



# Shropshire Child Exploitation Directory

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Support services available to young people and their families,  
and guidance for professionals

Last updated Summer 2024

# Introduction

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This directory has been produced to outline the support available to children and young people in Shropshire who are victims of, or at risk of Child Exploitation - as well as their families and professionals who support them. Child Exploitation is a complex issue, in which there are sometimes other push factors in the young person's life, so information about other services have also been provided.

## What is Exploitation?

Exploitation is a form of abuse, it occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child, young person or adult (including those with care and support needs) into: any activity that results in financial or other advantage for the perpetrator or facilitator. Activity includes arranging or facilitating the involvement or travel (trafficking) of a child, young person or adult (including those with care and support needs). Specific types of Exploitation include:

- Modern Slavery (including human trafficking)
- Sexual Exploitation
- Criminal Exploitation
- Financial Exploitation
- Any other Exploitation that enables benefits of any kind (eg. removal of organs, forced marriage, illegal adoption)

The victim may still be exploited even if the activities that they are engaging in appear consensual. Multiple types of Exploitation can occur alongside or as part of other forms of abuse.

## The role of the local authority

This directory has been produced by the TREES (Together Reducing & Ending Exploitation in Shropshire) Team within Shropshire Children's Services. The team's aims are to:

- Support parents and carers of children perceived to be at risk of CE - as it is recognised that the risks to children and young people at risk of exploitation are usually out in the community, rather than within the family home. This is what is known as 'Contextual Safeguarding'
- Discuss all referrals via bi-weekly multi-agency triage meetings - these referrals do not always result in social care involvement, in many cases children are referred to another service such as substance misuse support or diversionary activities with the aim of reducing the risk of exploitation.
- Work with other agencies to raise awareness of CE within schools and local communities.
- Support Social Workers and Early Help workers who are already allocated to open children where exploitation concerns have arisen.

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# Reporting Concerns

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Before seeking support from any of the services provided within this Directory, please ensure that you call 999 if anyone is at risk of immediate harm.

You can also use the below methods to report concerns:

## Submit a CE Risk Assessment Tool:

<https://westmidlands.procedures.org.uk/local-content/4cjN/exploitation-tools-and-pathways/?b=Shropshire>

## Report any other concerns for a child or young person:

Phone: 0345 678 9021 or 0345 678 9040 if out of office hours

Website: [www.shropshire.gov.uk/childrens-social-care-and-health](http://www.shropshire.gov.uk/childrens-social-care-and-health)

## Report a non-urgent crime/incident or intelligence to the police:

The ways in which children are exploited can amount to criminal behaviour by those who are exploiting them and/or as a presenting behaviour of a child who is being exploited.

There may also be behaviour that you witness in communities that cause you to be concerned that unknown children are being exploited (such as activity around addresses or locations).

If you have information about anti-social or criminal activity or behaviour (even where you do not know who is at risk or of concern) which indicates that child exploitation may be occurring and you **do not have information about specific children**, please ensure you pass this information to West Mercia Police as soon as possible to enable them to prevent and detect crime ([s115 Crime and Disorder Act 1998](#)). You can submit this information in the following ways:

- If you are a professional, email the information directly to the West Mercia Police CE Team in Shropshire: [CETeamShropshire@westmercia.police.uk](mailto:CETeamShropshire@westmercia.police.uk) (this inbox is monitored weekdays 8am - 4pm)
- Report under the “Tell Us About” section on the West Mercia Police website or phone 101.
- Report anonymously to [Crimestoppers](#) online at [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org) or by calling 0800 555111.
- Where you think there is an immediate risk to a person or you witness a crime taking place, phone 999 (or dial 55 if you are unable to talk).

**Please note:** Where you have child specific information which suggests that a child is at risk of or experiencing harm as a result of exploitation, you must complete a CE Risk Assessment **and** pass information related to criminal activity or behaviour posing a risk to West Mercia Police.

Children, their families and/or other members of the community may be worried about sharing information about crime with the police, but are encouraged to report concerns anonymously via [Crimestoppers](#). Young people can also use the Fearless website to report concerns anonymously: [www.fearless.org](http://www.fearless.org)



# Support Services

## For young people who are at risk of Child Exploitation

### Early Help / Targeted Early Help

Offer early intervention to support a young person or their family as soon as a problem emerges.

**Website:** [www.shropshire.gov.uk/early-help](http://www.shropshire.gov.uk/early-help)

**To make a referral:** 0345 678 9021 or 0345 678 9040 if out of office hours

### West Mercia Youth Justice Service

West Mercia Youth Justice Service (WMYJS) works with young people aged 10 – 17 years old who have got into trouble with the police.

**Website:** [www.westmerciayouthjustice.org.uk](http://www.westmerciayouthjustice.org.uk)

**Enquiries:** 01743 261841 or email [shropshire.team.wmyjs@westmercia.police.uk](mailto:shropshire.team.wmyjs@westmercia.police.uk)

### With You

Support service for any young people who are using drugs or alcohol. An allocated worker will work with the young person towards their goals with the aim of reducing their substance misuse. A referral to the service can be completed by professionals by completing a Smarter screening tool.

**Website:** [www.wearewithyou.org.uk/services/shropshire](http://www.wearewithyou.org.uk/services/shropshire)

**Enquiries:** 01743 294700 or email [srpinfo@wearewithyou.org.uk](mailto:srpinfo@wearewithyou.org.uk)

**Referral Form:** <https://shropshire.gov.uk/media/21573/with-you-smarter-screening-tool-vnov21.doc>

### Branch Project

The Branch Project works with children and young people who have experienced Child Sexual Exploitation (CSE) or are worried about it.

**Website:** [www.wmrsasc.org.uk/the-branch-project](http://www.wmrsasc.org.uk/the-branch-project)

### Purple Leaf

Purple Leaf work with young people who have exhibited or are at risk of exhibiting harmful sexual behaviour. They also provide education and training courses for professionals.

