Welcome to everyone from across the multi-agency partnership who supports children, families, adults and carers

Please **mute your microphone and turn off your camera**

Please **use the Q&A function for questions** – these are being monitored

The chat will be used to **share links** during the event

Practitioner survey links will be available for completion during the event

Please **complete the Registration Form** – link to be added in the chat or use the QR code

The focus of today's Safeguarding Matters is safeguarding and the internet

Safeguarding children and the internet

In October 2024, the NSPCC published a [Statistics Briefing on online harm and abuse](). It notes that:

"*The latest research from Ofcom (2024) estimates that **84% of 3- to 4-year-olds** in the UK are going online. The proportion rises to **100% for children aged 12-years-old and over**.*

Although the online world can provide a wealth of benefits to children and young people, it can also pose the risk of online harm or abuse.

Research provides estimates of the prevalence of online harm and abuse. Data is available on both recorded incidents of online harm and abuse and children's self-reported experiences online."

Safeguarding adults and the internet

According to the Office of National Statistics, in 2020:

- Almost all adults aged 16 to 44 years in the UK were recent internet users (99%), compared with 54% of adults aged 75 years and over. The proportion of those aged 75 years and over who are recent internet users nearly doubled since 2013, from 29%, to 54% in 2020.
- 6.3% of adults in the UK had never used the internet in 2020, down from 7.5% in 2019.
- The number of disabled adults who were recent internet users in 2020 reached almost 11 million, 81% of disabled adults; up from just over 10 million (78% of disabled adults) in 2019.

The Ann Craft Trust provides information on what is calls Digital Safeguarding.

AGENDA

9.30am	Introduction
9.35am	Impact of Social Media on children
9.55am	Prevent
10.15am	Tea Break
10.25am	LLR SCP Self-Harm and Suicidal Behaviour procedure
10.45am	Practitioner Feedback
10.55am	Child Sexual Abuse in the Family Environment
11.05am	Scams
11.25am	Updates to local procedures
11.30am	Questions / Feedback / Close

Impact of Social Media on children

Greg Johnson
Interim CEO, Warning Zone

Safeguarding Matters – Live Event – 11ᵗʰ December

Our purpose

Our aim is to help prevent children from entering the Criminal Justice System, and help children understand risk and avoid injuries that could result in serious physical harm or death

- Increase awareness of risk and confidence in assessing risks

- Reduce risk taking behaviour

- Increase awareness of consequences of high-risk choices

- Increase resilience to coercion

- Reinforce being an upstander

- Increase awareness of risks to, and impact on, others, e.g. emergency service personnel, family, friends

RISK METER

1   2   3   4   5

LOW RISK   HIGH RISK

The difference we make

"We believe that Warning Zone raises the awareness of risk in children and young people while at the same time reducing the perceived benefit of taking risks"
(University of Leicester study)

- 11,000 year 6 children visit

- 260 schools – 80% of our catchment area

- Significant increase in awareness and understanding based on pre and post school visit questionnaires

- In addition, Road Crew delivers a multi-media experience on more sophisticated and age relevant issues such as bullying; gender-based abuse; misinformation and how to deal with these topics to Year 8-11
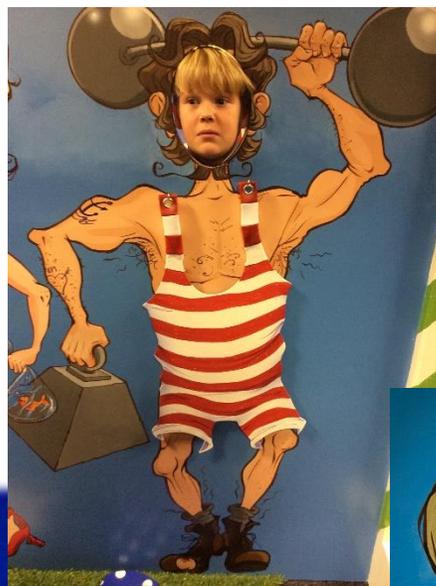
E-Safety Zones

E-Safety Zones

Game 1
Watch the Birdie

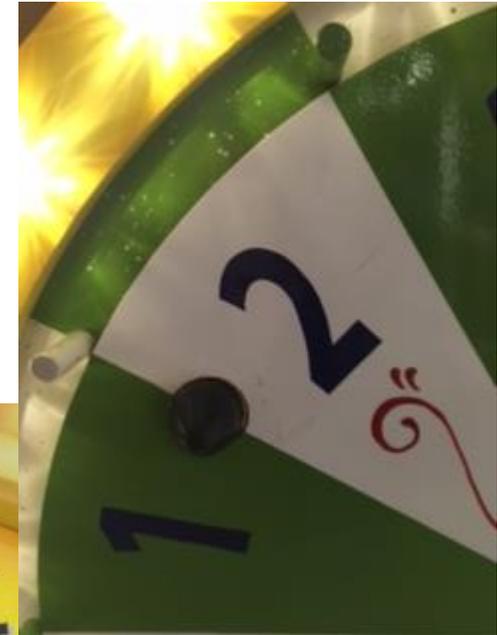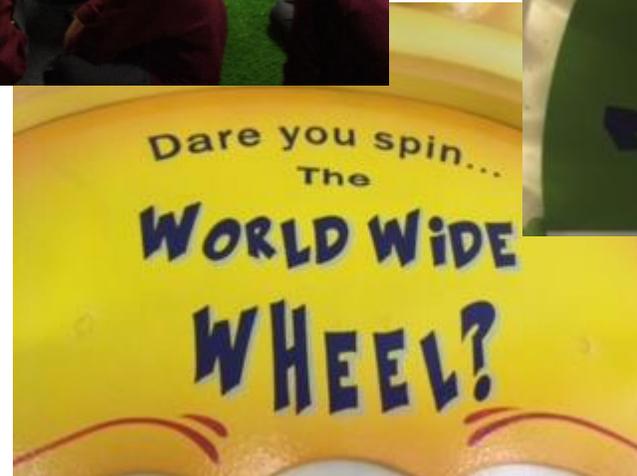# E-Safety Zones

