



ACADEMY POLICY FOR CHILD PROTECTION TO SAFEGUARD AND PROMOTE THE WELFARE OF CHILDREN

Publication date: September 2025

Review date: September 2026

*How does God's love abide in anyone who has the world's goods and sees a brother or sister in need and yet refuses help?
Little children, let us love, not in word or speech, but in truth and action.*

1 John 3:17-18

The Southwell and Nottingham Diocese Multi Academy Trust core values state that the trust encourages a holistic approach to the development of pupils, believing that each person is an individual made in the image of God and should, therefore, be supported to reach their full potential by receiving the very best education possible. In order to do this the trust is committed to ensuring each academy is a place of safety for pupils as well as a place of refuge and support in times of need.

The Trust recognises that all people working in their academies contribute to the safeguarding and promoting of children's welfare, The Trust and each academy also recognise that they have statutory duties to safeguard children and protect children from harm. Safer working practices and child protection underpin everything that takes place in the academies; safeguarding is woven through every aspect of academy life.

This policy sets out how academies fulfil their statutory responsibilities holding safeguarding and child protection as key to ensuring all members of the academy community are cared for, respected, listened to and protected.

Harworth Church of England Academy

Harworth Church of England Academy is situated in the mining community of Harworth and nearby Bircotes. The school was formerly a knitwear factory and was founded in 1702. It is situated in pleasant grounds with attractive rose beds, shrubs and trees. It has a large, grassed playing field with mature trees and hedges. The playground has interactive markings and a trim trail. The school has seven classrooms including Foundation Stage, a library and a fantastic purpose-built hall.

Harworth Church of England Academy is a Church School and has very close links with the parish Church of All Saints and the local community. We are a school which the Diocese uses as an example of excellent practice. The wonderful warmth and atmosphere within school is apparent for all visitors and for all those who are within it.

This Child Protection Policy will be reviewed by the Local Governing Body.

This Child Protection Policy is ratified by the Board of Trustees and reviewed by the Local Governing Body.

Date of ratification: September 2025

Date of last review: September 2025

Date of next review: September 2026

Policy:	Academy Policy for Child Protection to Safeguard and Promote the Welfare of Children
Approved by:	SNMAT Board of Directors
Date:	September 2025
Review cycle:	annual

VERSION CONTROL			
VERSION	DATE	AUTHOR	CHANGES
2023	14.8.23	SD	References to KCSiE changed to 2023 and page /paragraphs updated throughout
2023	14.8.23	SD	P5 Nottingham City Council Education Welfare Service Enforcement Policy – removed Departmental advice Sexual Violence and Harassment Between Children in Schools and Colleges <u>September 2021</u> - removed
2023	14.8.23	SD	P12 Academies will have in place processes to deal with any concerns in respects to adults that do not meet the harm threshold (low level concerns) (KSCiE 2023 part 2, section 2 p100) - added
2023	14.8.23	SD	P15 Appendices removed from page 15 onwards and statement added page 5
2023	8.1.24	SD	References to Working Together to Safeguard Children changed to 2023
2024	29.7.24	SD	P5 Key contact Nottingham City Council LADO details removed Link added for online forms to contact LADO and MASH

VERSION	DATE	AUTHOR	CHANGES
2024	29.7.24	SD	<p>P7</p> <p>KCSIE 2023 amended to KCSIE 2024 and throughout the document. Page and paragraph numbers updated as necessary.</p> <p>“Information Sharing: Advice for Practitioners providing Safeguarding Services to Children, Young People, Parents and Carers” March 2015 updated to May 2024</p> <p>“The Prevent Duty Departmental, advice for Schools and Child Care Providers” August 2015 updated to September 2023</p> <p>Children Missing from Care Homes and Education, Nottinghamshire County Council replaced with Children missing education, Statutory guidance for local authorities September 2016</p>
2024	29.7.24	SD	<p>P7 & P9</p> <p>Safeguarding and Child Protection amended to Safeguarding and Protecting the Welfare of Children</p>
2024	29.7.24	SD	<p>P10</p> <p>Nottinghamshire MASH email address removed</p>
2024	29.7.24	SD	<p>P12</p> <p>Ensure robust child protection arrangements are in place and embedded in the daily life and practice of the academy amended to</p> <p>Ensure robust arrangements are in place and embedded in the daily life and practice of the academy to promote the welfare of the child</p>
2024	29.7.24	SD	<p>P14</p> <p>Pathway to provision updated to version 9.2</p>