**Website:** [www.purpleleaf.org.uk](http://www.purpleleaf.org.uk)

**Enquiries:** 01905 677444 or email [enquiries@purpleleaf.org.uk](mailto:enquiries@purpleleaf.org.uk)



# Support Services

## Programmes & diversionary activities for young people who are at risk of Child Exploitation

### Climb

A unique programme from the Children's Society providing positive activities to young people who may otherwise be drawn into criminal activity.

**Website:** [www.childrenssociety.org.uk/climb](http://www.childrenssociety.org.uk/climb)

### Steer Clear

Offer group support for young people and their parents and carers, as well as targeted one-to-one sessions for young people who may have been carrying a weapon or have been pulled into criminal activity.

**Website:** [www.childrenssociety.org.uk/information/professionals/child-exploitation/steer-clear](http://www.childrenssociety.org.uk/information/professionals/child-exploitation/steer-clear)

### Brightstar

Bright Star is a nationally award winning charitable organisation that uses boxing, education and mentoring to empower vulnerable people to make positive changes to transform their lives.

**Website:** [www.brightstarboxing.co.uk](http://www.brightstarboxing.co.uk)

**Enquiries:** 07508 474859

### The Hive

Creative venue and charity organisation based in Shrewsbury, which offers workshops & activities to children & adults across Shropshire.

**Website:** <https://hiveonline.org.uk>

**Enquiries:** 01743 234970 or email [admin@hiveonline.org.uk](mailto:admin@hiveonline.org.uk)

### Red George

Rural skills project based in Hinstock which specialises in supporting young people with emotional and/or behavioural difficulties to learn a range of skills including animal care, farm maintenance and horticulture. ASDAN accredited Awards can be gained as part of this work.

**Website:** [www.redgeorge.org.uk](http://www.redgeorge.org.uk)

**Enquiries:** 07717 777128

### Shropshire Youth Association

SYA are a registered charity which helps youth clubs in Shropshire to get set up and keep going. They also run youth clubs and deliver youth projects.

**Website:** [www.sya.org.uk](http://www.sya.org.uk)

**Enquiries:** 01743 730005 or email [info@sya.org.uk](mailto:info@sya.org.uk)



# Support Services

For parents of young people who are  
at risk of Child Exploitation

## PACE (Parents Against Child Exploitation)

PACE provides one-to-one telephone advice & support to parents & facilitates meetings between parents, as well as offering advice & support when pursuing disruption & prosecution of perpetrators.

Website: [www.paceuk.info](http://www.paceuk.info)

Enquiries: 0113 240 3040

## SPACE

Offer help and guidance to parents of exploited children.

Website: [www.bespaceaware.co.uk](http://www.bespaceaware.co.uk)

Enquiries: Email [email@bespaceaware.co.uk](mailto:email@bespaceaware.co.uk)

## PEGS (Parent Educational Growth Support)

PEGS support parents who experience child-to-parent abuse - including physical, emotional, psychological, verbal, sexual or financial abuse.

Website: [www.pegssupport.co.uk](http://www.pegssupport.co.uk)

Enquiries: Email [hello@pegssupport.com](mailto:hello@pegssupport.com)



# Support Services

## Substance Misuse

### We Are With You

Support service for any young people who are using drugs or alcohol. An allocated worker will work with the young person towards their goals with the aim of reducing their substance misuse. A referral to the service can be completed by professionals by completing a Smarter screening tool.

**Website:** [www.wearewithyou.org.uk/services/shropshire](http://www.wearewithyou.org.uk/services/shropshire)

**Enquiries:** 01743 294700 or email [srpinfo@wearewithyou.org.uk](mailto:srpinfo@wearewithyou.org.uk)

**Referral Form:** <https://shropshire.gov.uk/media/21573/with-you-smarter-screening-tool-vnov21.doc>

### Frank

Provides honest information about drugs, including an online search facility as well as a 24 hour helpline.

**Website:** [www.talktofrank.com](http://www.talktofrank.com)

**Helpline:** 03001 23 6600, text 82111 or email [frank@talktofrank.com](mailto:frank@talktofrank.com)

**Opening hours:** 24 hours

### Families Anonymous

For family members and friends affected by another's abuse of mind-altering substances, or related behavioural problems. FA has groups spread throughout the country, which meet regularly.

**Website:** [www.famanon.org.uk](http://www.famanon.org.uk)

**Helpline:** 0207 4984 680

### Shropshire Recovery Partnership

Free treatment service for any adults across Shropshire who have a problem with drugs or alcohol. Services included individual support with a keyworker, group sessions, and access to detox and rehabilitation services.

**Website:** <https://shropshire.gov.uk/shropshire-choices/i-need-help/care-and-support-for-different-conditions/drugs-and-alcohol-shropshire-recovery-partnership-srp>

**Enquiries:** 01743 294700 or email [shropshireinfo@addaction.org](mailto:shropshireinfo@addaction.org)

### Adfam

National charity tackling the effects of alcohol, drug use or gambling on family members and friends. Their website includes a forum which is aimed at being a safe, nonjudgemental environment for people who are going through similar experiences.

**Website:** <https://adfam.org.uk>





# Support Services

## Substance Misuse

### Alcohol Change UK

Leading alcohol charity, who work for a society that is free from the harm caused by alcohol—the charity aren't anti-alcohol, instead they provide help and support on enjoying alcohol responsibly, and addressing problems caused by alcohol use. Their website includes handy tips for cutting down alcohol use, and a quiz to check how healthy your drinking is.

**Website:** <https://alcoholchange.org.uk>

### NACOA

A charity that supports young people and adults who are affected by a parent's drinking.