Game 2
World Wide Wheel

E-Safety Zones

Game 3
Grooming Guess Who

E-Safety Zones

Game 4
Phishing

E-Safety Zones

Game 5
Cyber Bullying
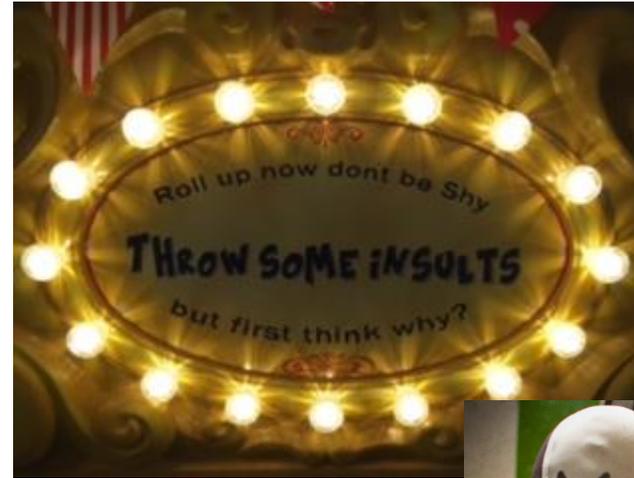
E-Safety Zones

Who Wants to be a Millionaire?

Get involved

'Connect with us on LinkedIn to hear about all our events and activities'

- Volunteering

  o Volunteer led model

  o 125 volunteer sessions a week

- Events at Warning Zone

  o Quiz nights

  o Wreath making

  o Comedy Festival

Prevent

Ailsa Coull
Prevent Education Officer, Leicester City Council

⚠ You might find some of the content in this presentation upsetting

Online extremism and radicalisation

Ailsa Coull

Prevent Education Officer

Leicester City Council

Radicalisation risks to young people in the online space

- The majority of Prevent referrals for young people have an online footprint

- The use of online platforms for propaganda and discussion purposes can be present through many different ideologies

- The internet creates more opportunities to become radicalised and accelerates the process of radicalisation (virality of content)

- The internet acts as an 'echo chamber', A place where individuals find their ideas supported and echoed by other like-minded individuals

- We know gaming platforms are being hijacked by the far right, Islamist, and other fringe extremist groups for a variety of purposes.

- There is also the issue of younger children being exposed to inappropriate content on gaming platforms

- The accessing, distributing and interacting with online extremist content is a key issue in the East Midlands and is what the majority of YP are investigated for.

- Activity in the East Midlands continues to be predominantly online, and often involves young people inspired by conspiracies and racist stereotypes about ethnic minorities, and some who believe that violent action to protect white people is justified.

Continued……

- **Surface web or visible web -Mainstream platforms-** Everyday websites used to attract new audiences and can act as a stepping stone

- **Dedicated websites and fringe platforms -**Content here can be located and accessed by a direct URL or IP address and may require password or other security access past the public website page. Makes up around 90% of the internet. Topics are more focussed here

- Dark Web, Decentralised web encrypted and closed platforms- Operates on encrypted internet connections, making online activity anonymous. Lots of illegal activity can take place here. Ideological core, long term supporters and more extreme discourse.

- The internet increases opportunities for self-radicalisation- often seen in cases of **SIT**

- **Neurodiversity**

- **The internet can be used by extremists to illustrate and reinforce ideological messages and/or narratives-** Through the internet, potential recruits can gain near-instantaneous access to visually powerful video and imagery which appear to substantiate the extremists' political claims. It creates a new social environment in which otherwise unacceptable views and behaviour are normalised

- Misinformation, disinformation, fake news, and algorithms
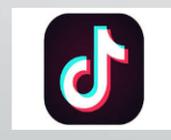
Extremists' online environment
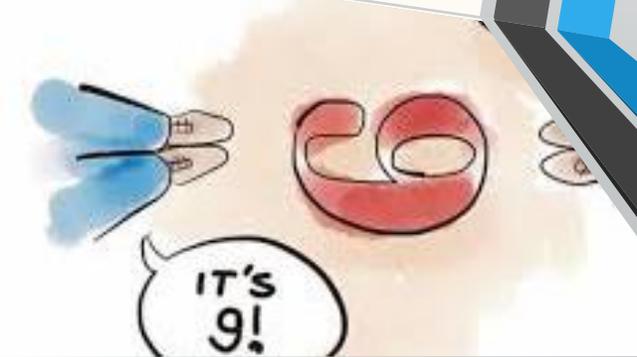
How are young people radicalised in this space?

- Echo chambers and algorithms
- Manipulation of emotions
- Anonymity and privacy
- Online recruitment and grooming
- Confirmation bias
- Misinformation, disinformation, and conspiracy theories
- Gaming and virtual communities
- Exposure to violent content

Case study

- Year 6 students' mother attended his school very upset after she had been made aware by a family friend that her son had expressed support for Hamas, stating that they were resistance fighters.