VERSION	DATE	AUTHOR	CHANGES
2024	29.7.24	SD	<p>P15 Special Educational Needs subtitle added</p> <p>The relationships and associations that staff have in school and outside (including online), may have an implication for the safeguarding of children in the academy, where this is the case, the member of staff must speak to the academy (Disqualification by Association under the Child care Act 2006 - as amended 2018). (KCSiE 2023 p70, para 265) amended <u>to</u> Staff working with children under the aged 5 and under (or 8 in wrap around care) understand the circumstances that they must declare which may lead to disqualification under the Childcare Act. (Disqualification under the Child care Act 2006 - as amended 2018). (KCSiE 2024 p74, para 269-273)_</p>
2024	29.7.24	SD	<p>P17 child protection amended to The welfare of a child</p>
2024	2.9.24	SD	P9 definition update to reflect the final Version of KCSiE 2024
2025	1.9.25	SD	References to KCSiE 2024 updated to KCSiE 2025 and page references updated throughout
2025	1.9.25	SD	Rachel Moffoot name and email amend to Baker
2025	1.9.25	SD	P7 Children missing education , Statutory guidance updated to August 2024
2025	1.9.25	SD	P10 MASH fax number and postal address removed
2025	1.9.25	SD	P14 Bullet point and link added to recognise the working together to improve school attendance is now statutory guidance

Key Contacts

Role	Name	Contact Details
SNMAT Chief Executive Officer	Chris Moodie	Chris.moodie@snmat.org.uk 07841 025000
SNMAT Director	Hilary Craik	hilary.craik@gmail.com
SNMAT safeguarding lead	Samantha Dennis	sdennis@snmat.org.uk 01636 817247 / 07809 306640
SNMAT safeguarding officer	Rachel Baker	rbaker@snmat.org.uk 07360 121027
Designated Governor for Child Protection	Ian Archer	
Designated Senior Person for Child Protection	Emma Doyle	
Deputy Designated Person for Child Protection	Joel Edwards	
Chair of Governors	Ian Archer	
LA Child Protection Contact/LADO	Nottingham County Council	Eva Callaghan LADO Allegations Officer for Education Services 0115 8041272 Eva.callaghan@nottsc.gov.uk Contact form
MASH (Multi-agency Safeguarding Hub)		0115 9774247 /0300 500 8090 Report a concern

Harworth Church of England Academy Commitment

This policy applies to all staff, governors and volunteers working in the academy and takes into account statutory guidance provided by the Department for Education and local guidance issued by the Nottinghamshire Safeguarding Children Partnership.

We will ensure that all parents/carers are made aware of their responsibilities with regard to child protection procedures and how we will safeguard and promote the welfare of their children through the publication of this academy safeguarding and protecting the welfare of children policy.

These duties and responsibilities as set out within the Education Act 2002 sec 175 and 157, DfE Statutory Guidance Keeping Children Safe in Education 2023 and HM Working Together to Safeguard Children 2023 which are incorporated into this policy.

This policy should be read in conjunction with:

“Working Together to Safeguard Children” (December 2023) which is statutory guidance to be read and followed by all those providing services for children and families, including those in education. The guidance is available via the following link: [Working Together to Safeguard Children](#)

“Keeping Children Safe in Education” (September 2025), which is the statutory guidance for Schools and Colleges. The guidance is available via the following link: [KCSIE 2025](#)

“What to Do if you are Worried a child is being Abused: Advice for Practitioners”. March 2015. The guidance is available via the following link: [What to do if you are worried a child is being abused](#)

“Information Sharing: Advice for Practitioners providing Safeguarding Services to Children, Young People, Parents and Carers”. May 2024. The guidance is available via the following link: [Information sharing advice](#)

“The Prevent Duty Departmental, advice for Schools and Child Care Providers” September 2023. The guidance is available via the following link: [The Prevent Duty](#)

Children missing education, Statutory guidance for local authorities August 2024
[Stat guidance template \(publishing.service.gov.uk\)](#)

The Teachers' Standards (DfE 2021) [here](#)

Behaviour policy

Children from Missing Education policy

Child on Child abuse policy

Staff recruitment policy

Online safety policy
Whistleblowing policy

All the above policies can be found on the school website [here](#)

The SNMAT safeguarding TEAMS file contains templates and information to further support this policy and to aid monitoring and compliance.