**Website:** <https://nacoa.org.uk>

**Helpline:** 0800 358 3456

### Drug Science

Leading independent scientific body on drugs in the UK. They work to provide clear, evidence-based information without political or commercial interference.

**Website:** [www.drugscience.org.uk](http://www.drugscience.org.uk)



# Support Services

## Online Safety

### CEOP (Child Exploitation and Online Protection)

CEOP's aim is to keep children safe from sexual abuse & grooming online, by giving advice. An online form can also be used to report directly to CEOP if something has happened online which has made a young person feel unsafe, scared or worried. The form can also be used by friends, family members or professionals who are worried about someone.

Website: [www.ceop.police.uk](http://www.ceop.police.uk)

### Internet Matters

Online safety hub, built with input from young people.

[www.internetmatters.org/connecting-safely-online](http://www.internetmatters.org/connecting-safely-online)

### Childline

Articles and videos for young people around specific subjects in relation to online safety, including online gaming and cyberbullying.

[www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety](http://www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety)

### NSPCC

Advice for parents around parental controls and talking to your child about online safety.

[www.nspcc.org.uk/keeping-children-safe/online-safety](http://www.nspcc.org.uk/keeping-children-safe/online-safety)

### The Best Internet Monitoring Apps for Parents

YouTube video produced by Internet Matters, comparing the best monitoring apps.

[www.youtube.com/watch?v=hdl1aGBjbs0&t=126s](https://www.youtube.com/watch?v=hdl1aGBjbs0&t=126s)

### Report Harmful Content

Reporting any harmful content you may come across online.

<https://reportharmfulcontent.com>

### Online Safety for 4-11 year olds

Guidance and for helping to keep young children happy and safe online.

[www.childnet.com/young-people/4-11-year-olds](http://www.childnet.com/young-people/4-11-year-olds)



# Support Services

## Sexual Exploitation & Abuse

### Branch Project

The Branch Project works with children and young people who have experienced Child Sexual Exploitation (CSE) or are worried about it.

**Website:** [www.wmrsasc.org.uk/the-branch-project](http://www.wmrsasc.org.uk/the-branch-project)

### Purple Leaf

Purple Leaf work with young people who have exhibited or are at risk of exhibiting harmful sexual behaviour. They also provide education and training courses for professionals.

**Website:** [www.purpleleaf.org.uk](http://www.purpleleaf.org.uk)

**Enquiries:** 01905 677444 or email [enquiries@purpleleaf.org.uk](mailto:enquiries@purpleleaf.org.uk)

### AXIS

Counselling for sexual abuse survivors.

**Website:** [www.axiscounselling.org.uk](http://www.axiscounselling.org.uk)

**Enquiries:** 01743 357777 or email [info@axiscounselling.org.uk](mailto:info@axiscounselling.org.uk)

### ISVA (Independent Sexual Violence Advisor)

Provide free confidential advice to anyone who has been raped or sexually assaulted - including signposting to relevant services & guidance around the criminal justice system.

**Website:** [www.axiscounselling.org.uk/isva-service](http://www.axiscounselling.org.uk/isva-service)

**Helpline:** 01743 243007 or email [isva@axiscounselling.org.uk](mailto:isva@axiscounselling.org.uk)

### Children and Young Person Sexual Assault Service

Offer medical, practical & emotional support to anyone who has been sexually assaulted or raped.

**Website:** [www.westmidsregionalcypsas.co.uk](http://www.westmidsregionalcypsas.co.uk)

**Helpline:** 0808 196 2340 or email [wmppaeds.sarc@nhs.net](mailto:wmppaeds.sarc@nhs.net)

**Opening hours:** 24 hours

### Rape Crisis

Provides support to women & girls who have experienced sexual abuse, rape or any form of sexual violence. A free Live Chat Helpline is available on their website, along with some useful self-help resources.

**Website:** [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)

**Helpline:** 0808 802 9999

**Opening Hours:** Every day 12:00pm to 2:30pm & 7:00pm to 9:30pm



# Support Services

## Sexual Health & Relationships

### NHS Sexual Health Service

Information regarding sexual health services across Shropshire.

Website: <https://www.mpft.nhs.uk/services/sexual-health/shropshire-telford-wrekin>

### Brook

Guidance for young people around sexual health, consent, contraception and relationships.

[www.brook.org.uk](http://www.brook.org.uk)

### Bloom

Web-based support service which provides free courses for those who have experienced sexual violence, abuse from family members, or bullying and harrassment.

[www.bloom.chayn.co](http://www.bloom.chayn.co)



# Support Services

## Support Around Sexuality

### Switchboard

Helpline & webchat service for anyone who identifies as gay, lesbian, bisexual or transgender. Phone operators all identify as LGBTQ+

**Website:** <https://switchboard.lgbt>

**Helpline:** 0300 330 0630 or [chris@switchboard.lgbt](mailto:chris@switchboard.lgbt)

**Opening hours:** Every day 10:00am to 10:00pm

### FFLAG

FFLAG is a national voluntary organisation & registered charity dedicated to supporting LGBTQ+ young people & their families. Support is offered to local parents groups in an effort to help parents & families understand, accept & support their lesbian, gay, bisexual & transgender members with love & pride. A support line is available & their website includes a variety of useful resources & advice.

**Website:** [www.fflag.org.uk](http://www.fflag.org.uk)

**Helpline:** 0300 688 0368

**Opening hours:** Wed - Sat 10:00am to 8:00pm

### XYZ Club

Youth group run by Shropshire Youth Association, for young people who describe themselves as gay, lesbian, bisexual, transgender, gender fluid, or questioning. The group meets weekly around the county.