- Mum had not spoken directly to son about this, instead seeking help from school

- Family are Muslims but not practicing. Father away a lot with work.

- School spoke with the student who was visibly upset and conflicted. He stated that he hated Israel for what they were doing to Palestinian people, but that he also didn't want Palestinian people to kill anyone

- When asked where he had heard about Hamas he stated that YouTube had brought up videos as 'recommended videos for you' he also watches a lot of the news and had been actively seeking out news stories online about the conflict.
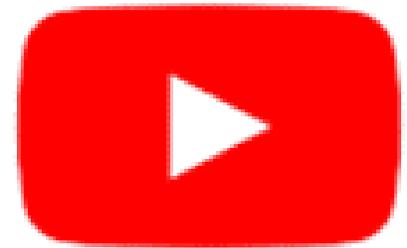
Outcome

- A prevent referral could have been made by the school, however they (and i) felt that this wasn't in the child's best interest at this stage

- There was no ideology as such, and no capability or risk to either the student or anyone else

- The vulnerabilities we could identify were around struggling with a sense of identity and belonging, misinterpretation/exploitation of religion, periods of transition and confusion, and of course the **Online influence**

- As a priority area we have access to school projects and were able to use one of our mentors for some 1-2-1 work with the child.

- The mentor addressed concerns with the child around religion and his Muslim identity, and the content he had seen on YouTube.

- The child has since started at secondary school this year and has had his final mentoring session which has been a success. He is a happy, well-adjusted young man who is now moving forwards with his life

- Mum has also had support around parental controls for his devices and limiting the amount of news he consumes (there was a lot of anxiety from the child around what he was consuming news wise)

BREAK
10 minutes

LLR SCP Self-Harm and Suicidal Behaviour procedure

Claire Turnbull
Designated Nurse Safeguarding Children and Adults
Leicester, Leicestershire, and Rutland Integrated Care Board

You might find some of the content in this presentation upsetting

Self-Harm and Suicidal Behaviour

Update of Procedure and Practice Guidance

Claire Turnbull

Designated Nurse Safeguarding Children and Adults

Leicester, Leicestershire, and Rutland Integrated Care Board.

Changes to the Procedure (1)

- Professionals can consider a referral to CAMHS

- 'Harmless' has been added as a third sector support service

- Services and training have been linked into local resources

- 'Cross Boundary Referrals' information has been added including a link to the postcode checker to ensure the referral is made to the service where the child lives

- Link within the procedure to the LLR Practice Guidance on Bullying: Bullying

Changes to the procedure (2)

- Updated contact details for all Local Authorities for advice and to assist referral where appropriate

- Thresholds section updated to make clear that NOT all cases need referring to Children's Social Care

- National Child Mortality Database (NCMD) risk factors AND information added

- Additional indicators and risk factors added

- Ensure information is given to home educated children and excluded children. Ensure all relevant links are added to school resource information packs.

Added Statements for practitioners

Where a parent or carer is open to adult mental health services, existing processes should include systematic risk assessment of the needs of the child or young person (including thoughts of suicide) by all partner agencies, to ensure they receive appropriate support.

All schools across LLR (including private schools) should include links/references to guidance on assessing the risk of suicide for children & young people experiencing bullying within their behaviour/anti-bullying policies.

All schools across LLR (including private schools) should consider multi-agency involvement for children & young people at risk of exclusion.

Where children or young people have been suspended or permanently excluded, schools should add signposting to universal health (physical & mental health) services within Local Authority letter templates for letters to send to their families.

Additional Indicators and Risk Factors added because of:

National Child Mortality Database (NCMD) Thematic Report on Suicide in Children and Young People – October 2021

Local learning from Rapid Reviews/a Serious Case Review (SCR) and Local Child Safeguarding Practice Reviews (LCSPRs)

Specific information based on local Child Death Overview Panel (CDOP) suicide review LLR

LLR CDOP Thematic Review: Suicide in children and young people 2023

NCMD National Child Mortality Database

The number of child/young person death reviews with factors present within each category, year ending 31 March 2020.

Out of a total of 91 deaths, 81 (89%) children or young people had an adverse factor in more than one category, with 51 (56%) children or young people identifying an adverse factor in 5 or more categories.

The interaction between these factors needs further investigation.

Category	Number (%) of deaths reviewed with at least one factor within the category
Household functioning	63 (69%)
Loss of key relationships	56 (62%)
Mental health needs of the child/ young person	50 (55%)
Risk taking behaviours	45 (49%)
Conflict within key relationships	41 (45%)
Problems with service provision	32 (35%)
Abuse and neglect	29 (32%)
Problems at school	27 (30%)
Bullying	21 (23%)
Medical condition in the child/young person	21 (23%)
Drug or alcohol misuse by the child/ young person	18 (20%)
Social media and internet use	16 (18%)
Neurodevelopmental conditions	15 (16%)
Sexual orientation, sexual identity, and gender identity	8 (9%)
Problems with the law	8 (9%)

Factors present in suicides reviewed by CDOPs
Based on child death reviews (England) 1 April 2019 to 31 March 2020

NCMD
National Child Mortality Database

Household functioning

Loss of key relationships

Mental health needs of the child

Risk-taking behaviour

Conflict within key relationships

Problems with service provision

Abuse and neglect

Problems at school

Bullying

Medical condition in the child

Drug or alcohol misuse by the child

Social media and internet use

Neurodevelopmental conditions

Sexual orientation / identity and gender identity

Problems with the law

NCMD Thematic Report on Suicide in Children and Young People

October 2021

Learning from Reviews

GPs having a better awareness of triage and navigation.

