendment) Act 2000 all public bodies have a clear duty to stop unlawful racial discrimination and to promote equal opportunity and good relations between “racial groups”. This includes schools, so the curriculum and the teaching in our schools should reflect racial diversity and should have clear processes for handling, reporting and watching out for racial incidents.

Homosexuality*
We live in a diverse country with a lesbian, gay, bi-sexual and transgender community. Diversity should be welcomed and reflected across all services. It is not acceptable that anyone is targeted for abuse or discrimination because of their sexuality or the sexuality of their parents, carers or family members. Sex Education in schools helps young children understand and respect sexual orientation - whether lesbian, gay, bi-sexual or transgender.

Disability
The Disability Discrimination Act 1995 says it is against the law for any service provider (including schools, businesses and organisations) to treat disabled people less well than other people because of their disability. It also means they should make reasonable adjustments to make their services suitable for disabled people to use.

Sexism*
Sexism arises out of common stereotypes that exist regarding male and female roles in society. It can be based on experiences some people have of relationships between adults of both genders. Sexism can be experienced in the home, in social situations or in the workplace, leading to discrimination in a variety of situations, including serious forms of physical or psychological abuse. The Sex Discrimination Act is there to provide a legal framework for promoting equality between the sexes.

Make contact
On the opposite page you’ll find a lot of contacts that you may find useful. You and your child have the right to be different and equal, so make contact today and get the support you need.

Look up a word

*Discrimination is when you are or have perceived that you have been treated unfairly just because of who you are.

*Heterosexual: Assuming everyone is heterosexual; discrimination on the basis of sexuality.

*Sexism: To judge someone based on whether they are male or female.
Extended services in & around schools

Attending the parenting group has made such a huge difference to my family life - it is much calmer now.

Wandsworth
For some people, going to school alone is difficult. Schools now change a lot and are there for you and your community.

Annual
Get involved with activities in your school and community. Find out what is on offer in your area.

What to see
Ask at your school what services are available for you and your community.

Processing
Say what you want and need.

Contacts
Wandsworth Children and Young People’s Information Service 020 8671 7000
Wandsworth Young People’s Advice: New Thinking 020 8671 7727
Extended schools provide a range of services and activities, often beyond the school day, to help meet the needs of children, their families and the wider community.

Extended services can include: childcare, adult education, parenting support programmes, community based health and social care services, multi-agency teams and after school activities.

By consulting with parents and involving them in the planning of services, schools will be able to develop the package of services which best meets the needs of their community.

The government expects all secondary schools to open from 8am to 6pm all year round, offering a range of activities for young people by 2010.

Meeting the needs of children and their families

More services

The government has set out a core offer of extended services that they want all children to be able to access through schools by 2010.
The core offer for mainstream and special schools is:

- High quality ‘wraparound’ childcare provided at the school site or through other local providers, with supervised transfer arrangements where appropriate, available 8am-6pm all year round.
- A varied menu of activities to be on offer such as homework clubs and study support, sport, music tuition, dance and drama, arts and crafts, special interest clubs such as chess and first aid courses, visits to museums and galleries, learning a foreign language, volunteering, business and enterprise activities.
- Swift and easy access to a wide range of specialist support services such as speech therapy, child and adolescent mental health services, family support services, intensive behaviour support, and (for young people) sexual health services. Some may be delivered on school sites.
- Providing wider community access to ICT, sports, and arts facilities, including adult learning.

Parenting support (including family learning)

Research shows that good parenting in the home makes an enormous difference to children’s outcomes. The government wants services in extended schools to support parents in this key role. Many parents say that there are times in their children’s lives when they would benefit from more information, advice and support in their parenting role. The government wants all extended schools to offer access to:

- Information sessions for parents at key transition points in their children’s lives, particularly starting school and moving to secondary school. These sessions are often effectively delivered by a third party specialist in working with parents.
- Parenting groups, using structured manual-based parenting programmes.
- More specialist support for parents who might need it, for example parents whose children have problems with attendance or behaviour at school and who need targeted support as part of a parenting contract.
- Your school will have access to a qualified practitioner who can deliver these sessions in your local school.
- Information on the advice and support available to parents through national helplines and websites, as well as through local family support service.
- Family Learning sessions to allow children to learn with their parents through the Adult & Community Learning Service.

Schools in Wandsworth are already working together in six geographical clusters (groups of schools), across the Borough. These clusters are using Extended Schools funding to ensure that all families have access to the full range of extended services, either at their school, or through a school or facility nearby. The schools are working in partnership with other providers to complement and support access to existing services in the community.
Every time my son’s best friend has his hair cut, he gets his cut in exactly the same way. Why doesn’t he try to be more individual?"
Friendships help your teenager to develop in many ways

- Most young people like to look the same as everyone else and be part of the crowd
- Pressure from other teenagers to act in a certain way can be powerful
- Family support is important - but be prepared, your teenager could turn to their friends first

Coping with demands

Friendships are very important to teenagers. Having a close friend or group of friends and belonging to a group helps them feel good about themselves, learn to deal with people, and develop their own identity. This helps them learn about the values and ideas of others.

The meaning of friendship

Girls tend to have smaller groups of friends. Fitting in with a group and sharing secrets is very important, and how you look, what music you like and the length of your hair all need to be just ‘right’.

Friendships are important to boys too, but they usually form larger groups of friends. They may play sports with some mates or just hang out with others. Boys want to look good but they don’t talk about fashion as much as girls do. Worry about who’s ‘doing it’ and who’s not are more important!

Peer groups

Peer groups often form in school or out on the street. Belonging to a group is very important. Young people may want to be part of a group because their friends are, even if they don’t really like what everyone else does. As they get into their later teens, they will probably make up their own minds rather than going along with the crowd.

Putting on the pressure

Many teenagers feel under pressure to do things they are not happy about because they don’t want to stick out from the crowd. This might mean wearing certain clothes or shopping in the ‘right places’. On a more serious level, this might mean being absent from school, trying alcohol or drugs, shoplifting or going further with a boyfriend or girlfriend than they feel ready to.