SAFEGUARDING

Safeguarding children is defined as:

- The actions we take to promote the welfare of children and protect them from harm. This is everyone's responsibility. Everyone who comes into contact with children and families has a role to play.

Safeguarding and Protecting the Welfare of Children is defined as:

- Providing help and support to meet the needs of children as soon as problems emerge
- Protecting children from maltreatment, whether that is within or outside the home, including online
- Preventing impairment of children's mental and physical health or development.
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children to have the best outcomes

(KCSiE, September 2025, para 3)

Safeguarding is not just about protecting children from deliberate harm. It also relates to the broader aspects of care and education including:

- Pupils' health and safety, including both their physical and mental health
- Meeting the needs of children with special educational needs and/or disabilities
- The use of reasonable force
- Meeting the needs of children with medical conditions
- Providing first aid
- Educational visits
- Intimate care
- Internet or e-safety and associated issues, including safe online practices
- Appropriate arrangements to ensure academy security, taking into account the local context
- Recruitment Procedures
- Private fostering

Safeguarding can involve a range of potential issues such as:

- Neglect, physical abuse, sexual abuse and emotional abuse
- Bullying, including cyber bullying (by text message, on social networking sites, etc) and prejudice-based bullying
- Online safety
- Child on Child Abuse; including sexual violence and harassment
- Children missing education
- Racist, disability, homophobic or transphobic abuse

- Extremist behaviour and/or radicalisation
- Child sexual exploitation and trafficking
- Child Criminal Exploitation
- Serious violence
- Accessing pornography
- Substance misuse
- Issues which may be specific to a local area or population, for example gang activity and youth violence, gender-based violence/violence against women and girls
- Particular issues affecting children including domestic violence, sexual exploitations, female genital mutilations and forced marriage, fabricated or induced illness
- Faith abuse
- Teenage relationship abuse

Our ethos is that the effective safeguarding of children can only be achieved by putting children at the centre of a system where we listen and hear what they say. Every individual within our academy will play their part, including working with professionals from other agencies, to meet the needs of our most vulnerable children and keep them safe. Children will be taught about safeguarding issues in a way that is age appropriate.

Our academy, therefore, led by senior leaders, governors and the multi academy trust, aims to provide a safe environment and vigilant culture where children and young people can learn and be safeguarded. Our academy will do this by promoting a culture of safeguarding that is understood by every member of the academy community. We will adopt an open mind and know that 'this could happen here' and we will respond with appropriate action in a timely manner for those children who may need help or be suffering, or likely to suffer, significant harm.

Where staff or others need to raise concerns, these should be made to the Designated Safeguarding Lead who will coordinate a response. Concerns can be raised directly with Children's Social Care, but we would advocate contact with the Designated Person first. The Designated Safeguarding Lead, who is familiar with national and local guidance, will share concerns, where appropriate, with the relevant agencies.

If the DSL is not available a referral can be made to the Multi Agency Safeguarding Hub via:

- online form: [concerned about a child](#)
- telephone: 0300 500 80 90 (0300 456 4546 out of hours)

All staff should know all avenues available to them to raise a concern.

[Nottinghamshire Safeguarding Children Partnership](#)

The Nottinghamshire Safeguarding Children Partnership provides the safeguarding arrangements required under the Children and Social Work Act 2017 and the statutory guidance 'Working Together to Safeguard Children 2023'. The purpose of safeguarding arrangements is to support and enable local organisations and agencies to work together to safeguard and promote the welfare of children. The partnership was formed on

1st January 2019 and intends to build on the strengths of the previous arrangements under the Local Safeguarding Children Board (LSCB).

The vision for the partnership is 'That children and young people in Nottinghamshire grow up in a safe and stable environment and are supported to lead healthy, happy and fulfilling lives.