A multi-agency approach to self-harm and suicide management.

Ensuring thresholds and systems are fully understood by frontline practitioners.

Understanding the complexity underpinning emotional and mental health presentation. The impact of family life and environmental factors are explored fully in decision making and safety planning.

Understanding Early Intervention and CAMHS services.

Reviewing the Self-Harm and Suicidal Behaviour Procedure will fulfil some of the learning.

A comparison of the local and national report findings:

It was noted that both reports recognised the following factors:

- Loss of key relationships
- Household functioning
- Mental health needs of the child/young person
- Risk-taking behaviours
- Conflict within key relationships
- Problems with service provision
- Abuse & neglect
- Problems at school e.g., study or exam pressures
- Bullying
- Neurodevelopmental conditions (Autism & ADHD)

A comparison of the local and national report findings:

Themes identified in the national report but not noted locally included social media & internet use, and issues around sexual orientation & identity.

Themes identified locally but not noted in the national report included cannabis use, issues around emotional regulation & rigid thinking patterns (although noted the overlap with neurodevelopmental conditions), physical health conditions and attendance at private school.

Additional Indicators

- Other forms of self-harm, such as burning, scalding, banging, hair pulling;

- Self-poisoning;

- Not looking after their needs properly emotionally or physically;

- Direct injury such as scratching, cutting, burning, hitting yourself, swallowing or putting things inside;

- Low self-esteem and expressions of hopelessness.

Additional Risk Factors (1)

- Self-harming behaviours (Note - some types of self-harm are especially dangerous: self-poisoning can be fatal and repeated self-poisoning can cause accumulated organ damage which could be irreversible, ligaturing and the potential for strangulation).

- Low self-esteem;

- Social isolation and loneliness;

- Feelings of hopelessness;

- Factors identified as risks by the NCMD as outlined in the infographics above

- A physical health condition and/or poor physical health that may or may not have a social impact;

Additional Risk Factors (2)

- Previous history of self-harm or suicide in parents, carers, siblings, the wider family, or peer group and consideration given to the impact of this and what support can be provided;

- Bereavement whether by suicide or not of a parent, carer, sibling, peer or significant other;

- Consideration given to the impact on the child/young person of parents/carers or family members who have physical health condition or diagnosis, poor physical health or mental health diagnosis/problems;

- Consideration given to the impact on the child/young person of parents/carers where there is substance and/or alcohol misuse;

- Isolated community support;

Additional Risk Factors (3)

- Difficult times of year or anniversaries;
- Peer issues including friendships, relationship breakdowns;
- Inadequate provision of basic needs and no access to leisure or social facilities;
- Trauma;
- Academic pressure (especially related to performance and pressure at examination times);
- Poor parental support, relationships, parental separation including divorce and conflict within the family environment;
- Significant pressure placed on the child and setting of unrealistic goals (overachieving or underachieving).

Leicester, Leicestershire and Rutland

Practice Guidance: supporting Children and Young People who Self-Harm and/or have Suicidal Thoughts
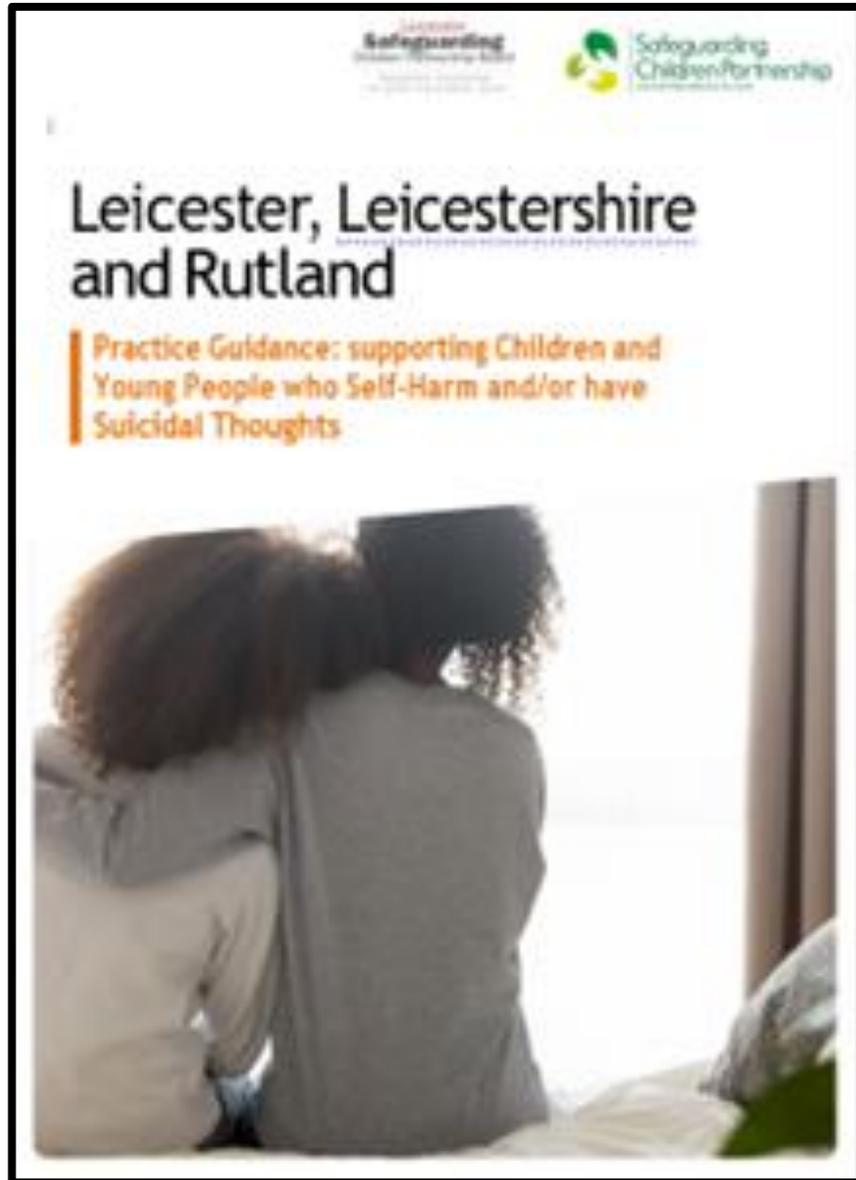
Changes to the Practice Guidance