Worried about friends

You may feel worried about the effect certain friends are having on your teenager. They may also be worried about what they are doing and do not know how to talk to you about it. Support your child by letting them know they can talk to you and that you will help. You can help your teenager trust their own feelings and values, building up an emotional strength that will help them as they get older.

Look up a word

*Peer groups Groups of people of the same age.
Therem camem am time
when I knew my lifestyle was damaging my health and I was worried that my kids were suffering too. So I made the decision, made a few simple changes and now I can’t believe the difference.

There was a time when I knew my lifestyle was damaging my health and I was worried that my kids were suffering too. So I made the decision, made a few simple changes and now I can’t believe the difference.

Momem Tm
A healthy person should eat a balanced diet, be active, sleep well and generally feel that they enjoy life. If this isn’t you and your family, perhaps some basic improvements could make a big difference.

Acce
Ask your doctor for advice on diet, exercise and general advice on a healthy lifestyle.

What To Be
Remind yourself that you can change your general state of health.

Process
Too much saturated fat, salt, sugar, alcohol and smoking are not good for health by balancing your lifestyle.
Looking after their body

What you eat
These days it can be confusing to know how to plan healthy meals for you and your family. Obesity and heart disease are major problems in the UK today, because we eat too much saturated fat, salt and sugar in food and drinks, and not enough fresh fruit and vegetables. Balance is the key. It’s important to make sure your child eats a good variety of foods in sensible amounts. Variety is particularly important for children as they are learning to enjoy different foods. Keep trying with those healthier foods they don’t seem to like as much, eventually they will learn to enjoy them.

Exercise
You can get plenty of exercise just by walking to the shops or to school and so can your child. Playing sport is another great way to keep fit and there are often after school clubs where your child can take part in activities such as football or dance class. Perhaps you could go swimming or cycling with your child so that you are both having fun and keeping fit together.

Smoking
Unfortunately some of us are still damaging our bodies by smoking. Moreover, smoking also puts the health of those around us at risk. You have to decide whether to smoke or to stop. If you choose to smoke you should protect your child from second hand smoke and reduce the risk of them becoming ill. The health problems associated with cigarettes are well known, which is why more and more smokers are giving up each day. If you smoke, your doctor will be happy to offer you a range of services and products that could help you kick this damaging habit for good.

Teeth
If you keep a healthy lifestyle, most parts of your body will take care of themselves. But special care is needed for teeth. No one likes going to the dentist, but it’s much less unpleasant if you take your child for regular check-ups and help them look after their teeth in between times. Children are especially at risk from tooth decay because of the sugary things they eat. Whenever possible, avoid sugary snacks and drinks, or find non-sugar alternatives and always make sure they brush regularly (twice a day) with a family fluoride toothpaste. If your child has problems with their teeth please ensure you take them to the dentist. This will help to prevent serious problems in the future.

Overall care
A healthy balanced lifestyle should help your child enjoy their life to the full. If you have any questions or concerns about your family’s health, use the contacts supplied to get the information you need.

Healthy lifestyles

- Balance is the key to a healthy lifestyle; too much of anything tends to do damage
- If you eat more calories than your body burns, you will put on weight
- Smoking is the biggest cause of ill-health and premature death in the UK. Act now and protect your children from second hand smoke
- Healthy teeth give you something to smile about
- Life is too short to waste time being unhealthy
Sometimes children are not always able to tell you if something is wrong. Sometimes children are sometimes not able to tell you if something is wrong—so note changes in behaviour and physical appearance.

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0peak promptly to the person in charge about your concerns. If you have serious concerns about your child’s safety, remove them immediately and contact your local child protection team at your local Children’s Services department. Call the Childline complaint line.

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NS

Tell your child who will be looking after them, where they are going, how long for, and who to ask when they need something. Find out about what a typical day in secure consists of. Be prepared and ask plenty of questions.

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Take up references from others who have used the early education or childcare service. Look for trained and experienced staff. Visit the facilities and look for busy and relaxed children. Check how you will be informed about your child’s progress in case of an emergency.
• ICC’s are all about achieving better outcomes for young children and their families
• You can get support with health, education, childcare and other family needs, all designed for your local area
• ICC’s programmes can help your child get the best start in life
• ICC’s programmes can also help you achieve your best, both as a parent and in your working life

Helping you give your child the best start

There will be 16 Integrated Children’s Centres (ICC) Sites in Wandsworth:
• 6 will be in areas of 30% deprivation and will provide the full core offer of ICC services from the site.
• The remaining 10 are in 70% areas, and will provide the universal offer from the site, and
• swift and easy referral for families requiring more support into appropriate services.

Multi-Agency Team Services
Outreach and home visiting
Parents will be informed of ways to help them make decisions. This service will ensure that all children and families are registered with their local ICC and vulnerable children are identified and supported through additional services. This will be done through:
• Enhanced Health Team
• Parental Involvement Service

Support to families
These services will ensure that vulnerable children and families are supported in overcoming the barriers, in order to achieve positive outcomes (poverty, poor parenting, and health issues).
The Group work programme developed across all ICC’s will be coordinated by the group worker and will provide services from universal, through to targeted specialists groups. This will be done through:
• Family Welfare Association
• Family Support + Group Work
• Contact a Family + Social Worker
• Teenage Mothers Worker

Play learning and childcare
All the ICC’s will play a central role in improving outcomes for all children. By providing opportunities for children to learn through play and ensuring all children are able to access and benefit from positive play opportunities. They will provide high quality support and advice to all childcare providers and parents to ensure that all children access the best care. This will be achieved by developing a common understanding of the Early Years Foundation Stage. This will be done through:
• Maintained Nursery School
• Qualifed Teacher + Sure Start Crèche
• Neighbourhood Nursery Initiative
• Childminder Co-ordinator
• Toy Library + Library Service

Primary and community health
The ICC’s will work in partnership with the health service to increase access to health services by delivering services in a way that better meets family needs. This will be done through:
• Midwifery Support
• Speech and Language Support
• Health Visitors + Nursery Nurses

Special needs support
The ICC services will ensure that children and families with special needs are included in all mainstream activities, and will support families to access more specialist services. This will be done through:
• Educational Psychology Service
• Autistic Spectrum Disorder Resource Base
• Contact a Family

Parent employability
These services will be linked to ICC’s and will enable parents to improve work-related skills and support parents in finding and returning to work. This will be done through:
• Family Learning
• South Thames College Courses
• Job Centre Plus + Citizens Advice Bureau
For families who require additional support, the Family Assessment Framework will be used to complete an assessment to identify needs. The newly formed multi-agency teams will develop packages of support and identify a lead professional to support families in need of these services.
My 14 year old son spends hours on the computer every evening. As well as worrying that he might become addicted, he is so secretive. I’ve realised that I have no idea who he is contacting and what sort of personal information he might be giving out.