The Nottinghamshire Safeguarding Children Partnership will:

- Work effectively as a partnership to protect children from harm.
- Build working relationships between partners which support constructive challenge.
- Be transparent and self-critical.
- Learn from local and national safeguarding practice and improve the way children are safeguarded.
- Listen and respond to children and young people and adult victims and survivors of child abuse to guide how services are delivered.
- Ensure services for children and families in Nottinghamshire support children and young people to stay healthy and happy.
- Ensure services for children and families in Nottinghamshire support parents and carers to provide the best possible care for their children.

The Policy

There are five main elements to our policy:

- Providing a safe environment in which children can learn and develop
- Ensuring we practice safe recruitment in checking the suitability of staff and volunteers to work with children
- Developing and then implementing procedures for identifying and reporting cases, or suspected cases of abuse
- Supporting pupils who have been abused or harmed in accordance with his/her child protection plan
- Raising awareness of safeguarding children, child protection processes and equipping children with the skills needed to keep them safe

We recognise that because of the day-to-day contact with children, academy staff are well placed to observe the outward signs of abuse. The academy will therefore:

- Establish and maintain an environment where children feel secure, are encouraged to talk and are listened to
- Ensure children know that there are adults in the academy whom they can approach if they are worried
- Ensure all adults know what to do and say if a child discloses abuse
- Ensure that every effort is made to establish effective working relationships with parents and colleagues from other agencies
- Ensure the wider environmental factors on a child's life are considered when these may be a threat to their safety and/or welfare (Contextual Safeguarding)
- Be aware of vulnerable and potentially vulnerable pupils so that, in the event of prolonged closure, we can ensure there are mechanisms in place to support these pupils and check on their welfare
- Include opportunities in the PSHE curriculum, and as part of the wider broad and balanced curriculum, for children to develop the skills they need to recognise and stay safe from abuse by:
 - availability of local and online advice
 - recognising and managing risks including online, sexual exploitation, sexting and running away as well as radicalisation and know how to get help when they need it.
 - developing healthy relationships and awareness of domestic violence, and abuse which is linked to 'honour' such as female genital mutilation and forced marriage, bullying and peer on peer abuse
 - recognising how pressure from others can affect their behaviour
- Take all reasonable measures to ensure risks of harm to children's welfare are minimised
- Take all appropriate actions to address concerns about the welfare of a child, working to local policies and procedures in full working partnership with agencies
- Ensure robust arrangements are in place and embedded in the daily life and practice of the academy to promote the welfare of the child
- Promote pupil health and safety
- Promote safe practice and challenge unsafe practice

- Ensure that procedures are in place to deal with allegations of abuse against teachers and other staff including volunteers and supply teachers (KCSiE 2025, Part Four p94) and work in accordance with the NSCP Local Inter-agency procedures
- Address drugs and substance misuse issues
- Provide first aid and meet the health needs of children with medical conditions
- Ensure academy site security
- Support and plan for young people in custody and their resettlement back into the community.
- Work with all agencies with regard to missing children, anti-social behaviour/gang activity and violence in the community/knife crime and children at risk of sexual exploitation
- Set clear guidelines for everyone regarding having a duty to safeguard children inside/outside the academy environment including school trips, extended schools, activities and vocational placements
- Review practice and procedures on the light of new guidance, serious case reviews and academy context, to ensure the best possible safeguarding and child protection practice is always being delivered
- Ensure all staff and governors have read and understood part 1 of KCSiE 2025 and that governing bodies are aware of their responsibilities as set out in part 2

We take account of guidance issued by the DfE in KCSiE 2025 to:

- Ensure we have a designated person for child protection who is a member of the Senior Leadership Team and a Deputy Safeguarding Leading, who have both received appropriate training and support for this role
- Ensure we have a nominated governor responsible for child protection and safeguarding
- Ensure we have a designated teacher for looked after children
- Ensure every member of staff (including temporary and supply staff and volunteers) and the governing body knows the name of the Designated Safeguarding Lead, and their deputy, responsible for child protection and their role
- Ensure all staff and volunteers understand their responsibilities in being alert to the signs of abuse and responsibility for referring any concerns to the Designated Safeguarding Lead or to children's social care/police if a child is in immediate danger
- Ensure all staff and volunteers are aware of the early help process and understand their role in it
- Ensure that there is a Whistleblowing Policy and a culture where staff can raise concerns about unsafe practice and these concerns are taken seriously
- Listen to, record and monitor low level concerns regarding behaviour that may indicate a child/ren are at risk
- Ensure that there is a complaints system in place for children and families
- Ensure that parents understand the responsibility placed on the academy and staff for child protection and safeguarding by setting out its obligations in the academy prospectus and on the academy's website
- Notify Children's Social Care if there is an unexplained absence of more than two days of a pupil who is subject to a child protection plan
- Develop effective links with relevant agencies and cooperate as required with their enquiries regarding child protection matters, including attendance at child protection conferences