- Overarching statement.

- NCMD risks infographic and detail.

- Updated resources/links of where to go and various links/resources of services added to local resources.

- Training added.

Overview for staff

Establishing a connection with young people/children is fundamental to helping them to talk to you and share their thoughts, feelings and things that they might be doing. Things that may help to develop this relationship include, showing the young person/child that you are available whenever and however they choose to talk making clear that access to them is within the professional boundaries that you work to and offering them different ways to do this, e.g. talking or writing this down, listening and not asking too many questions about why they've self-harmed, letting them know it's ok to be honest about what they're going through. You can also encourage them to talk to another trusted adult if they're finding it hard to talk to you. It is important to ask them open questions about what is happening for them. However, as stated in the guidance, we also need to ask direct questions about any plans, intent or things that may have happened in relation to self-harm or suicidal thoughts.

Overview for staff (continued)

Talking about this may feel difficult or scary. You might be worried about saying the wrong thing or making the situation worse. This is understandable. But if you're worried, it's really important to find out how a young person or child is feeling. Being able to share their thoughts, and knowing you're someone they can turn to, will help them feel less alone. Asking them about their self-harm and suicidal thoughts will also help you to understand what's going on. This means you can make a more informed decision about what to do next.

Thank you

Practitioner Feedback

The Leicester, Leicestershire and Rutland Safeguarding Adults Boards (SABs) and Safeguarding Children Partnerships (SCPs) each have a staff feedback survey available for practitioners who work with adults and children. The surveys looks at key adult/children safeguarding areas, including SAB and SCP priority areas.

Adults' staff survey link:
https://forms.office.com/e/AQXrzMphub
Children's staff survey link:
https://forms.office.com/e/KeSZG6rUji

Please spend some time in this slot to complete the surveys, which can be accessed using the links.

Child Sexual Abuse in the Family Environment

Liz Dunn
Safeguarding Learning Project Development Officer
(Leicester, Leicestershire & Rutland)

You might find some of the content in this presentation upsetting

"I wanted them all to notice"

Protecting children and responding to child sexual abuse within the family environment

The Child Safeguarding Practice Review Panel (CSPRP) - November 2024

- Analysed 136 serious child safeguarding incidents
- 41 of these were either Serious Case Reviews (SCRs) or Child Safeguarding Practice Reviews (CSPRs)
- Discussions were held with 107 practitioners across England
- One-to-one discussions were held with 2 of the children from the reviews
- Discussions with experts by experience
- 5 people who hac been convicted for sexually abusing children in these reviews were also interviewed.

Links

- [National review into child sexual abuse within the family environment - GOV.UK](#)

- [Briefing note for child protection professionals across England](#)

The main practice issues that feature in the national review:

Professionals from across multi agency system struggle to identify and understand when there is risk of harm

- Our findings show that practitioners working with children and families are often not equipped with the knowledge, skills and practical guidance to identify and respond confidently when there are concerns of child sexual abuse in the family environment.

- This report highlights the need for a child-centred system that recognises the challenges children face in verbally reporting their abuse and that does not rely on them doing so in order to take action.

- Our recommendations include measures to ensure that practitioners understand that they can and should talk directly to children and families about concerns of sexual abuse. We are also recommending better training and support so that practitioners can respond more effectively and sensitively to children who may be being abused.

The main practice issues that feature in the national review:

There must be better join-up between the criminal justice and child safeguarding responses to child sexual abuse

- Our review has found that, when there are concerns about child sexual abuse within families, the response is too often led by the criminal justice system. We need the police, social workers and others to work better together, keeping children's best interests at the heart of all enquiries and investigations.
- Once concerns are raised there is too often drift and delay in criminal proceedings, leaving children feeling stranded as they wait to know what is happening. That's why our recommendations include keeping children and families appropriately informed of the progress and outcome of investigations and enquiries.
- One of our key findings is that when the criminal threshold is not met, action from all agencies to investigate abuse or help children often ceases. This leaves children feeling disbelieved and at further risk. When recording 'no further action' in a criminal case, it's crucial that social workers provide children and families with ongoing support.