What to do
Make sure your child knows that you believe what they are telling you to create trust between you. Explain to your child why this is important and avoid making them feel ashamed or 받한 about what they have experienced. Let them know that you will protect them from further harm.

Prevention
Know where your child is. Know their friends and daily activities. Teach your child to trust their own feelings and to say NO if they sense something is wrong. Listen carefully to your child’s fears and be supportive.

Contacts

Wandworth Police - C47 020 8387 7007/8
Wandsworth Children’s Services 020 8694 8342
www.wandsworth.gov.uk
www.childline.org.uk
Internet Watch Foundation www.iwf.org.uk

ChildLine 0800 1111
www.childline.org.uk
www.kidshealth.org.uk
www.child trustworthy.com
www.dialagame.com
www.parentzone.gov.uk
www.cool2ook.org

Mym 5 year old son spends hours on the computer every evening. As well as worrying that he might become addicted, he is so secretive. I’ve realised that I have no idea who he is contacting and what sort of personal information he might be giving out.

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Internet safety & exploitation

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Internet Watch Foundation www.iwf.org.uk

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www.child trustworthy.com
www.dialagame.com
www.parentzone.gov.uk
www.cool2ook.org

Internet safety & exploitation
The Internet can be fun and useful

- It’s important that parents understand the Internet and monitor their child’s Internet use
- Children and young people can be bullied online
- Stranger danger exists online as well as in the real world
- Paedophiles can use the Internet to contact children

New technology, old problem

The Internet, chatrooms, MMS, webcams and emails are wonderful and quick ways for young people to find information, study and keep in contact with friends or meet new ones.

Unfortunately there are risks attached to using the Internet from sites that contain violent or sexual content and child abusers who use chatrooms to become friendly with children and young people. It’s also possible for children and young people to be bullied online through email, instant messaging and websites.

Get involved

If you have a computer at home, keep an eye on what’s going on by keeping it in a family room not hidden away in a bedroom or at least make sure you have access to their computer. Take an interest in the websites your child visits and encourage them to talk about how they spend their time online. If you’re not confident about using the Internet yourself, why not ask your child to show you how? Learn how to use a computer, access Internet sites and try out a chat room for yourself so you understand what can happen. Check out which sites your children are visiting to see if they are acceptable.

Online dangers and making it safe to surf

There are ways in which you can help to protect your child online and make sure that the Internet is a safe way to learn and have fun. Remind your child that strangers on the Internet can be just as dangerous as strangers on the street. They should be alert to the fact that people online might not be who they say they are. Make sure that they know they should never arrange to meet a new friend made on the Internet without a trusted adult going with them.

Limit the amount of time they spend online and encourage them to have other interests and hobbies. Discuss the kind of websites they can visit which are right for their age. Make it clear that they must never give out their real name, address, home or mobile phone numbers or any other personal details (name of school, where they hang out with friends, names of friends, etc.) or post photos of themselves on the Internet, to people they meet in chatrooms as this could allow someone to locate them in the real world.

They should always let you know if someone is asking questions or wanting details that make them uncomfortable and that they don’t feel happy about giving.

Ask your Internet Service Provider or local computer specialist about parental controls, which can stop your child seeing websites with sexual or other harmful content. These methods cannot give a total safeguard but do offer some degree of protection.

Inappropriate content

Your child may come across websites with disturbing sexual or violent content. Encourage them to tell you if they are distressed or concerned about anything they have seen online. Don’t over react if they have been looking at something unsuitable - remember that it’s possible they came across it accidentally. Software filters can help block inappropriate material but are not 100% effective and are not a substitute for good adult supervision.

If your child or teenager is secretive when using the computer, if you notice changes in how they act, problems with sleeping or bedwetting or changes in routine or they are suddenly asking about sexual matters, you should look into whether their Internet use has anything to do with it.

Make contact

Local police and Children’s Services have specialist teams who are specially trained to deal with these forms of exploitation and offer support to children and their families.
WtRNzNx SzxNS vot: sleeping- mood swings- eating disorders- not caring about their appearance- dropping friends and hobbies- staying in their room- crying- not doing so well at school- finding it hard to work- or being self-critical.

At first I thought she was just being a moody teenager. But as time went on I realised something was really wrong. She's getting something new- its dark but I'm hopeful she'll get out of this terrible black hole.

"
Helping them cope

The teenage years are a difficult time and young people have a lot to deal with physically, mentally and emotionally. While every young person feels highs and lows, for some - about four or five in every hundred - this turns into depression.

Young people are more vulnerable and sensitive to what is happening to them and are less experienced at being able to deal with problems and anxieties.

Depression can be started by a number of things, such as: parents divorcing or separating; feeling ignored and unfed; or not being listened to, losing friends, changing school or moving home; worries about looks; sexually, health, exams or abuse.

What may seem like small problems or worries to an older person can seem like a much bigger problem to a young person. Boys are more likely to get depressed than girls and suffer from serious mental ill health.

What are the signs?

While young people can sometimes seem unhappy and quiet, you may feel that this is more than just a phase. Signs may include being unable to sleep, eating too much or too little, mood swings, staying in their bedroom all day, or giving up interests and hobbies. Crying, avoiding friends and family, finding it hard to do their schoolwork, or not caring about what they look like are other things to look out for. They may talk about death or have suicidal thoughts. To escape from their feelings or let them out in the only way they know, young people may start taking drugs or drinking, not going to school, becoming violent or carrying out crimes such as shoplifting.