**Website:** [www.sya.org.uk/xyz-club](http://www.sya.org.uk/xyz-club)

**Enquiries:** 01743 730005 or email [info@sya.org.uk](mailto:info@sya.org.uk)





# Support Services

## Health & Wellbeing

### Bee U

Bee U is the NHS emotional health & wellbeing service for young people up to the age of 25, who live in Shropshire or Telford & Wrekin. Referrals can be made by social care, education & health professionals. Parental consent is required prior to making a referral.

**Website:** <https://camhs.mpft.nhs.uk/beeU>

**Enquiries:** 0808 196 4501 or email [025spa@mpft.nhs.uk](mailto:025spa@mpft.nhs.uk)

### Resolve@

Resolve@ is an emotional health and wellbeing service for young people aged 8 - 18 in Shropshire. The team is made up of experienced wellbeing practitioners who work in a person-centred way. .

**Website:** [www.childrenssociety.org.uk/information/young-people/well-being/services/resolve](http://www.childrenssociety.org.uk/information/young-people/well-being/services/resolve)

**Email:** [resolveatshropshire@childrenssociety.org.uk](mailto:resolveatshropshire@childrenssociety.org.uk)

**Enquiries:** 0161 393 7824

### Kooth

Online mental wellbeing community, which offers free & anonymous support for young people.

**Website:** [www.kooth.com](http://www.kooth.com)

### The Mix

Provides a free helpline and online support for young people under the age of 25 to talk about any issue that may be troubling them.

**Website:** [www.themix.org.uk](http://www.themix.org.uk)

**Helpline:** 0808 808 4994 or text THEMIX to 85258

**Opening hours:** Every day 3:00pm - 12:00am

### Shout

Free anonymous text message service for anyone who is struggling to cope.

**Website:** [www.giveusashout.org](http://www.giveusashout.org)

**Helpline:** Text SHOUT to 85258

**Opening hours:** 24 hours



# Support Services

## Health & Wellbeing

### Papyrus Suicide Helpline

Confidential helpline for young people under the age of 35 who are experiencing thoughts of suicide, or for anyone concerned for someone.

**Website:** [www.papyrus-uk.org](http://www.papyrus-uk.org)

**Helpline:** 0800 068 4141 or text 07860 039967 or email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

**Opening hours:** Every day 9:00am to 12:00am

### Child Bereavement UK

Support for young people & their families after the loss of a loved one. A helpline & webchat is available, & their website contains resources for families & professionals.

**Website:** [www.childbereavementuk.org](http://www.childbereavementuk.org)

**Helpline:** 0800 02 888 40 or email [support@childbereavementuk.org](mailto:support@childbereavementuk.org)

**Opening hours:** Mon—Fri 9:00am to 5:00pm

### Anxiety UK

Offers online guides and a helpline for anyone suffering from anxiety, & their caregivers.

**Website:** [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

**Helpline:** 03444 775 774, text 07537 416 905

### Bipolar UK

Offers a range of services including support groups, an e-community & peer-to-peer support line.

**Website:** [www.bipolaruk.org](http://www.bipolaruk.org)

### Hearing Voices Network

Provides online guidance for people who hear voices, see visions or have other unusual perceptions - training and resources are also available for professionals.

**Website:** [www.hearing-voices.org](http://www.hearing-voices.org)

### Carers UK

Help and advice for young people and adults who are carers for family members, including a helpline and online resources.

**Website:** [www.carersuk.org](http://www.carersuk.org)

**Helpline:** Email [advice@carersuk.org](mailto:advice@carersuk.org)



# Support Services

## Health & Wellbeing

### Alumina

Free online self-harm support for 10-17 year olds.

Website: [www.selfharm.co.uk](http://www.selfharm.co.uk)

### SANEline

Emotional support for anyone affected by mental illness, including friends, family & professionals.

Website: [www.sane.org.uk](http://www.sane.org.uk)

Helpline: 07984 967 708 or email [support@sane.org.uk](mailto:support@sane.org.uk) (leave a message & someone will call)

### Young Minds

Provides support & guidance to young people around their mental health, a parents' support phoneline is also available.

Website: [www.youngminds.org.uk](http://www.youngminds.org.uk)

Helpline for parents: 0808 802 5544

Opening hours: Mon - Fri 9:30am to 4:00pm

### Mind

Mind provide advice and support to empower anyone experiencing a mental health problem. They also campaign to improve services, raise awareness & promote understanding. Their website contains information for people of all ages, including a useful mental health A-Z.

Website: [www.mind.org.uk](http://www.mind.org.uk)

### Headspace

App containing useful tools to improve emotional & mental wellbeing, including meditations & exercises. This is a paid app but a free trial is available, & the website also contains some articles which are free to read.

Website: [www.headspace.com](http://www.headspace.com)



# Support Services

## Missing Children

### Missing People

Provides guidance to people of all ages who are missing, as well as those affected by a loved one who has gone missing.

**Website:** [www.missingpeople.org.uk](http://www.missingpeople.org.uk)

**Helpline:** 116000 (phone or text) or email [116000@missingpeople.org.uk](mailto:116000@missingpeople.org.uk)

**Opening hours:** Every day 9:00am - 11:00pm

### Runaway Helpline

Confidential helpline and website run by Missing People - aimed at young people who are thinking about running away, are currently missing from home, or have returned home.

**Website:** [www.runawayhelpline.org.uk](http://www.runawayhelpline.org.uk)

**Helpline:** 116000 (phone or text) or email [116000@www.runawayhelpline.org.uk](mailto:116000@www.runawayhelpline.org.uk)

**Opening hours:** Every day 9:00am - 11:00pm



# Support Services

## Domestic Abuse

### Shropshire Domestic Abuse Service (SDAS)

Local service for victims of domestic abuse in Shropshire. Professionals are able to make a referral, & there is also a helpline for victims or anyone worried about someone. Their website contains videos & a useful checklist tool for young people.