The main practice issues that feature in the national review:

Children and families are not receiving the support, help and protection they need throughout sexual abuse investigations

- Practitioners across the system need to be empowered to act quickly and confidently to safeguard and support children. Particular sensitivity is needed to support children who are very young or have communication needs. Children will also sometimes tell someone about abuse but, because of shame or coercion, then withdraw their statements. These situations require great sensitivity and care.

- We were concerned about how poorly children had been informed about video recorded police interviews. There was some evidence that, when children expressed uncertainty about whether they wished to take part, they were told that this would impede the police investigation, leaving them feeling blamed and responsible. We believe these interviews should be jointly executed with whoever is best placed to help the child talk about their experiences.

The main practice issues that feature in the national review:

We must improve assessment of people presenting risk of sexual harm to prevent further offending

- Over a third of reviews featured a family member with a known history of sexual offending or who was known to present some risk of sexual harm. This highlights concerns about the quality of risk-assessments and emphasises the imperative of professionals from different services, including probation and the police, working closely together to identify and address risks of harm.

- Whenever information comes to light which indicates that someone in the family has a previous allegation or conviction for any type of sexual offending, this should lead to a multi-agency discussion, which involves an up-to-date assessment of risk.

What happens now….?

In total there are 10 recommendations.

There are also an additional 6 recommendations for Safeguarding Children Partnerships to consider.

In the New Year these will be considered to see what changes (if any) need to be made locally.
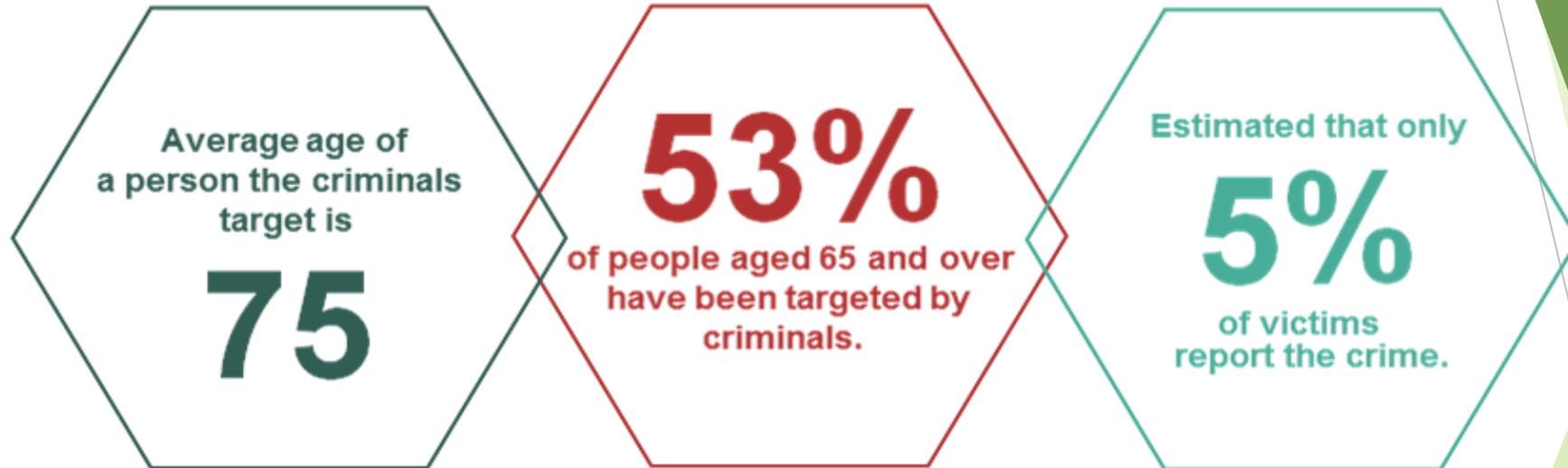
Scams

Zina Visa
Trading Standards Scams Officer, Leicestershire County Council

Leicestershire Trading Standards Service

Scams, Fraud and Doorstep Crime

- Zina Visa – Trading Standards Scams Officer
- Projects Team

- Karen Retallic – Team Leader
- Projects Team

Scams – The Facts

Average age of a person the criminals target is

75

53%

of people aged 65 and over have been targeted by criminals.

Estimated that only

5%

of victims report the crime.

SCAM ALERT!

Scams – The Facts

- Scams cost the UK economy £5-£10 Billion a year

- NTSST statistics indicate that the average scam victim has lost over £3000

- Victims are often vulnerable/lonely/socially isolated

- Individuals with cognitive difficulties such as Dementia often become a victim to scams

SCAM ALERT!

Types of Scams

- Cold calling

- Mass Marketing Fraud (scam mail)

- Computer scams

- Courier fraud

- Investment/pension scams

- Romance scams

Target people for money through:

- Telephone/Text/Letters

- Fake websites/Emails

- Remote access of device

- Promise of large bonus/pay-out/discount

- Online/phone relationships

WARNING

How Do Scammers Work?