How to help

If your teenager is suffering from depression they need help. Don’t ignore their worries and take any talk of suicide seriously. You need to listen, try to understand what they are going through and get professional help if you need to. Get them to talk about their worries. If they don’t feel they can talk to you, there are a number of helplines they can contact. If you are concerned, help them to see their doctor or school nurse. They may want you to come with them or may like to go alone (remember they will still need your support). The doctor can discuss ways to help, often a referral to a trained therapist or counsellor.
Some of my friends moan that their parents are too busy for them. But my mum’s great – she always finds time to talk to us about stuff and makes us feel special. I know I can talk to her about anything.

Positive parenting & self-esteem

Moments to notice

Are your children eating well?

Are your children regularly exercising?

Are your children trying to tell you something?

Are your children constantly unhappy with mood changes and temper tantrums?

Action

Be involved and develop a good relationship with your child before they reach their teens. Keep a healthy lifestyle. Do things together.

Mom To Son

With younger children, eat meals with them. Be concerned if they are in charge. Don’t give up on talking.

Passion

Be a little crazy! Have fun with your child. Try to get them to make friends and have outside interests. Listen carefully to your child’s point of view. Help them think through choices.

Wandsworth 020 7226 0699 (11-18 years old)
020 8770 0674 (up to 11 years old)
www.saphyf.org.uk

YoungMinds
0800 016 2138
www.youngminds.org.uk

Parentline
0800 968 0000
www.parentline.org.uk

Childline
0800 111 999
www.childline.org.uk

Website
www.jwhso.org.uk

Headline
www.jwhso.org.uk

YoungMinds
www.youngminds.org.uk

Parentline
www.parentline.org.uk

Childline
www.childline.org.uk

4211-Wandsworth 6/2/08 5:59 pm Page 37
Children need to feel secure, loved and valued - this is the basis of self-esteem and confidence

Noticing and praising good behaviour is the best way of having a good effect on how your child acts

Be realistic about what you expect from your child

Parents and carers need to work together and keep the same rules

Listen to and talk to your child – it’s good to talk!

Do things together with your child that you both enjoy - have fun!

Make them feel great!

Positive parenting is about bringing out the best in your child, by listening and understanding, praising and encouraging their efforts, noticing and rewarding good behaviour and doing things together that you both enjoy. In trying to be helpful, it is often easy to point out where a child is going wrong and forget to notice the things that go right. By doing this you are giving your child lots of attention for the unacceptable things which they are doing, rather than for the good things you would prefer them to do. It can also undermine your relationship with your child. Parental attention and praise affects children so you need to use it in the right direction! Not only will this have an effect on your child’s behaviour in a positive way, it will also make your child feel happy, loved, wanted and secure and this is the basis of life-long confidence and self-esteem.

Teenagers have to learn to make their own decisions and establish their independence from their parents. Unfortunately their decisions might not always fit with yours. That is why tension is normal. Choose your battles and let some go! Be friendly and supportive and let them know you have been through it and that you are always willing to listen. The main concern for teens is whether what they are going through is normal. Remember to give them the practical information they need about the physical and emotional changes and reassure them that their development is perfectly normal.

Keeping your child fit and healthy is something that most parents do without even thinking about it. Whether it involves getting your child to brush their teeth or reminding them to pay attention to personal hygiene, you are an important source of information and advice and a role model for your child.

A sense of self-esteem is your child’s best protection from other difficulties. You can help to make them feel good about themselves in many ways by being a good role model, giving good feedback, understanding and helping your child and being natural and affectionate.
Social work has changed a lot. In the past, our approach to child protection wasn’t very flexible. Now we work more in partnership with families where there are concerns to make sure they get support before things reach a crisis.

When to call
If you are worried about your own or someone else’s treatment of a child, seek advice about what practical and emotional support is available. If you are worried about a child or young person, set as soon as possible and speak to someone about your concerns.

Prevention
It is important that children know what to do when they feel unsafe. They need to know who to talk to and how to get to a safe place or person. If you are worried about your child or someone else’s, speak to someone as soon as possible.

Contacts
• Wandsworth Children’s Services (Referral and Assessment) 020 8871 6522
• www.tecs.org.uk
• In an emergency call the Police 999
• Family Rights Group 0800 222 1000
• NSPCC 0800 800 5000 (Free text helpline)
• www.nspcc.org.uk
• Parentline Plus 0800 808 2222
• www.parentlineplus.org.uk
Parents are responsible for their children’s safety
A social worker becomes involved once concern is shared
Children are best cared for by their own families
Professionals want to work in partnership with families
Professionals want to work with families to reduce the risk of harm to children
Very few children are removed from home following abuse

What is safeguarding?

It is everyone’s responsibility to safeguard and promote the welfare of all children and young people. Safeguarding includes the following:

- Protecting children from maltreatment
- Preventing impairment of children’s health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Undertaking these functions so as to enable those children to have optimum life chances and enter adulthood successfully

Wandsworth social workers and other professionals get involved when parents may be unable to protect their child from harm and need some help. In some cases the Police Child Abuse Investigation Team for Wandsworth will investigate with social workers to help protect children and decide whether an offence has been committed against a child.

Myths and realities

There have been lots of negative reports in the media about social workers and what happens when concerns about child abuse are reported. Many Myths exist, so for the record:

Child abuse is not easy to recognise, prevent or stop
It is rarely possible to definitely say that a child has been abused or by whom. A careful assessment is needed in order to find out what has happened and what support and protection will best help the family. As a result it can be difficult to avoid some intrusion in family life.

A social worker will ask questions about the family circumstances, consider the frequency and the seriousness of the incident and the effect on the child. All of these factors will help to decide what should happen next to support and protect the child and family.

Social workers and the police have a duty (they have no choice about this) under The Children Act 1989 to investigate concerns of child abuse. Professionals are not solely responsible for protecting children

Traditionally, social workers have been expected to make sure that children are safe. In order to do this well, they rely on information from parents, family, other professionals and the local community who all play an important part in identifying concerns about those close to them. This helps to ensure that they are offered support before the situation becomes far worse.

Reporting child abuse rarely results in the child being removed from home
This is not the main aim of social work enquiries and rarely happens. Social workers can only remove children from home with a court order, having demonstrated that there is serious and immediate risk. In emergency situations the police have the power to remove a child for 72 hours.


