



# St Vincent's Catholic Primary School Safeguarding Newsletter- Summer 2020

Edition 2

This newsletter focuses on how to keep safe during lockdown.

## Safeguarding Responsibilities

Designated Safeguarding Lead	Mrs Harrop
Designated Deputy Safeguarding Lead	Mrs Tiernan, Mrs Sutton
Mental Health First Aiders	Mrs Harrop, Mrs Tiernan, Mrs Sutton, Mrs Farrell, Mrs Castro, Mrs Gee and Mrs Robinson
Emergency First Aiders	All staff
Wellbeing Champions	Mrs Sheldon, Miss Coyle, Miss Sheppard, Mrs Conway, Mrs Davidson and Mrs Raw
Safeguarding Governor	Mrs Donnachie
Online Safety Governor	Mrs Butler
Health and Safety Governor	Mr Tsiantar

## Make Yourself Heard. In danger, need the police but can't speak?

We hope that every St Vincent's family is in a safe and happy place during the lockdown period but we are also mindful that for some people in our school, parish and local community, a lockdown could result in some people being in a house with someone who could be a danger to them. This Safeguarding Newsletter is for those people who may need a safe way to contact Police in an emergency.

What to do if you need urgent police help through the 999 service, but can't speak WHEN YOU CALL 999. All 999 calls are directed to call centres and will be answered by BT operators. They will ask which service you need. If no service is requested but anything suspicious is heard throughout the process, BT operators will connect you to a police call handler.

# Make Yourself Heard

## In danger, need the police, but can't speak?

- 1** Dial 999
- 2** Listen to the questions from the 999 operator
- 3** Respond by coughing or tapping the handset if you can
- 4** If prompted, press **55**  
This lets the 999 call operator know it's a genuine emergency and you'll be put through to the police.



## IF YOU CALL 999 FROM A MOBILE

It is always best to speak to the operator if you can, even by whispering. You may also be asked to cough or tap the keys on your phone in response to questions. If making a sound would put you or someone else in danger and the BT operator cannot decide whether an emergency service is needed, your call will be transferred to the Silent Solution system. The Silent Solution is a police system used to filter out large numbers of accidental or hoax 999 calls. It also exists to help people who are unable to speak, but who genuinely need police assistance. You will hear an automated police message, which lasts for 20 seconds and begins with 'you are through to the police'. It will ask you to press 55 to be put through to police call management. The BT operator will remain on the line and listen. If you press 55, they will be notified and transfer the call to the police. If you do not press 55, the call will be terminated. Pressing 55 does not allow police to track your location.

## WHAT THEN?

When transferred to your local police force, the police call handler will attempt to communicate with you by asking simple yes or no questions. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.

## IF YOU CALL 999 FROM A LANDLINE

Because it's less likely that 999 calls are made by accident from landlines, the Silent Solution system is not used. If, when an emergency call on a landline is received:

- there is no request for an emergency
- the caller does not answer questions
- only background noise can be heard and BT operators cannot decide whether an emergency service is needed, then you will be connected to a police call handler as doubt exists. If you replace the handset, the landline may remain connected for 45 seconds in case you pick it up again. If you pick up again during this 45 seconds and the BT operator is concerned for your safety, the call will be connected to police. When 999 calls are made from landlines, information about where you are calling from should be automatically available to the call handlers to help provide a response.



## Covid-19: Women's Aid's safety advice

If you feel unsafe isolating in a house with an abusive person, there are organisations and support services who can help. Support services can help you think through your safety options and provide emotional support. You can access support by calling a national helpline or accessing support online. Local support services are also still open, and are adapting the way they work to ensure you can still get the help you need.

Women's Aid is continuing to provide the following services:

The Survivors' Forum is an online resource for survivors of domestic abuse. The Survivors' forum can be accessed 24/7. This is a place where survivors can support each other and share their experiences.

[Women's Aid Live Chat](#) is currently available Monday to Friday 10- 2pm. This could be a safer way to access some support; particularly if an abuser might also be in the property so it would be unsafe to make a telephone call.

[Women's Aid email service](#) is still operating and can also provide support.

#### National helplines

All national helplines are free to call and can provide interpreter services if English is not your first language. For details of helplines, go to: [www.gov.uk/report-domestic-abuse](http://www.gov.uk/report-domestic-abuse)

### Online support

Accessing information online such as the Women's Aid Live Chat service and email, may feel like the best option for you at this time. If you do access any information online you may need to delete your browser history or use 'private browsing' as a way to hide your searches. For more information on how to stay safe online [click here](#).

#### Local support services

You can still access support from your local support service, most likely by telephone or online. To find out about the local support services available in your area:

Your local authority website should include information on where to get help in your local area. You can find out who your local authority is [here](#)

Women's Aid England [Directory of Services](#)

### Safeguarding Families: Trafford Children's First Response

If you have any concerns about the safety and/or welfare of a child or young person, telephone one of these numbers:

Children's First Response (formerly MARAT) is Trafford's single point of contact for all professionals and members of the public to report concerns, request advice and share information about a child and/or family.

**If the child is at immediate risk of harm call the Police on 999.**

If you are a member of the public who has a concern about a child, and they are not at immediate risk of harm, you should call Trafford Children's First Response on **0161 912 5125 during office hours (Mon - Fri 8:30 - 4:30) or 0161 912 2020 out of hours (Emergency Duty Team).**

Depending on the nature of your enquiry or request we will also:

Give advice and guidance

Provide information on available services

Put you in contact with other agencies or services which may be of help

Put you in contact with the relevant professional dealing with a family

### School Support

If in the lockdown you need non-urgent family support, please contact our school helpdesk and we will do all we can to support you.

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