

## 4. ONLINE RESOURCES FOR PARENTS & CARERS



**A Parents' Guide to Technology:** The UK Safer Internet Centre has created this guide to answer commonly asked questions and introduce some of the most popular devices used by children, highlighting the safety tools available and empowering parents with the knowledge they need to support their children to use these technologies safely and responsibly. [www.saferinternet.org.uk/parent-tech](http://www.saferinternet.org.uk/parent-tech)



**Internet Parental Controls:** The four big internet providers - BT, Sky, Talk Talk and Virgin Media - provide their customers with free parental controls that can be activated at any time. Video tutorials on how to download and use these controls are available on the UK Safer Internet Centre website. [www.saferinternet.org.uk/parental-controls](http://www.saferinternet.org.uk/parental-controls)



**Safety Tools on Social Networks and other Online Services:**

Information and advice on the safety tools, age requirements and terms and conditions for a variety of online services popular with young people. [www.saferinternet.org.uk/safety-tools](http://www.saferinternet.org.uk/safety-tools)



**Online Gaming:** Childnet's guide contains helpful advice and information on supporting children and young people playing games online. [www.childnet.com/online-gaming](http://www.childnet.com/online-gaming)



**Young People & Social Networking Sites:** Aims to help parents understand the positive and creative ways young people are using social networking spaces (e.g. Facebook, Twitter and Instagram). It also points out the potential risks of using these sites and ways to minimise these risks. [www.childnet.com/sns](http://www.childnet.com/sns)



**Social Network Checklists:** Free guides produced by the UK Safer Internet Centre that contain detailed instructions and information on privacy and account settings on Facebook, Twitter, Snapchat and Instagram. [www.saferinternet.org.uk/checklists](http://www.saferinternet.org.uk/checklists)

## 5. WHERE TO REPORT/GET HELP



**Need help?** Information about what to do if a child comes to you for help and advice about how to report online concerns such as cyberbullying, inappropriate content or illegal behaviour. [www.saferinternet.org.uk/need-help](http://www.saferinternet.org.uk/need-help)



**Child Exploitation and Online Protection (CEOP):** A police agency tackling child abuse on the internet. This website includes a unique facility that enables parents and young people to make reports of actual or attempted abuse online. [www.ceop.police.uk](http://www.ceop.police.uk)  
CEOP's **Think U Know** website contains information for children and parents, as well as a link for children to report abuse online. [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)



**Internet Watch Foundation:** Part of the UK Safer Internet Centre, the IWF is the UK's hotline for reporting illegal content found on the internet. It deals specifically with child abuse and criminally obscene images hosted in the UK and internationally. [www.iwf.org.uk](http://www.iwf.org.uk)



**NSPCC:** If you have concerns about the safety of a child then contact the NSPCC helpline on **0808 800 5000** or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk). Children can talk to someone for advice and support at any time by contacting ChildLine on **0800 1111** or chatting to a counsellor online at [www.childline.org.uk](http://www.childline.org.uk)



**Family Lives:** A national family support charity providing help and support in all aspects of family life. Useful advice and information is available online at [www.familylives.org.uk](http://www.familylives.org.uk) and they provide a free confidential helpline on **0808 800 2222**.



**True Vision:** Online content which incites hatred on the grounds of race, religion and sexual orientation can be reported to True Vision; a UK website set up to tackle all forms of hate crime, including those on the grounds of disability and transgender identity. [www.report-it.org.uk](http://www.report-it.org.uk)



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