I thought she was right behind me, but when I turned round, I couldn’t see her anywhere. I ran through the supermarket calling her name. When I found her I just burst into tears with relief.

Safety outside the home


I thought she was right behind me, but when I turned round, I couldn’t see her anywhere. I ran through the supermarket calling her name. When I found her I just burst into tears with relief.
Remember other homes are not always child-friendly
Always check a garden is safe and secure before letting your child play
Keep your child close when shopping
Children under eight should not be allowed out alone
Mobile phones are a good link to your child
Most accidents are preventable - think safety at all times and show them the safe way

Are your children safe?

Most accidents are preventable

Some experts say that there is no such thing as an accident - and, according to ROSPA*, most accidents that happen to young children, such as injuries from falls or drowning, could be avoided with adequate supervision.

If you are visiting friends or relatives, keep a closer eye than usual on your child, as their house may not be as child-friendly as yours. Look out for dangerous areas, such as knives sitting on counter tops, drugs such as painkillers left within reach, or open windows. Check that the garden is secure and there is no access to ponds or pools.

It’s important to always be aware of where your child is when you are out. When shopping, always make sure your child stays close to you. - It is easy for them to get lost in a shopping centre or large supermarket. Supervise playground activities - ensure the playground equipment is suitable for your child’s age group, to prevent injury.

In the car, make sure your child is in an age-appropriate car seat and is securely belted in. You should also check that the car seat is strapped in properly - many road accident injuries occur due to wrongly strapped seats, which do not restrain the child adequately on impact.

Primary school years

It can be difficult finding the balance between giving your child enough freedom to gain confidence and making sure they are safe. Children under eight should not be allowed out alone. Teach your child road safety from a young age, so it is habit for them to check for cars before crossing a road. As they get older they may be trusted to go out for short periods by themselves, but always agree a time for them to return or to phone you if they are going to be late. Remind them never to go off with someone they don’t know, whatever convincing story they may have.

Teenagers

It can be hard to keep track of your teenager when they are out, but giving them a mobile phone means they can call you if they are in trouble, and you can at least check that they are alright. Keep emphasising personal safety. If they cycle, insist they wear a helmet. If you have an older teenage girl, remind her never to get into a minicab that she has not called for.

Look up a word

*ROSPA The Royal Society for the Prevention of Accidents
Ttalking with your teenager

Moments Don't

If your child refuses to listen to you and never wants to share what is going on in their life, avoid spending any time with the family and refuse to do so as you ask, you need to act now to re-build your relationship.

Actions

The teenager yours are tough for your child, so try to understand what they are going through. Accept that friendships, music, their own opinions and most other things are more important than you think. This, knowing that you are there for them, gives your teen the confidence to try new things.

Move To Be

Learn to listen as well as talk to your teenager. Show that you are interested in what they have to say, even though you don't have to agree with it. Talk when you know your teenager has time to listen and you are more likely to get a better response.

Prevention

Teenagers don't have to be moody and uncommunicative. A good relationship can be built up by talking about what's going on in their life without asking for many personal questions. If you talk about things that you know they care about, they will know you are there for them, without judgement, whatever they have done and they will be more likely to turn to you when they need it.

www.jukparentslounge.com
www.parentlineplus.org.uk
www.racingkids.co.uk
www.bbc.co.uk/health

Contacts
Understanding your teenager's feelings

Listen as well as talk

Communication is the key to good family relationships

Your teenager is developing their own identity

**Build a better relationship**

Many parents worry about how they will cope with the 'difficult teenage years'. Learning to listen and talk to your teenager can make all the difference to your relationship.

**Why your teen is changing**

The teenage years are not easy for your child. As well as increased school work, they are dealing with hormones, developing deeper relationships, peer pressure and sexual feelings. They are also trying to work out their own identity and developing their own opinions and views.

To cope with all this, teenagers need privacy. They need space to think through thoughts and feelings and what physical changes are happening to them. Teenagers also find it hard to say what they are thinking and feel that adults always seem to have the answer, so prefer to say nothing at all. This may be difficult for you when you have been used to sitting and chatting and walking into their room whenever you feel like it.

**How to listen**

When your teenager does talk to you, let them have their say without interruption. Give your teenager time to express themselves - they often find it hard to find the right words. Their way of seeing things and their views may be different to yours, but they are important to them. Teenagers value being listened to, having their opinions asked and their thoughts and feelings recognised.

**How to talk**

Trying to get a reply out of your teenager as they are getting ready to go out or are listening to music isn't going to work. Choose your time carefully when there are things you need to discuss. Be flexible and offer options - it isn't a good time to talk or do you want to wait until you've finished what you're doing? - rather than demand an immediate response. Try to talk in a calm and reasonable way, even if you don't feel like it. If you start by shouting, your teenager is more likely to respond in the same way. If your teenager finds what you have to say dull, don't be offended. It's natural at this age to be more interested in their friends' lives than yours. You probably acted in the same way when you were a teenager!

Home isn't always the best place to talk. Taking your teenager to a cafe or going for a walk gives you one-to-one time together and may help them to talk about matters they don't want to bring up in front of other family members.
Temper tantrums

“Not only has he learned to walk and talk, but now he’s learned to throw his fit, argue, scream until he’s bright red and embarrass me in public on a regular basis. What’s happened to my baby?”

Women’s Line
It could happen anywhere, but watch out for a tired or hungry child in any situation. Sudden crying or screams are something that you have told “No” to, especially when out shopping, or during a social event or a day out.

Across
Keep calm, consider whether your child needs food or rest. Give your child the chance to calm down and consider your understanding. Keep it simple and clean. Please your child for crying along afterwards.

What To Say
Try to offer your child a choice or a positive way out. Be understanding. Keep it simple and clean. Please your child for crying along afterwards.

Prevention
Avoid long shopping trips or tiring days out. Give your child extra attention and affection. Try to foresee possible causes for tantrums in the day ahead and find ways to avoid them.