**Website:** [www.shropsdas.org.uk](http://www.shropsdas.org.uk)

**Helpline:** 0300 303 1191

**To make a referral:** Email [refuge@connexus-group.co.uk](mailto:refuge@connexus-group.co.uk)

**Opening hours:** Mon - Fri 9:00am to 8:00pm

### National Domestic Violence Helpline

Free 24 hour helpline for anyone suffering from domestic abuse. Their website also contains useful advice for victims, or for anyone who is worried about someone.

**Website:** [www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)

**Helpline:** 0808 2000 247 or email [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

**Opening hours:** 24 hours

### Refuge

24 hour helpline & email service for women & children experiencing domestic violence.

**Website:** [www.refuge.org.uk](http://www.refuge.org.uk)

**Helpline:** 0808 2000 247

**Opening hours:** 24 hours

### Women's Aid

Provide practical advice & support to women & children who are experiencing domestic abuse.

**Website:** [www.womensaid.org.uk](http://www.womensaid.org.uk)

**Enquiries:** [info@womensaid.org.uk](mailto:info@womensaid.org.uk)

### Men's Advice Line

Support for male victims of domestic abuse.

**Website:** [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

**Helpline:** 0808 801 0327 or email [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

**Opening hours:** Mon - Fri 9:00am to 8:00pm





# Support Services

## Domestic Abuse

### PEGS (Parental Education Growth Support)

Supporting Parents and Professionals with child to parent abuse. Information is available online for any parents who feel threatened by their child or live in fear of their reactions, and an email helpline is available. The website also offers a referral form for professionals, and training.

**Website:** [www.pegssupport.co.uk](http://www.pegssupport.co.uk)

**Helpline:** Email [hello@pegssupport.com](mailto:hello@pegssupport.com)

### Galop

National helpline for LGBTQ+ people who have experienced abuse & violence.

**Website:** <https://galop.org.uk>

**Helpline:** 0800 999 5428 or email [help@galop.org.uk](mailto:help@galop.org.uk)

**Opening hours:** Mon - Fri 10:00am to 5:00pm or Weds - Thurs 10:00am to 8:00pm

### Respect

Confidential helpline for potential perpetrators of domestic abuse. A friendly Helpline Advisor will listen without judgement and give honest advice.

**Website:** [www.respectphoneline.org.uk](http://www.respectphoneline.org.uk)

**Helpline:** 0808 8024040 or email [info@respectphoneline.org.uk](mailto:info@respectphoneline.org.uk)

**Opening hours:** Mon - Fri 9:00am to 8:00pm

Sat - Sun 10:00am - 12:00pm & 4:00pm to 6:00pm

### Freedom Programme

Free programme for victims of domestic violence.

**Website:** [www.freedomprogramme.co.uk](http://www.freedomprogramme.co.uk)

**Helpline:** 01942 262 270 or email [help@freedomprogramme.co.uk](mailto:help@freedomprogramme.co.uk)

### Safe Lives

UK charity dedicated to working with organisations across the UK to transform the response to domestic abuse. Their website includes various resources for professionals.

**Website:** [www.safelives.org.uk](http://www.safelives.org.uk)

**Enquiries:** 0117 403 3220 or [info@savelives.org.uk](mailto:info@savelives.org.uk)



# Support Services

## Modern Slavery & Trafficking

### Modern Slavery & Exploitation Helpline

Provides a helpline and online form to get help, report a suspicion or seek advice.

**Website:** [www.modernslaveryhelpline.org](http://www.modernslaveryhelpline.org)

**Enquiries:** 08000 121 700

### Stop the Traffik

Organisation working to prevent human trafficking globally through innovative approaches, including the STOP app which can be used to report suspicious incidents of human trafficking anonymously.

**Website:** [www.stophetraffik.org](http://www.stophetraffik.org)

**Enquiries:** 0207 921 4258 or [info@stophetraffik.org](mailto:info@stophetraffik.org)



# Support Services

## FGM (Female Genital Mutilation) Forced Marriage & Honour-Based Violence

### Freedom Charity

Help and support for children & adults who at risk of forced marriage, FGM & honour-based violence. An app is available for potential child victims, their friends & professionals to help raise awareness of how to spot signs of abuse & how to report it. A helpline is also available.

**Website:** [www.freedomcharity.org.uk](http://www.freedomcharity.org.uk)

**Helpline:** 0845 607 0133 or text the words 4freedom to 88802

### Forward UK

Provides advice & support for African women & girls. The organisation is also a leading expert on FGM, who provide training to professionals.

**Website:** [www.forwarduk.org.uk](http://www.forwarduk.org.uk)

**Helpline:** 0208 9604000 or email [support@forwarduk.org.uk](mailto:support@forwarduk.org.uk)

**Opening hours:** Mon - Fri 9:00am to 5:30pm

### Karma Nirvana

Offer a helpline for victims of honour-based abuse, as well as training & resources.

**Website:** [www.karmanirvana.org.uk](http://www.karmanirvana.org.uk)

**Helpline:** 0800 5999 247

**Opening hours:** Mon - Fri 9:00am to 5:00pm

### Forced Marriage Unit

The FMU operates a public helpline to provide advice & support to potential victims of forced marriage, as well as professionals dealing with cases.

**Website:** [www.gov.uk/guidance/forced-marriage](http://www.gov.uk/guidance/forced-marriage)

**Helpline:** 0207 008 015

**Enquiries:** Email [fmu@fcdo.gov.uk](mailto:fmu@fcdo.gov.uk)

### ActionAid

International charity that works with women & girls living in poverty. Their website includes a number of publications regarding ending violence against women & girls, as well as FGM.