- ▶ Scams, or frauds against individuals can take many forms

- ▶ Fraudsters can now target very large numbers of people from the UK and overseas

- ▶ As technology evolves, scammers constantly change their methods and tactics to stay one step ahead

- ▶ Scams are increasingly being driven by highly organised criminal groups

Tactics include:
- ▶ befriending and 'grooming' techniques, coercion and control
- ▶ seemingly professional documentation and websites
- ▶ impersonating a bank, the police or other officials
- ▶ isolation, threats or intimidation
- ▶ offering high value rewards
- ▶ Using reputable brands to lead you into feeling comfortable

The Impact of Scams

Individuals

- The financial detriment to victims can range from a few pounds to hundreds of thousands of pounds

- In some cases, the financial loss is severe enough to impact an individual's well-being and day-to-day standard of living

- Scams can be a major factor in the decline of health in older people

- While the effects of being a victim vary, the consequences can be highly damaging and long-lasting for the person's physical and mental health, relationships and finances

- Loss of independence

- Increased risk to health problems

- Mental health issues such as anxiety or depression

- Decreased self-esteem and motivation

- Estrangement or isolation from family and friends

- Financial and debt problems – poverty

- Lack of self-care and attention

- Hoarding and compulsive tendencies

- Secretive behaviour/telling lies

Society

- Scams cause financial detriment to society as well as individuals

- The effects of fraud increases the pressure on public services who have a duty of care to safeguard individuals from financial abuse. This will result in increased demand for 'safeguarding' responses from Local Authorities, the Police and Trading Standards

- Loss of assets and finances may result in individuals being unable to contribute to their health and social care costs
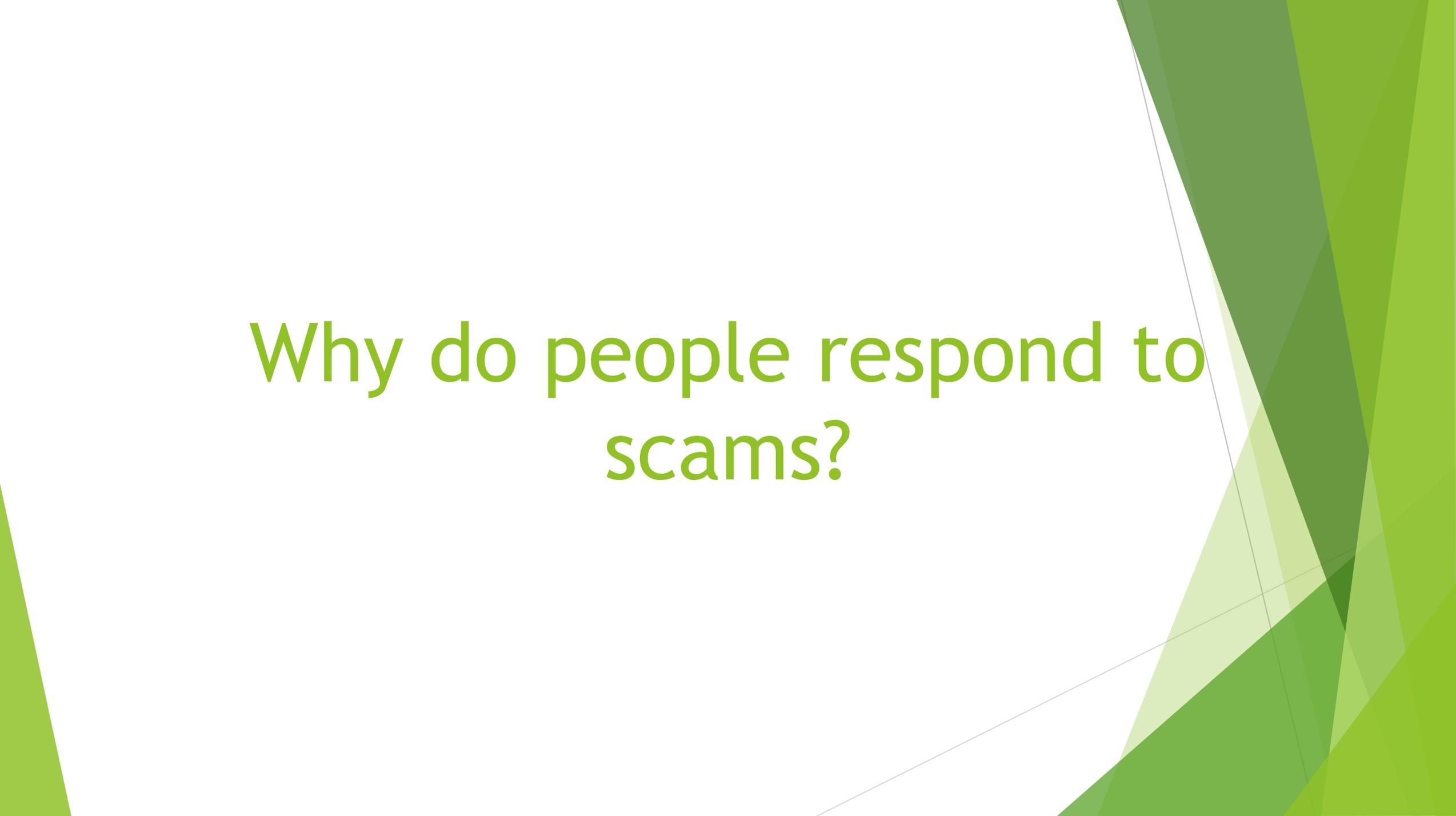
Why do people respond to scams?