Contacts
- Wandsworth Children’s Information Service 020 8871 7999
- Wandsworth Children’s Services 020 8871 0622
- Speak to your health visitor or doctor
- Parentline Plus 0800 300 2002
- www.parentlineplus.org.uk
- www.bbc.co.uk/parenting
- www.nursetools.co.uk

Wandsworth  6/2/08  5:59 pm  Page 45
One in five two year olds has a tantrum at least twice a day

The ‘Terrible Twos’ are a normal part of your child’s development

Getting angry is a natural reaction but it just makes the situation worse

Be firm but find a positive way to deal with the problem

Plan to avoid the causes of tantrums

Remember, they won’t last forever!

When every day is a difficult day

Why temper tantrums happen

Tantrums” may start around 18 months, are common around two years old and become much less common at four. Very young children are often not able to express themselves as much as they want to and their frustration may come out as a tantrum.

Tantrums are especially likely to happen if a child is tired, hungry or uncomfortable. Tantrums also often happen in busy, public places, which can be highly embarrassing and add to the parents’ stress.

If you are worried about your child’s behaviour discuss your concerns with your health visitor or doctor.

Dealing with temper tantrums

• Keep calm. Getting angry and shouting at your child will only make things worse.
• Your child might be tired or hungry so rest or food might help. Or they might just need some attention or comfort.
• Try to find a distraction. Finding something else interesting to do or look at can help. If you’re in a busy or noisy place try to go somewhere quieter.
• If none of the above works, try to see things from your child’s point of view and understand what they actually want. Try offering them a choice, as this gives your child a sense of control and can be more effective than simply saying “no”. Always try to offer a positive way out.

• If you do say ‘no’ don’t be tempted to give in later to calm them down. If you give in, your child will learn that tantrums work!
• If you’re at home you can try ignoring the tantrum, perhaps walking away into another room if it’s safe to do so. Encourage your child to cool down on their own and talk more calmly about what they want.
• Alter the tantrum, praise your child for settling down. Even though they may no longer be angry they may still be upset, so give them a cuddle and make it clear that you still love them no matter what.

Avoiding temper tantrums

You can reduce the likelihood of a tantrum by planning ahead.

• Try to avoid your child becoming hungry or over tired.
• Make sure your child is getting enough personal attention and affection.
• Make sure your routine is familiar to your child and that there is a routine for bedtime.
• Keep shopping trips and outings as short as possible.
• Try to plan a regular method that you’ll use to deal with tantrums when they do happen. Remember, temper tantrums are normal and do not usually lead to serious problems. As your child gets older they will learn to deal more calmly with the stresses of everyday life.

Look up a word

*Tantrum* When a child shouts and screams to get what they want.
Your child appears with some, anxious, depressed, irritable, or worried. They are finding it difficult to sleep, eat, relax, or are losing interest in what is going on around them.

Your child talks to you about their feelings. Do you and support them with the decisions they make. Remember they may not react in the same way as you.

Explain that what they are experiencing is a normal way to feel. Tell them that everyone reacts differently and that you and other victims support organisations are there to support them.

Make your child aware of how to keep themselves and their belongings safe. However, it is important to remember that it is only possible to take steps to reduce the risks of being a victim of crime and that overall prevention is about addressing the offender’s behaviour not the victim.

Wandsworth Witness Support Services 020 7223 1234
Wandsworth Victim Support 020 7223 1234
Local Police Station 020 7558 1122
Victim Support 0845 30 30 900
www.witnesssupport.org.uk
Parentline Plus 0845 840 2222
www.parentlineplus.org.uk
Listen to your child and take seriously the information that they share with you.

Involve your child in any decision making process.

Allow them to make informed choices.

Talk to them about how they would like the situation to be resolved.

Coming to terms

Even though we often see and hear reports on the TV or radio that it is teenagers who carry out crime it is far more likely that teenagers will be victims of crime.

Victims can often feel angry, ignored, rejected or even abused by the justice process if their need for information about an offence against themselves is not provided by the appropriate agency. An important element in healing the experience of crime is an opportunity to tell their story of what happened. Receiving acknowledgement about what has happened to them often helps victims with their feelings.

Often it is important to tell their story to those who caused the harm and to have them understand the impact of their actions. This can lead to the victim feeling in control again, since the offence left them with a feeling of loss of control over the property, their body, their emotions and their dreams. Also, if a young offender makes the effort to put things right or to apologise, it is a way of saying to the victim, "I’m taking responsibility and you are not to blame."

When faced with a frightening event like becoming a victim of crime, your child may experience a range of emotions such as: anxiety, worry, fear, tension, depression, anger or irritation. There are physical symptoms too. Your child may feel nauseous, shaky or dizzy. They may find it difficult to sleep, eat, relax, or lose interest in what is going on around them. These are all very normal reactions. Your child may move quickly or slowly through the recovery process. They may come to terms very quickly with what has happened and then another unrelated incident might trigger the emotions felt at the time of the incident. These emotions can often be intense and again this is very normal. Tell your child it is normal to experience physical and emotional symptoms whilst moving through the recovery process and offer your help and support.
There are many possible signs of abuse—ranging from physical injury to changes in behavior. Alternatively, you may witness an incident or a child may tell you that he/she is being harmed. If you think that a child has been harmed, contact the NSPCC for advice. If you are not sure, you can speak to a confidential helpline, such as the NSPCC.

Arms

What to say

Explain exactly what you have seen or heard. If you can, note down injuries and the exact words used. These will help you.

Procedure

Make sure your child knows who they can share worries with when they need to. Listen carefully to children and be alert to changes in them.

Wandsworth Children’s Services 020 8871 0022 (Mon-Fri 9am-5pm)

Wandsworth Children’s Services Out-of-Hours 020 8871 0006 (After 5pm & w/eeks)

www.wandsworth.gov.uk

Family Rights Group 0800 731 1895 www.frg.org.uk
Protecting children is everyone’s business

Adults have a responsibility to report abuse

Abuse can be physical, emotional, sexual or involve neglect

Consider offering some support if you are worried

If in doubt, share your concerns about children with Children’s Services

Reporting concerns rarely leads to a child being removed

Act now; long-term abuse is damaging for children

Should I mind my own business?

All parents have problems at times but can be helped by other family members or close friends. If someone you know is having difficulties, you could:

• Listen to their problems.
• Help them to cope.
• Encourage them to get more help.
• Support them by babysitting or doing shopping.

However, there may be times when a child is at risk of harm and you need to get outside help. How would you want other people to act if your child was being harmed?