**Website:** [www.actionaid.org.uk](http://www.actionaid.org.uk)

**Enquiries:** 01460 238000 or email [supportercontact@actionaid.org.uk](mailto:supportercontact@actionaid.org.uk)



# Support Services

## Other Services

### Shropshire Early Help

Early help offer early intervention to support a child, young person or their family as soon as a problem emerges. This can be required at any stage in a child's life, from pre-birth to adulthood, and applies to any problem or need that the family can't deal with alone.

**Website:** [www.shropshire.gov.uk/early-help](http://www.shropshire.gov.uk/early-help)

**To make a referral:** 0345 678 9021 or 0345 678 9040 if out of office hours

### Shropshire Family Information Service

Information on all aspects of family life for parents and carers of children aged 0-19 in Shropshire. Resource packs are available, and there is an online directory of over 2000 local services, including childminding and out-of-school activities.

**Website:** <https://next.shropshire.gov.uk/early-help/family-help-services/family-information-service/>

### Children's Society

National charity working to transform the hopes and happiness of young people facing abuse, exploitation and neglect. This includes specialist support that empowers young people to make positive changes and rediscover their hope, including the Climb service. As well local services, their website also offers valuable information for young people and professionals.

**Website:** [www.childrenssociety.org.uk](http://www.childrenssociety.org.uk)

### NSPCC

The UK's leading children's charity, consisting of a range of services and training. A helpline is available for young people, or adults who are concerned about a young person. Additionally, performing a search for exploitation on their website brings up a number of articles relating to which are useful for providing an overview of different types of exploitation.

**Website:** [www.nspcc.org.uk](http://www.nspcc.org.uk)

**Helpline:** 0808 800 5000 (for an adult concerned about a child) or 0800 1111 (for young people) or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

**Opening Hours:** Mon - Fri 8:00am to 10:00pm or Sat - Sun 9:00am to 6:00pm

### Childline

Offers a free and confidential helpline for young people up to 19 years old, one-to-one chats with a counsellor are also available, or you can email them for advice by setting up an account. Their website also has some useful online resources including games and videos.

**Website:** [www.childline.org.uk](http://www.childline.org.uk)

**Helpline:** 0800 111



# Support Services

## Other Services

### Samaritans

Free helpline for anyone in distress and in need of support.

**Helpline:** 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)

**Opening Hours:** 24 hours

### Family Lives

Provides a helpline for parents, as well as online advice regarding a wide range of issues.

**Website:** [www.familylives.org.uk](http://www.familylives.org.uk)

**Helpline:** 0808 800 2222 or email [askus@familylives.org.uk](mailto:askus@familylives.org.uk)

**Opening Hours:** Mon - Fri 9:00am to 9:00pm or Sat - Sun 10:00am to 3:00pm

### Supportline

Confidential helpline for children and adults who are at risk of or victims of any form of abuse.

**Website:** [www.supportline.org.uk](http://www.supportline.org.uk)

**Helpline:** 01708 765200 or email [info@supportline.org.uk](mailto:info@supportline.org.uk)

### Victim Support

Free helpline for anyone who has been a victim of crime, an online referral form is also available. The website includes some useful advice and tools for young people, including an interactive courtroom.

**Website:** [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

**Helpline:** 08 08 16 89 111

**Opening Hours:** 24 hours

### Action for Children Parent Talk Hub

Online resources for parents & young people, a 1:1 chat service is also available.

[www.parents.actionforchildren.org.uk](http://www.parents.actionforchildren.org.uk)

### Parent Zone

Support for parents including downloadable activities & livestream sessions to help provide expert advice for parents & carers on online safety and digital resilience.

[www.parents.parentzone.org.uk](http://www.parents.parentzone.org.uk)





# Training & guidance for professionals

## Shropshire CE Pathway

### Child Exploitation Risk Assessment

Submit a referral via the CE pathway using a Risk Assessment Tool. Practice guidance documents are also available.

<https://westmidlands.procedures.org.uk/local-content/4cjN/exploitation-tools-and-pathways/?b=Shropshire>

### Child Exploitation Consultation Sessions

If you are a professional with a particular young person who you would like to discuss in depth, monthly consultations are available on the first Tuesday of each month, between 2pm - 4pm. Clare Jervis (CE & Missing Lead), George Davies (Young Persons Substance Misuse Advisor), Stafford Mason (CE Lead for Early Help), Jo Smith (Education Access Service), and representatives from With You, Climb and Branch Project are on hand to offer advice & support regarding all CCE, CSE and substance misuse queries.

To book a 30 minute slot, please email: [ss-trees@shropshire.gov.uk](mailto:ss-trees@shropshire.gov.uk)

### Child Exploitation Leaflets

A leaflet is available for parents and carers which provides a summary of CE & Shropshire's CE Pathway. A similar leaflet is also available for members of the community to raise awareness of how to report concerns.

<https://westmidlands.procedures.org.uk/local-content/4cjN/exploitation-tools-and-pathways/?b=Shropshire>

### TREES (Together Reducing & Ending Exploitation in Shropshire) Newsletter

Quarterly newsletter, featuring updates on the current picture of Child Exploitation in Shropshire.

To view the latest issue: <https://westmidlands.procedures.org.uk/local-content/4cjN/exploitation-tools-and-pathways/?b=Shropshire>

To sign up to the mailing list, please email: [ss-trees@shropshire.gov.uk](mailto:ss-trees@shropshire.gov.uk)

### SSCP - Shropshire Safeguarding Community Partnership

Useful information & tools for professionals, parents and children.

Website: [www.safeguardingshropshireschildren.org.uk](http://www.safeguardingshropshireschildren.org.uk)

Enquiries: 01743 254259 or [sscpbusinessunit@shropshire.gov.uk](mailto:sscpbusinessunit@shropshire.gov.uk)

### West Midlands Child Protection & Safeguarding Procedures Manual

Regional & local area specific safeguarding information.

