

Keeping children happy and safe online during COVID-19

<https://www.saferinternet.org.uk/>

Many UK schools are closed, or running at a reduced capacity as a result of COVID-19. Due to this many children and young people have increased their use of technology to keep in touch with friends, to entertain themselves and many parents are helping them online to learn, or they are using technology to learn. Here are lots of useful resources and tools that you as a parent or carer can use to help ensure your child is safe and happy online.

**Please feel free to share this as widely as you wish, its better as a document shared either via email or by social media or placed on a website as the links are embedded in the document**.

[Online safety activities you can do from home](https://childnet.createsend1.com/t/j-l-qpikut-l-y/)

As children spend more time at home and are going to be online more than ever, we’ve pulled together a list of easy-to-use resources. They are broken up into ages and include quick activities, films and plenty more fun ways to engage with your children. From identifying fake news to online bullying – there is plenty for you and your family to use.

* [**For 3-7 year olds**](https://childnet.createsend1.com/t/j-l-qpikut-l-j/)
* [**For 7-11 year olds**](https://childnet.createsend1.com/t/j-l-qpikut-l-t/)
* [**For 11-14 year olds**](https://childnet.createsend1.com/t/j-l-qpikut-l-i/)
* [**For 14-18 year olds**](https://childnet.createsend1.com/t/j-l-qpikut-l-d/)

Getting advice and guidance if something goes wrong

As young people spend more time online there is also an increase in the chances they will see something online which isn't intended for them. Whether this is fake news, impersonation, or negative comments, there are lots of places you can go to for help and advice on how to report this behaviour. Together as a family you can also help prepare your children and build their critical thinking skills.

Making a report

[**www.reportharmfulcontent.com**](https://childnet.createsend1.com/t/j-l-qpikut-l-k/) is a website designed to help you report anything which you believe shouldn't be online. There’s guidance about how to report different types of content as well as help with the next steps you can take if your report isn't actioned by the site or service you have made it on.  Many social media sites also have a report inappropriate content buttons and methods to report

1. **Report it on the platform** - all of the major platforms used for sharing content have the option to report a piece of content. For example on Facebook you click on the three horizontal dots in the top right hand corner of any post and select ‘Give feedback on this post’. It will then allow you to report the post as inappropriate and describe why. This will alert the platform to the content and allow them to review it against their own content standards. If the platform doesn’t take reasonable action report it to [Report Harmful Content](https://reportharmfulcontent.com/).
2. **Report hate speech to the police** - Hate crimes are any crimes that are targeted at a person because of hostility or prejudice towards that person’s disability, race or ethnicity, religion or belief, sexual orientation or transgender identity. This can be committed against a person or property. If you are targeted or see hate speech online then you can report it via the [True Vision](http://report-it.org.uk/your_police_force) website.
3. **Child sexual abuse content** - this should be reported to the [Internet Watch Foundation](https://www.iwf.org.uk/). If you know the child then you should also make a report to [CEOP](https://www.ceop.police.uk/safety-centre/).
4. **What if my child has received images from an adult?** This is a criminal offence and you **must** [report](https://beta.northumbria.police.uk/our-services/report-an-incident/report-an-incident/) it to Northumbria Police by ringing 999. Ensure that you keep any evidence of the images but we recommend taking away the device until Northumbria Police is able to assist you.
5. **Support the individual** - if an individual has been impacted by seeing offensive content then make sure that they have the support they need. This might range of listening to their concerns through to putting them in touch with a specialist charity who can help.

Speaking to someone

**For young people** - depending on the age of your child there are a range of places they can go to for help. For younger children they can [**call Childline**](https://childnet.createsend1.com/t/j-l-qpikut-l-u/) for help and support, and for older children [**The Mix**](https://childnet.createsend1.com/t/j-l-qpikut-l-o/) offer free and practical advice.

**For parents and carers** - [**The O2 and NSPCC helpline**](https://childnet.createsend1.com/t/j-l-qpikut-l-c/) can help you with any questions or concerns you may have about keeping your child safe online. They can provide you with advice and help to troubleshoot any problems your family may be facing.

**For educators or professionals** - The [**Professionals Online Safety Helpline**](https://childnet.createsend1.com/t/j-l-qpikut-l-q/)will continue to operate Monday to Friday 10:00am – 4:00pm. This helpline can assist with any online safety issues or concerns any professional working with children and young people may have. For help and support, please email [**helpline@saferinternet.org.uk**](mailto:helpline@saferinternet.org.uk)

[Making the most of the internet as a family](https://childnet.createsend1.com/t/j-l-qpikut-l-a/)

[Creating a family agreement](https://childnet.createsend1.com/t/j-l-qpikut-l-f/)

A [**family agreement**](https://childnet.createsend1.com/t/j-l-qpikut-l-z/) is a great way to start a conversation with your whole family about how you all use the internet. As you have everyone at home, it’s a fantastic way to set boundaries and discuss how you are all going to use technology during this time. Where is tech going to be used in your home? How are you going to share it and what times of the day can different family members have access? It's also a great way to discuss how to behave online and talk about what happens if something upsets or worries your child.

[Having a conversation](https://childnet.createsend1.com/t/j-l-qpikut-l-v/)

As a parent or carer, the best tool to support your child in leading a happy and safe life online is open conversation. Our [**Parents' Guide**](https://childnet.createsend1.com/t/j-l-qpikut-l-e/) gives advice on how to begin these discussions, how to work together as a family to support your child online, and how to handle difficult conversations or situations.

[Topic specific advice for parents and carers](https://childnet.createsend1.com/t/j-l-qpikut-l-s/)

From livestreaming and parental controls, to grooming, the [**saferinternet.org.uk**](https://www.saferinternet.org.uk/) has advice for parents and carers on a [**range of topics.**](https://childnet.createsend1.com/t/j-l-qpikut-l-g/)