• Would you want them to mind their own business?
• Would you want them to report their worry to a professional who could help?

When we think, see or are told about a child that is being hurt, we can react in many different ways. We may feel guilty, angry or shocked. Some people’s reactions can stop a family getting the help they need.

Many people do not tell because they fear that:

• Children will get hurt more.
• Nothing will be done.
• The child will be taken away.
• The family may find out who reported them.
• Telling may ruin family relationships.

It is best that action is taken early to stop things getting worse. Long-term abuse is much more likely to cause problems for a child as they get older. Even if you think something is just a one-off, other agencies may already have concerns about the child. Your information could be very important.

If you report your concerns to Wandsworth Children’s Services, you will be asked for your details and about the worries you have. You should write down what you want to say before you speak to them so that you can remember everything. If you are not a professional, we can keep your name and address confidential from the abuser. You can also make an anonymous referral if you prefer.

If you want to read more, go to www.wesc.org.uk and read the government document “What to Do if You’re Worried a Child is Being Abused” in the “Reporting Abuse” section.
Helpful organisations

- **Addiction** (specialist drug and alcohol treatment charity)
  - Tel: 020 7251 5860
  - [www.addaction.org.uk](http://www.addaction.org.uk)

- **ADAM**
  - advice for families and friends of drug and alcohol users
  - Tel: 020 7055 7460
  - [www.adam.org.uk](http://www.adam.org.uk)

- **Advisory Centre for Education**
  - Tel: 020 7704 9652
  - [www.aced.org.uk](http://www.aced.org.uk)

- **Al-Anon Family Group**
  - (support for families and friends of problem drinkers)
  - Tel: 020 7403 0889
  - [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

- **Alcohol Concern**
  - Tel: 020 7094 5070
  - [www.alcoholconcern.org.uk](http://www.alcoholconcern.org.uk)

- **Alcoholics Anonymous**
  - Tel: 0840 769 7509
  - [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

- **Anti-bullying Network**
  - [www.abnbullying.net](http://www.abnbullying.net)

- **Base**
  - Connections for 13-19 (or 25 if young person is disabled or has learning difficulties)
  - [www.base.net](http://www.base.net)

- **Beating Eating Disorders**
  - Tel: 0840 634 1414 (hotline)
  - Tel: 0840 730 6020 (counselling)
  - [www.b-eat.co.uk](http://www.b-eat.co.uk)

- **Bullying UK**
  - [www.bully.org.uk](http://www.bully.org.uk)

- **Child Accident Prevention Trust**
  - Tel: 020 7609 3808
  - [www.cap.org.uk](http://www.cap.org.uk)

- **Childline**
  - Tel: 0800 1111
  - [www.childline.org.uk](http://www.childline.org.uk)

- **Connections Direct**
  - Tel: 0800 13 2 19
  - [www.connections-direct.com](http://www.connections-direct.com)

- **Contact a Family**
  - (support for families with disabled children)
  - Tel: 0808 808 0055
  - [www.cafamily.org.uk](http://www.cafamily.org.uk)

- **Department for Children, Schools and Families**
  - [www.dcsf.gov.uk](http://www.dcsf.gov.uk)

- **Drug & Alcohol Advisory Service**
  - [www.counselling-directory.org.uk](http://www.counselling-directory.org.uk)

- **Equality and Human Rights Commission**
  - Tel: 084 5762 2623
  - [www.equalityhumanrights.com](http://www.equalityhumanrights.com)

- **Families & Friends of Lesbians & Gays (FFLAG)**
  - Tel: 020 7892 0911
  - [www.fflag.org](http://www.fflag.org)

- **Family & Parenting Institute**
  - Tel: 020 7404 5460
  - [www.familyparenting.org](http://www.familyparenting.org)

- **Family Rights Group**
  - Tel: 020 7731 1596
  - [www.frg.org.uk](http://www.frg.org.uk)

- **Family Welfare Association**
  - Tel: 020 7254 6531
  - [www.fwa.org.uk](http://www.fwa.org.uk)

- **Internet Watch Foundation**
  - [www.iwf.org.uk](http://www.iwf.org.uk)

- **Kidscape**
  - Tel: 0845 205 204
  - [www.kidscape.co.uk](http://www.kidscape.co.uk)

- **KidSmart**
  - (for practical information about internet safety)
  - Tel: 020 7839 6967
  - [www.kidsmart.org.uk](http://www.kidsmart.org.uk)

- **Life-Bytes**
  - (health information for 11-14 year olds)
  - [www.lifebytes.gov.uk](http://www.lifebytes.gov.uk)

- **Like It Is**
  - (sex education and teenage life)
  - [www.likelife.gov.uk](http://www.likelife.gov.uk)

- **Mind**
  - (information for better mental health)
  - Tel: 0845 576 6150
  - [www.mind.org.uk](http://www.mind.org.uk)

- **National Domestic Violence Helpline**
  - Tel: 0808 2000 247
  - [www.womenaid.org.uk](http://www.womenaid.org.uk)

- **National Quitline**
  - Tel: 0800 08 22 00
  - [www.quit.org.uk](http://www.quit.org.uk)

- **NHS Direct**
  - Tel: 0845 464 4647
  - [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

- **NHS Stop Smoking Services**
  - Tel: 0800 169 169 (hotline) 7am-11pm
  - [www.gosmokefree.co.uk](http://www.gosmokefree.co.uk)

- **NSPCC**
  - Tel: 0800 800 5000
  - [www.nspcc.org.uk](http://www.nspcc.org.uk)

- **One Parent Families/Gingerbread**
  - Tel: 0800 918 5929
  - [www.oneparentfamilies.org.uk](http://www.oneparentfamilies.org.uk)

- **Parentline Plus**
  - Tel: 0808 800 2222
  - [www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)

- **Parents Centre**
  - helping you to help your child
  - [www.parentscentre.gov.uk](http://www.parentscentre.gov.uk)

- **Qualifications and Curriculum Authority**
  - Tel: 020 7509 5555
  - [www.qca.org.uk](http://www.qca.org.uk)

- **Raising kids**
  - Tel: 0208 865 9657
  - [www.raisingkids.co.uk](http://www.raisingkids.co.uk)