Website: <https://westmidlands.procedures.org.uk>



# Training & guidance for professionals

## Useful toolkits & guidance

### NWG Disruption Toolkit

Toolkit provided by the National Working Group on criminal, civil & partnership disruption options for perpetrators of child & adult victims of exploitation.

[https://safeguardingpartnership.swindon.gov.uk/download/downloads/id/907/nwg\\_disruption\\_toolkit.pdf](https://safeguardingpartnership.swindon.gov.uk/download/downloads/id/907/nwg_disruption_toolkit.pdf)

### National Referral Mechanism

Information on modern slavery & the government's work around this issue.

**Website:** [www.gov.uk/government/collections/modern-slavery](http://www.gov.uk/government/collections/modern-slavery)

**Guidance on completing an NRM referral:** <https://tce.researchinpractice.org.uk/wp-content/uploads/2020/02/Guidelines-for-writing-a-clear-referral-for-the-National-Referral-Mechanism-NRM.pdf>

### Appropriate Language Toolkit

A useful document to ensure that the appropriate terminology is used when discussing children & young people who have been exploited, or who are at risk of exploitation.

<https://www.childrensociety.org.uk/information/professionals/resources/child-exploitation-language-guide>

### 'It was hard to escape' report

Government report regarding safeguarding children at risk from criminal exploitation.

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/870035/Safeguarding\\_children\\_at\\_risk\\_from\\_criminal\\_exploitation\\_review.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/870035/Safeguarding_children_at_risk_from_criminal_exploitation_review.pdf)



# Training & guidance for professionals

## Useful toolkits & guidance

### Look Closer campaign

Posters and leaflets created by the Childrens Society which can be placed in public areas, to help raise the public's awareness of spotting signs of exploitation.

**Poster:** [https://www.telford.gov.uk/download/downloads/id/15411/look\\_closer\\_a3\\_poster.pdf](https://www.telford.gov.uk/download/downloads/id/15411/look_closer_a3_poster.pdf)

**Leaflet:** <https://www.childrensociety.org.uk/sites/default/files/2020-10/Look-Closer-Leaflet.pdf>

### MARAC Guidance

Explains the purpose of Multi-Agency Risk Assessment Conferences. This is the process in which multi-agency representatives discuss the safety, health & wellbeing of people experiencing domestic abuse & violence, & provide a safety plan for them and their children.

[www.shropshire.gov.uk/crime-and-community-safety/domestic-abuse/multi-agency-risk-assessment-conference-marac](http://www.shropshire.gov.uk/crime-and-community-safety/domestic-abuse/multi-agency-risk-assessment-conference-marac)

### MAPPA Guidance

Explains the purpose of MAPPA meetings (Multi-Agency Public Protection Arrangements) This is the process in which police & other agencies work together to manage the risks posed by violent & sexual offenders living in the community in order to protect the public.

[www.mappa.justice.gov.uk](http://www.mappa.justice.gov.uk)

### Brook Sexual Abuse Traffic Light Tool

Useful toolkit to support professionals working with children and young people by helping them to identify and respond appropriately to sexual behaviours.

[www.brook.org.uk/training/wider-professional-training/sexual-behaviours-traffic-light-tool](http://www.brook.org.uk/training/wider-professional-training/sexual-behaviours-traffic-light-tool)

### Educate Against Hate

Government advice & trusted resources for schools to safeguard students from radicalisation & build resilience to all types of extremism.

[www.educateagainsthate.com](http://www.educateagainsthate.com)



# Training & guidance for professionals

## Training

### Purple Leaf

Purple Leaf work with young people who have exhibited or are at risk of exhibiting harmful sexual behaviour. They also provide education and training courses for professionals.

**Website:** [www.purpleleaf.org.uk](http://www.purpleleaf.org.uk)

**Enquiries:** 01905 677444 or email [enquiries@purpleleaf.org.uk](mailto:enquiries@purpleleaf.org.uk)

### Suicide prevention online training

Online training courses around suicide awareness & prevention.

[www.zerosuicidealliance.com](http://www.zerosuicidealliance.com)

### PREVENT online training

Free training around safeguarding people from being radicalised to supporting terrorism.

[www.elearning.prevent.homeoffice.gov.uk/b/screen1](http://www.elearning.prevent.homeoffice.gov.uk/b/screen1)

### FGM (Female Genital Mutilation) Awareness Training

Free online training provided by the Home Office.

<https://fgmelearning.vc-enable.co.uk/Register>



# Training & guidance for professionals

## Other organisations of interest

### NWG (National Working Group)

Charitable organisation formed as a UK network of over 14,500 professionals working on the issue of child exploitation within the UK. This includes valuable resources and events, and work on national strategy.

**Website:** [www.nwgnetwork.org](http://www.nwgnetwork.org)

**Enquiries:** 01332 585371 or email [network@nwgnetwork.org](mailto:network@nwgnetwork.org)

### ECPAT UK (Every Child Protected Against Trafficking)

Children's rights organisation working to protect children from trafficking and exploitation. They provide training and webinars for professionals, as well as youth programmes.

**Website:** [www.ecpat.org.uk](http://www.ecpat.org.uk)

**Enquiries:** 020 7607 2136 or email [info@ecpat.org.uk](mailto:info@ecpat.org.uk)

### NICE (National Institute for Health and Care Excellence)

National Institute for Health and Care Excellence - provides guidance to professionals on a range of topics.

**Website:** [www.nice.org.uk](http://www.nice.org.uk)

### Keeping Adults Safe in Shropshire

Multi-agency network aimed at protecting vulnerable adults in Shropshire. Their website includes useful materials and other resources.

**Website:** [www.keepingadultssafeinshropshire.org.uk](http://www.keepingadultssafeinshropshire.org.uk)

# A-Z Glossary

## Terms you may hear in relation to Exploitation

**CAWN** - Child Abduction Warning Notice. Preventative tool issued to adults by police, which alert the respondent to the fact the authorities are aware of their involvement with a particular child. This is used as a disruption option to try and discourage the adult from associating with the child. These can only be issued to an adult, when the child is either under the age of 16 and parents provide their consent, or if the child is in local authority care.