- Recognise that '[Working together to safeguard attendance](#)' is statutory guidance and apply this guidance
- Maintain records of concerns about children, even where there is no need to refer the matter immediately; documenting and collating information on individual children to support early identification, referral and actions to safeguard
- Ensure access to electronic records are secure and only accessible by authorised staff
- Main pupil files indicate there are confidential records for relevant pupils
- Develop and then follow procedures where an allegation is made against a member of staff or volunteer
- Ensure safe recruitment practices are always followed
- Apply confidentiality appropriately
- Apply the escalation policy if there is any concern about the actions or inaction of social care staff or staff from other agencies
- Ensure governors have sufficient training and knowledge to provide strategic leadership for safeguarding, fulfil their statutory responsibilities and challenge school leaders

Supporting children

We recognise that children who are abused or who witness violence may find it difficult to develop a sense of self-worth. They may feel helplessness, humiliation and some sense of blame. The academy may be the only stable, secure and predictable element in the lives of children at risk. When at the academy their behaviour may be challenging and defiant or they may be withdrawn. We also recognise that there are children who are more vulnerable than others, which include children with special educational needs and/or disabilities.

We understand that when a child has a social worker, it is an indicator that the child is at more risk than most pupils. This may mean that they are more vulnerable to further harm, as well as facing educational barriers to attendance, learning, behaviour and poor mental health. We take these needs into account when making plans to support pupils who have a social worker.

The academy will endeavour to support the pupil through:

- The content of the curriculum.
- An ethos which promotes a positive, supportive and secure environment and gives pupils a sense of being valued.
- The academy behaviour policy and anti-bullying policy which is aimed at supporting vulnerable pupils in the academy. The academy will ensure that the pupil knows that some behaviour is unacceptable, but they are valued and not to be blamed for any abuse which has occurred.
- Proactive intervention/support from mentors/counsellors and pastoral managers.
- Liaison with other agencies that support the pupil such as Children's Social Care (in line with the [Pathway to Provision Version 9.2](#)), behaviour and attendance service and education psychology service, use of Complex Case Resolution Meetings and the [Early Help Assessment Form](#) (EHAF).
- Ensuring that, where a pupil leaves and is subject to a child protection plan, child in need plan or where there has been wider safeguarding concerns, their information is transferred to the new school immediately and that the child's social worker is informed.

- Ensuring that the vulnerability of children with special educational needs and/or disabilities is recognised.
- Being aware of pupils at risk of homelessness, and the guidance on [Provision of accommodation for 16 and 17 year olds who may be homeless and/or require accommodation - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/provision-of-accommodation-for-16-and-17-year-olds-who-may-be-homeless-and-or-require-accommodation)

Online Safety

At Harworth Church of England Academy, pupils are taught about safeguarding themselves, including online, through various teaching and learning opportunities, as part of providing a broad and balanced curriculum. Pupils are taught to recognise when they are at risk and how to get help when they need it.

- Through our computing curriculum, we deliver online safety lessons every half-term covering a range of areas to help the children use the internet safely.
- Our Computing curriculum cover the following areas: underpinning knowledge and behaviours, teaching about harms and risks, how to stay safe online and wellbeing.
- We also participate in online safety day, where we engage with the theme of the year.

Special Educational Needs

At Harworth Church of England Academy, we recognise children and young people with special educational needs and disabilities can face additional safeguarding challenges because:

- There may be assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the child's disability without further exploration
- These children may be more prone to peer group isolation or bullying (including prejudice based bullying) than other children
- Children with SEN and disabilities can be disproportionately impacted by things like bullying without outwardly showing any signs
- Difficulties may arise in overcoming communication barriers

We identify pupils who might need more support to be kept safe or to keep themselves safe by:

- Following a graduated response through a plan, do and review cycle.
- Being proactive in sharing information regarding SEND with staff and monitoring concern in behaviours and progress of vulnerable students.
- Utilising the guidance and expert advice of our school SENDco and other external specialists.
- Strategically targeting pupils that require additional support or intervention.
- Ensuring teachers and teaching assistants effectively assess, monitor and intervene for pupils with concerns raised by key indicators such as behaviour and attendance.