- **Royal Society for the Prevention of Accidents (RoSPA)**
  - Tel: 0121 248 2060
  - [www.rospa.com](http://www.rospa.com)
### Helpful local organisations

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citizens Advice in Wandsworth</td>
<td>020 8233 6960</td>
</tr>
<tr>
<td>Connexions (for 13-19 year olds)</td>
<td>Connexions Butterworth 020 7226 8700, Rotherham 020 8780 5253, Todmorden Base 020 8852 9627</td>
</tr>
<tr>
<td>Contact a Family (advice and support for families with disabled children)</td>
<td>020 8947 5290</td>
</tr>
<tr>
<td>Domestic Violence Intervention Project in Wandsworth</td>
<td>020 8953 7903</td>
</tr>
<tr>
<td>Inami Family Support Project (advice and support for families fleeing domestic violence)</td>
<td>020 7207 1117</td>
</tr>
<tr>
<td>Metropolitan Police Child Abuse Investigation Team</td>
<td>020 8247 7007 (01) 020 8247 4813</td>
</tr>
<tr>
<td>Newpin - Family support services</td>
<td>Butterworth 020 7022 2750, Rotherham 020 8785 7863</td>
</tr>
<tr>
<td>Police Community Safety Unit</td>
<td>020 8247 5445</td>
</tr>
<tr>
<td>Police Safer Neighbourhood School Officers</td>
<td>020 8247 5010/11</td>
</tr>
<tr>
<td>Shanty Women's Aid (advice &amp; support for Asian women and children fleeing domestic violence)</td>
<td>020 8814 7263</td>
</tr>
<tr>
<td>South West London &amp; St George's Mental Health Trust</td>
<td>020 8962 6000 <a href="http://www.safetyfirst.co.uk">www.safetyfirst.co.uk</a></td>
</tr>
<tr>
<td>Samaritans</td>
<td>08457 90 90 90 <a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a></td>
</tr>
<tr>
<td>Talk to Frank</td>
<td>0800 77 66 00 <a href="http://www.talktofrank.com">www.talktofrank.com</a></td>
</tr>
<tr>
<td>The Children's Refuge</td>
<td>0800 89 2156</td>
</tr>
<tr>
<td>Thatch</td>
<td>(info for young people) 020 7225 5780 <a href="http://www.thatch.org">www.thatch.org</a></td>
</tr>
<tr>
<td>Victim Support</td>
<td>0845 30 30 500 (helpline) <a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a></td>
</tr>
<tr>
<td>Total Health at Wandsworth</td>
<td>020 8355 3473</td>
</tr>
<tr>
<td>Victim Support Services Wandsworth</td>
<td>020 7222 1234</td>
</tr>
<tr>
<td>Wandsworth Borough Council</td>
<td>020 8871 6000 <a href="http://www.wandsworth.gov.uk">www.wandsworth.gov.uk</a></td>
</tr>
<tr>
<td>Wandsworth Children and Young People's Information Services</td>
<td>020 8871 6000 <a href="mailto:echildswandsworth@gov.uk">echildswandsworth@gov.uk</a></td>
</tr>
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<td>Wandsworth Children's Services</td>
<td>020 8871 6000 <a href="http://www.wandsworth.gov.uk">www.wandsworth.gov.uk</a></td>
</tr>
<tr>
<td>Wandsworth Out of Hours Emergency Team</td>
<td>020 8871 6000 (after 6pm weekdays and on weekends)</td>
</tr>
<tr>
<td>Wandsworth Positive Activities for Young People (PAYP)</td>
<td>020 8871 1345</td>
</tr>
<tr>
<td>Wandsworth Referral &amp; Assessment Services</td>
<td>020 8871 6622</td>
</tr>
<tr>
<td>Wandsworth Safeguarding Children Board</td>
<td>020 8871 8610 <a href="http://www.wccb.org.uk">www.wccb.org.uk</a> <a href="mailto:wccb@wccb.org.uk">wccb@wccb.org.uk</a></td>
</tr>
<tr>
<td>Wandsworth Youth Offending Team</td>
<td>020 8871 6222</td>
</tr>
<tr>
<td>Wellcare in Wandsworth</td>
<td>020 8767 1020</td>
</tr>
<tr>
<td>Women's Aid in Wandsworth</td>
<td>020 8871 2664</td>
</tr>
<tr>
<td>Young Carers in Wandsworth</td>
<td>020 7225 2566</td>
</tr>
</tbody>
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### Helpful contacts

- **Samaritans**
  - Phone: 08457 90 90 90
  - Website: www.samaritans.org.uk

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  - Phone: 0800 77 66 00
  - Website: www.talktofrank.com

- **The Children's Refuge**
  - Phone: 0800 89 2156

- **Thatch**
  - Phone: (info for young people) 020 7225 5780
  - Website: www.thatch.org

- **Victim Support**
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  - Website: www.victimsupport.org.uk

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  - Phone: 020 8355 3473

- **Victim Support Services Wandsworth**
  - Phone: 020 7222 1234

- **Wandsworth Borough Council**
  - Phone: 020 8871 6000
  - Website: www.wandsworth.gov.uk

- **Wandsworth Children and Young People's Information Services**
  - Phone: 020 8871 6000
tchildswandsworth@gov.uk

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  - Phone: 020 8871 2664

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  - Phone: 020 7225 2566

### Health and Wellbeing

- **Co2Talk.org**
  - Phone: 0800 89 2156
  - Website: www.co2talk.org

- **YoungMinds**
  - Phone: 0800 016 2136
  - Website: www.youngminds.org.uk

- **Youth Justice Board for England and Wales**
  - Phone: 020 7271 3033
  - Website: www.yjb.gov.uk
If you would like more information in your own language, please contact us at the address shown in the bottom box.

Nese deshalb möchten Sie weitere Informationen haben, wenden Sie sich an die angegebenen Anschriften.

Nếu muốn biết thêm thông tin bằng ngôn ngữ của bạn, vui lòng liên hệ với chúng tôi qua địa chỉ dưới đây.

Si desea más información en su propio idioma, póngase en contacto con nosotros a través de la dirección mostrada en el recuadro inferior.