Provide a financial gift for their family

Boredom or loneliness

Recently widowed or suffered a personal loss

Inexperienced at dealing with personal finances

Experiencing financial hardship

Have impulsive characteristics

Feel pressure to respond

Habit, compulsion or addiction

New Vulnerable

How
- Social Media
- Websites
- SMS
- E-mail

Where
- On mobile devices anywhere
- At home

What
- Travel - Holidays
- Covid-19 protection, vaccinations & Testing
- On-line purchases & deliveries
- Responding to official requests
- Goods for home use / activities including Pets
- Utilities / Fuel

Why
- Fear
- Lack of Knowledge
- Circumstances - e.g. financial, employment, family
- Unfamiliarity
- Changing times & methods
- Increased criminal targetting

Who
- Internet Users
- Social Media Users
- Reduced financial circumstances
- Unemployed / Redundancy
- All ages but much youger demographic
- Anyone travelling
- Mental Health affected
- Businesses

When
- Times of need
- When facing deadlines
- Times of stress
- Times of isolation

Trading Standards & Safeguarding Vulnerable People

- A key priority for Trading Standards is protecting vulnerable residents from being victims of rogue doorstep traders and fraudsters

- We frequently meet older and vulnerable residents during our work

- By working with colleagues and partners we can help people remain independent in their own homes and possibly prevent a move into residential care

- We're keen to work with colleagues from other agencies and organisations, as well as partners, to safeguard vulnerable people

- Our contact details are at the end of this presentation

Trading Standards can help to protect against financial abuse by:

- Identifying and supporting victims of scams and DSC

- Providing intervention and advice on how the adult at risk can protect themselves, by coaching to support residents to recognise they are a victim and take steps to reduce their vulnerability.

- Offering information packs and 'No Cold Calling' door stickers to any resident within the county

- Installation of call-blocker devices for vulnerable people who are targeted by nuisance or scam phone calls.

- Scam victims can be supported by Trading Standards through home visits if required

- Delivering scams awareness training to local community groups, professionals, financial institutions & care providers

TSS will continue their work to…..

- Improve public awareness of scams and fraud and increase knowledge about the steps people can take to protect themselves

- Remove stigma and embarrassment about being a victim of scams and ensure that these individuals are as well supported as victims of other crimes

- Work with vulnerable consumers and their families, including signposting to required services/organisations/agencies

- Alert colleagues to any potential safeguarding issues via referrals to the appropriate agency

- Attend team meetings of partner agencies, services and organisations to help raise awareness of the role of Trading Standards and current issues

- Accept referrals from anyone that has concerns about a resident being a victim of a doorstep crime incident or scams

- Attend safeguarding meetings if requested to do so

Scam Victim
What are the signs?

- Lots of paperwork/letters, stamps, cheque books, trips to post office, unusual cash withdrawals/transactions

- Unnecessary products, free gifts, vitamins, tablets, creams

- Numerous telephone calls, giving bank/card details,

- Poor quality or unnecessary home improvement work

- Final demands/being pressured for payments, time limited offers

- Change in circumstances - financial/relationships/poor living conditions/hoarding

- Change in character - behavior/self neglect/secretive/lying/isolating self

Please feel free to contact us if you have any intelligence about rogue traders, require our assistance helping a vulnerable consumer or want to discuss what our involvement in a case could be.

Leicestershire County Residents

- E-mail: tradingstandards@leics.gov.uk (Not for the public)
- Duty Officer:0116 3058000 (Not for the public)

Leicester City Residents

- Email: trading.standards@leicester.gov.uk
- Duty Officer:0116 454 3200

Rutland Residents

- Email: trading.standards@peterborough.gov.uk
- Duty Officer:01733 453542

▶If you would like to report a scam, or you have been a victim of a scam, you can get in touch with the following organisations:

▶Action Fraud – https://www.actionfraud.police.uk/

▶Citizens Advice Consumer Helpline - 0808 223 1133 (Can be shared with residents)

▶To keep up to date with the latest scams information and advice, you can follow the Leicestershire Trading Standards Service Facebook page at: www.facebook.com/leicstradingstandards

Keeping up to date/Further training

To keep up to date with the latest scams information and advice, you can:

- Follow the Leicestershire Trading Standards Service Facebook page at: www.facebook.com/leicstradingstandards

- Subscribe to the TS scams newsletter

- FAS E-Learning:

https://www.friendsagainstscams.org.uk/training/friends-elearning

- Practitioner E-Learning:

https://www.friendsagainstscams.org.uk/training/practitioner-elearning

Updates to local procedures

Elective Home Education

- New chapter added to Leicester, Leicestershire and Rutland Safeguarding Children Partnerships Procedures Manual in September 2024

- [Elective Home Education: An Approach to Safeguarding for LLR](#)

- Safeguarding Matters Live July 9th, 2024 (EHE 1hr 20mins)

- [Smatters! Safeguarding Matters Live July 9th, 2024 – YouTube](#)

- EHE Information Session dates

- [LLR Safeguarding Children Partnerships Events - 17 Upcoming Activities and Tickets | Eventbrite](#)

Self-Neglect Guidance

- New local Self-Neglect (including Hoarding) Guidance was published on the Leicester, Leicestershire & Rutland Safeguarding Adults Boards' Multi-Agency Policies and Procedures on 1st December 2024 (replacing the LLR Vulnerable Adults Risk Management [VARM] Guidance)

- Also available:

  - 7-Minute Briefings on Self-Neglect and Hoarding

  - Self-Neglect Animation on the LLR SABs YouTube Channel

Questions / Feedback / Close

Please complete the **Registration Form** – the link is in the chat or use the QR code

Today's **slides** will be available shortly on our website

The **video** of today's event will be available on our YouTube Channels – [SCP](SCP) and [SAB](SAB)