

Online Safety and Home learning

1. Use the opportunity to chat with your child

The most important thing you can do is to chat little and often with your child about how they are using online technology and what it means to them.

Ask them what they are doing online, and what they like and dislike about the apps and services they use. If you like, discuss some 'ground rules' like how much time they spend online doing different things and what games and apps are appropriate to use.

Thinkuknow is the online safety education programme from the National Crime Agency. They have resources that can help you keep up a positive, supportive conversation about safety online in your home.

Take a look at the following link for further online safety advice.

www.thinkuknow.co.uk/parents/Support-tools/home-activity-worksheets

2. Remind your child to report anything worrying, and how they can do this

It's important that children and young people always know where to go if they come across something that worries them or makes them feel uncomfortable online.

To help, you could:

- Help them to identify a trusted adult that they can approach, even if this means on the phone. Encourage them to speak to you or another adult immediately if they have any worries or concerns.
- Remind them that they can always call [Childline](#) (or other helpline such as the one from The Mix) if they have any worries, big or small – whether it's something that has happened online, stress, arguments with siblings or anxiety about what is happening in the world.
- Make sure they know that they can always [report to CEOP](#) if they are worried about sexual abuse online. Young people can also report to CEOP if they are worried about a friend.

The best thing you can do is make sure they would feel they could talk to you if they were ever worried - make sure they know that you would never blame them for anything that might happen online.

3. Set up or review your parental controls

Parental controls are the names for a group of settings that put you in control of what content your child can see. Combined with privacy settings these can help you protect your children from the things they shouldn't see or experience online. Setting parental controls can be a quick and effective tool to help protect children online and should be installed on all devices that children use.

The link below has guidance on how to set-up parental controls for most devices:

www.internetmatters.org/parental-controls

4. Screen Time and Other Internet Concerns

Many of our young people will have spent a lot of time on their electronic devices during lockdown and school closures. For many this has been a huge benefit as they have been able to keep up with school work and their friendships. If you are worried about the amount of time your child is still spending on their devices, Internet Matters offers lots of advice and information including age specific guides on managing screen time: www.internetmatters.org/issues/screen-time

Useful Links

Video tutorials for Parents - Advice for parents and carers with video tutorials on how to keep children safe online while at home. <https://www.thinkuknow.co.uk/parents/Support-tools/presentations-for-parents/>

Parent Zone Parents' Area - A hub of advice for families from Parent Zone's experts. Wide range of articles including 'How to spot when your child needs emotional help'.
<https://www.parents.parentzone.org.uk/>

Advice from CEOP on keeping children safe online <http://parentinfo.org/articles/all>

Parent Info – Expert information for parents about building their child's resilience both online and off. Produced by NCA-CEOP and Parent Zone. www.parentinfo.org

Brook – Information and advice for young people on sexual health and wellbeing, including staying safe online. www.brook.org.uk

The Mix – Support service for young people with information and advice on sex and relationships.
www.themix.org.uk

Internet Matters – A useful tool showing how to set parental controls across a range of devices and websites. www.internetmatters.org/parental-controls/interactive-guide

NSPCC Net Aware – Provides reviews and guidance on the most popular social networks, apps and games that children use. www.net-aware.org.uk

Childnet – Information and advice for parents and carers on supporting people online.
www.childnet.com/resources/supporting-young-people-online

Useful Contacts for parents/carers

Papyrus UK - Support for young people thinking about suicide HopeLine 0800 068 4141 papyrus-uk.org

Child Bereavement UK - 0800 02 888 40 www.childbereavementuk.org

ChatHealth - 07520 631722 a text service for young people aged 13-19 at secondary school to reach out to the School Nurse team for confidential advice on a wide range of issues such as bullying, emotional health and wellbeing, sexual health as well as illnesses.

Kooth - Online support including online counselling www.kooth.com

Young Devon - 07935 364 652 - Email: yes.exeter@youngdevon.org

Face to face counselling (via video call at the moment) www.youngdevon.org/what-we-do/mental-health-well-being

The Mix - 0808 808 4994 (Freephone) provides safe and confidential group chat and discussion boards, plus messaging support service and telephone counselling for young people under 25. You can visit the website, call the freephone number, or if you need help immediately you can also text The Mix on their crisis messenger text service which provides free, 24/7 crisis support across the UK. If you're aged 25 or under, and are experiencing any painful emotion or are in crisis, you can text **THEMIX** to **85258**.

Young Minds offers tips, advice and guidance on where to get support for your mental health during the COVID-19 coronavirus pandemic. They also have a crisis messenger providing free 24/7 crisis support across the UK if you are experiencing a mental health crisis, If you need urgent help text **YM** to **85258**

youngminds.org.uk/find-help/looking-after-yourself/coronavirus-and-mental-health

ChildLine 0800 1111 - phone lines open 24/7/365: Remember this service offers lots of helpful advice and support and isn't just a 'report it' service.

Child and Adolescent Mental Health Services (CAMHS) CAMHS: are offering additional crisis support during coronavirus. If a child or young person (under 18) is experiencing a mental health crisis, you can now access CAMHS 24/7. Please contact 03300 245 321 during normal hours (8am-5pm, Mon to Fri) or 0300 555 5000 outside these hours. Callers will speak to a call handler, their call will then be forwarded to a voicemail service and their message will be returned within one hour.