Safe Staff and Supporting Staff

- Safer recruitment processes will be followed in accordance with KCSiE 2025 (Part Three Safer Recruitment, p57).
- Checks and references are an essential part of this process.

- Staff will have access to advice on the boundaries of appropriate behaviour and will be aware of the Trust's Code of Conduct and the Guidance for safer working practice for those working with children and young people in education settings February 2022 [Safer Working practice](#) This should assist in limiting complaints against staff of abuse of trust and/or allegations.
- Staff working with children under the aged 5 and under (or 8 in wrap around care) understand the circumstances that they must declare which may lead to disqualification under the Childcare Act. ([Disqualification under the Child care Act 2006 - as amended 2018](#)). (KCSiE 2025 p76 & p77 , para 268-272)
- In the event of any complaint or allegation against a member of staff, the headteacher (or the Designated Safeguarding Lead if the headteacher is not present), should be notified immediately. If it relates to the headteacher, the chair of governors and the CEO of the MAT or SNMAT safeguarding lead should be informed without delay. The academy will respond to all allegations robustly in collaboration with the Local Authority Designated Officer (LADO) and the Multi Academy Trust.
- Academies will have in place processes to deal with any concerns in respects to adults that do not meet the harm threshold (low level concerns) (KSCiE 2025 part four, section 2 p108)
- Staff may find some of the issues relating to child protection upsetting and may need support which should be provided by the academy and SNMAT Human Resources Team. (Jo Smith, SNMAT HR). Supervision is available on request from the SNMAT safeguarding officer - Rachel Baker. Advice and support will be made available by the Safeguarding Children in Education Officer (SCiEO)/LADO and where appropriate to the leadership team.

Links to other Policies

This policy should be read alongside and in conjunction with other policies regarding the safety and welfare of children. These together make up the suite of policies to safeguard and promote the welfare of children in the academy.

Harworth Academy policies/procedures

- *Accessibility Plan*
- *Anti-Bullying*
- *Attendance Policy*
- *Behaviour Policy*
- *Equality Policy*
- *Central Record of Recruitment and Vetting Checks*
- *Complaints Policy*
- *E Safety/online safety Policy*
- *Freedom of Information Policy*
- *Home-school Agreement Document*
- *Physical intervention/positive handling*
- *Register of Pupil Attendance*
- *RSE Policy*

- SEN policy
- Staff Behaviour (Code of Conduct)
- Recruitment and retention policy
- Child on Child Abuse Policy

Other Agency Policies

- [Pathway to Provision](#) (NCC)
- [Escalation policy](#) (NCC)
- [Guidance where children are at risk from missing education](#)
- Inter-agency Safeguarding Children Procedures of the [Nottinghamshire Safeguarding Children Partnership](#) and the [Nottingham City Safeguarding Children Partnership](#)

Whistle Blowing Policy

Where there are concerns about the way that safeguarding is carried out in the academy, staff should refer to the Whistle Blowing Policy. A whistle blowing disclosure must be about something that effects the general public, such as:

- A criminal offence has been committed, is being committed or is likely to be committed
- A legal obligation has been breached
- There has been a miscarriage of justice
- The health and safety of any individual has been endangered
- The environment has been damaged
- Information about any of the above has been concealed

If a concern cannot be raised in the academy, staff can contact:

Chris Moodie

CEO

Chris.moodie@snmat.org.uk

07841 025000

Samantha Dennis

Safeguarding Lead

sdennis@snmat.org.uk

07809 306640

The NSPCC's *what you can do to report abuse* dedicated helpline is available as an alternative route for staff who do not feel able to raise concerns regarding the welfare of a child or safeguarding failures internally or have concerns about the way a concern is being handled by their school or college via <https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/dedicated-helplines/whistleblowing-advice-line/> or by calling 0800 028 0285- line is available 8.00am to 8.00pm Monday to Friday and email: help@nspcc.org.uk. Staff will be made aware of all available routes to raise a concern.