**CCE** - Child Criminal Exploitation. A method where a perpetrator exploits a child for their own criminal gain.

**CIN / Child in Need** - A CIN is anyone under the age of 18 with a disability, or who requires support from their local authority to stay safe or maintain a reasonable standard of health or development. A CIN plan is put in place by social workers, medical professionals and parents to ensure the child's needs are met. It can only be put in place with parents consent.

**CLA** - Also sometimes referred to as LAC, but CLA is the preferable term. This refers to a Child Looked After – a child in the care of the local authority (residing within a residential placement, foster home or supported living placement) Refers to anyone up to the age of 18. Shortly before the child's 18<sup>th</sup> birthday, they are transferred to the Leaving Care team, who will oversee their transition from a CLA to adulthood.

**County Lines** - A system where gangs and Organised Crime Groups exploit children to sell drugs. Often these children are forced to travel across counties, and they use dedicated mobile phone 'lines' to supply drugs.

**Contextual Safeguarding** - Looking at the context of the relationships and risks surrounding a young person – who they engage with throughout their life, including their local community. Contextual safeguarding suggests that the risks are in the community, rather than within the home.

**CP / Child Protection** - Child Protection. This is the next plan up from a CIN status, which is drawn up by social workers. It sets out how the child should be kept safe and what support is needed. Consent from parents is not required for this, as it is a legal requirement.

**CSE** - Child Sexual Exploitation. A method where a perpetrator exploits a child for their own sexual gain.

**Cuckooing** - A crime which involves drug dealers taking over the home of a vulnerable person to use it as a base for drug dealing.

**EH / Early Help** - Early Help – A Shropshire Council service available to all young people and families, as soon as a problem emerges. It can be required at any stage in a child's life, from pre-birth to adulthood, and applies to any problem or need that the family can't deal with alone. The next step up from Early Help is social care.

# A-Z Glossary

## Terms you may hear in relation to Exploitation

**FGM** - Female Genital Mutilation. This ritual originates in Africa but also takes place in some Eastern European countries, and illegally in this country, to young girls and women from those backgrounds. It is linked purely to the country they originate from, rather than religion. Girls can be subjected to it at any age between 6 days old to adulthood. It can lead to death, or severe health complications after the procedure, including later on in life.

**Hazing** - Forced dares and initiations amongst groups of children and teenagers, influenced by gang culture and American fraternities.

**MAPPA** - Multi-Agency Public Protection Arrangements. This is the process in which police and other agencies work together to manage the risks posed by violent and sexual offenders living in the community in order to protect the public.

**MARAC** - Multi-Agency Risk Assessment Conference. This is the process in which multi-agency representatives discuss the safety, health & wellbeing of people experiencing domestic abuse & violence, & provide a safety plan for them and their children.

**NRM** - NRM referrals are made to the government's SCA (Single Competent Authority) when there is reason to believe that a child or adult is being trafficked (moved around) for the purposes of criminal activity. This can apply to cases of both CCE and CSE. Consent is not needed to gain an NRM for a child, but they need to consent once they turn 18, if keep the NRM in place. There are a number of benefits of an NRM – it aids prosecution of perpetrators without the need of a victim statement, and it offers a Section 45 statutory defence which assists in decriminalising. So if the young person is arrested, it informs the police that the child is a victim and may have been compelled to commit crimes under duress.

**OLA** - Other Local Authority. Refers to a child placed in Shropshire by another authority.

**Panel** - Monthly multi-agency meeting facilitated by the TREES Team, to discuss the current picture of CE in Shropshire, and examples of good practice.

**Peer-on-peer abuse** - Recognised as a new form of abuse. This can consist of bullying, cyber bullying, sexting, teenage relationship abuse, and hazing.

**PWITS** - Possession With Intent To Supply – this criminal offence is often referred to using this acronym.



# A-Z Glossary

## Terms you may hear in relation to Exploitation

**RHI** - Return Home Interview following a Missing episode.

**Section 17** - Section of the Children's Act which states that it is the general duty of every local authority to safeguard and promote the welfare of children within the area who are in need. If it's decided that the threshold for Section 17 has been met, then a Social Work Assessment will take place. To judge whether the threshold for a Section 17 has been met, a social worker asks: Will the child's health and development be impaired without the provision of services?

**Section 47** - An investigation which takes place within Children's Services, which often takes place jointly with the police. A strategy meeting is held within Children's Services to determine whether the threshold for a Section 47 investigation has been met. This is met when there is reasonable cause to suspect that a child is suffering, or likely to suffer from harm in future. The enquiry involves an assessment of the child's needs and the ability of those caring for the child to meet them. The aim is to decide whether any action should be taken to safeguard the child. The assessment will involve interviews with the child, their parents, school and medical professionals.

**Smarter** - Smarter Screening Tool – the format in which a child is referred to the With You service. It assesses which substances a child uses, and how this impacts their life. The tool can be found at the Early Help website, under the section titled 'Substance misuse toolkit' <https://shropshire.gov.uk/early-help/practitioners/early-help-tools>

**SWA / Social Work Assessment** - The initial assessment completed when a child is referred into social care. For this to take place, one of more of the child's parents must provide consent.

**Triage** - Bi-weekly multi-agency triage meetings facilitated by the TREES Team, to consider the most appropriate next steps for a child referred due to CE concerns.





If you are interested in adding your service to this directory, would like an amendment to be made,  
or would like to sign up to receive future updates, please contact the author:

[amy.amber@shropshire.gov.uk](mailto:amy.amber@shropshire.gov.uk)

CE & Missing Co-ordinator