PARENTS & CARERS:

INFORMATION & ONLINE RESOURCES

1. Where can I get online safety advice?

Childnet Hot Topics - a collection of advice covering topics like screen time, parental controls, digital wellbeing and live streaming - www.childnet.com/parents-hot-topics

UK Safer Internet Centre advice hub - tailored advice for foster carers, adoptive parents, health care professionals and more - www.saferinternet.org.uk/advice-centre

Tackling difficult conversations - advice and resources on how to talk to children and young people about online safety issues - www.childnet.com/have-a-conversation

Keeping under 5s safe - tailored advice for keeping under 5s safe online - www.childnet.com/under-5s

Digital Parenting - a free online magazine offering information and advice on online issues - www.vodafone.com/content/parents

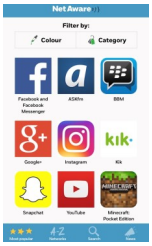
Ask About Games - specific advice and online guides about gaming and PEGI age ratings - www.askaboutgames.com

Phone Brain - information about paid for services such as premium rate numbers and in-app purchases - www.phonebrain.org.uk

Get It Right From A Genuine Site - get to know which sites are legal for streaming and downloading films, music & games - www.getitrightfromagenuinesite.org

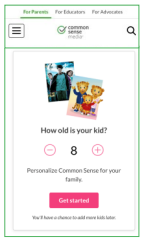
2. Where can I go to keep up to date?

Online resources



NetAware - online guide and app with advice on popular online services, games and apps

www.net-aware.org.uk



Common Sense Media - online advice and reviews for games, apps, films, books etc

www.commonsensemedia.org

Socials

@childnetinternational

@childnet

@uk_sic

@childnetinternational

www.childnet.com

OUR PARENTS & CARERS HUBS

Childnet International The parents and carers pages offer key advice on a range of online safety risks and detailed information on how and where to report online content www.childnet.com/parents-and-carers

UK Safer Internet Centre The parents and carers pages offer an advice centre with detailed support for parents, foster carers and adoptive parents, health care professionals and many more. www.saferinternet.org.uk/parents

3. Where can I get more support?

Childnet need help - find out where to access support and report online concerns & risks www.childnet.com/parents-help

Support for parents & carers

NSPCC - providing help and support for adults who are concerned about the safety or wellbeing of a child 0808 800 5000

O2 & NSPCC - providing help and support with social media, setting up parental controls, privacy settings and much more 0808 800 5002

Family Lives - providing help and support with all aspects of family life 0808 800 2222
For advice: www.familylives.org.uk

Young Minds - providing help and support with young people's mental health and wellbeing 0808 802 5544
For advice: youngminds.org.uk

Support for children & young people

Childline - providing help and support for under 18s 0800 11 11 or online: www.childline.org.uk

The Mix - providing help and support for 13-25 year olds 0808 808 4994 or online: www.themix.org.uk

4. Where can I get step by step guides and checklists?

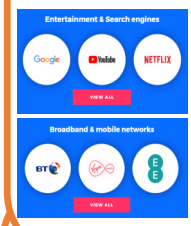
A Parents' Guide to Technology
www.saferinternet.org.uk/parent-tech

A set of guides highlighting safety tools on popular devices like games consoles, phones, smart TVS and tablets.

Safety tools on social networks & other online services
www.saferinternet.org.uk/safety-tools

Find out more about the safety features available on popular social networks and apps, like YouTube and WhatsApp.

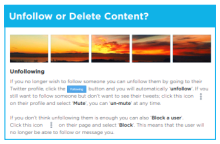
Internet Matters
www.internetmatters.org



Step by step guides that will help you put in place parental controls on your broadband, phone networks and entertainment services.

Social networking checklists
www.saferinternet.org.uk/checklists

A set of guides to help you use safety and privacy features of popular social networking sites like Facebook, Snapchat, Instagram and Twitter.



Childnet Family Agreement
www.childnet.com/family-agreement

The Childnet Family Agreement provides a framework for setting out expectations for online behaviour and usage.

How to restrict in-app purchases
www.childnet.com/restrict-in-app-purchases

Find out how to restrict in-app purchases within app stores like the Apple App Store and Google Play.

5. Where do I go to make a report?

Child Exploitation and Online Protection Command (CEOP) - A police agency tackling child abuse online, where you can report any concerns about the behaviour of someone online towards a child.
www.ceop.police.uk

CEOP's **Think U Know** website has information and resources for children and parents as well as a link to report any concerns.
www.thinkuknow.co.uk

Internet Watch Foundation - Part of the UK Safer Internet Centre, the IWF is the UK's hotline for reporting child abuse imagery found online hosted in the UK and internationally. www.iwf.org.uk

Childnet's 'How to make a report' - Reporting advice of where and how to make a report on popular games, social networks and video platforms. www.childnet.com/how-to-make-a-report

Report Harmful Content Online - Part of the UK Safer Internet Centre, this online tool will guide you through the reporting process for harmful content online. It can support you with reporting issues such as bullying or harassment, threats, impersonation, self harm content or pornographic content. reportharmfulcontent.com

6 Top tips for supporting your child online

1– **Have a conversation** and get to know what your child likes to do online and how going online makes them feel. Visit our www.childnet.com/parents-and-carers for conversation starters.

2 – **Establish boundaries** and routines for the whole family when using technology and going online. This could include where devices are kept, how long they are used and when.

3 – **Be clear on strategies** your child can use if something worries or upsets them online. This could be how to get support, who to talk to or turning over the device and get help.

4 – **Get to know the safety features on devices in your home.** There are features on devices, wifi, phone networks and entertainment services. See the guides on the right for help.

5 – **Be curious not furious.** It can be really worrying if your child sees something unexpected or inappropriate online but try to remain calm whilst supporting your child. This reaction will help them to feel that they can come to you again.

6 – **Keep the conversation going.** It's important to keep talking about online safety. Find quiet moments together or use current news stories as a way of approaching the subject again.