



As the end of the academic year approaches, we wanted to summarise some key information for parents and carers in relation to safeguarding including mental health, bereavement and online safety. In this edition of the newsletter we are highlighting some of the websites, helplines and resources that are available to parents, carers and their children.

Contents

Who can I contact if I have a safeguarding concern for a child during the summer holidays?	Page 2
Where can I seek support for my child for grief and bereavement?	Page 2
Where can I seek support for my child's mental health and emotional wellbeing?	Page 2
Children living in Norfolk	Page 3
Children living in Norfolk or Suffolk	Page 4
Young Carers living in Norfolk or Suffolk	Page 5
All Children	Page 5
Other useful safeguarding contacts	Page 6
Online Safety	Page 7
Organisations and resources to support parents and carers	Page 8 - 10
Need some help? Support and information on what to do if you think your child is at risk online	Page 11 - 12



Who can I contact if I have a safeguarding concern for a child during the summer holidays?

If you have a safeguarding concern for a child living in Norfolk you can do this through the Children's Advice and Duty Service (CADS). The Customer Service Centre can be contacted on 0344 800 8020.

If you have a safeguarding concern for a child living out of Norfolk, please contact their local MASH (the Multi-Agency Safeguarding Hub). Information on this can be found online.

If you believe a child to be at risk of immediate harm, please call 999.

Where can I seek support for my child for grief and bereavement?

We have produced a help sheet for parents and carers which contains information about how to talk to children about death and grief as well as signposting to local and national organisations that can support children who have experienced a bereavement. The help sheet can be found [here](#).

Where can I seek support for my child's mental health and emotional wellbeing?

We know that recent months have been difficult for adults and children alike. Children have found the change to their daily routine, anxiety about the impact of Coronavirus on their education and isolation from family and friends very challenging and in some cases, they may need some additional support with their mental health and emotional wellbeing. In addition to your child's GP, there are a wide variety of support services and advice lines available for parents, carers and children to access. These services can vary according to where you live.



Support for children who live in Norfolk

Just One Norfolk

[Just One Norfolk](#) has support and advice for all young people and their families in Norfolk. Call **0300 300 0123**. This is the 'go to' health website for Norfolk.



Chat Health

Chat Health is a secure NHS approved text messaging service for 11-19 year olds.

All you need to do is text **07480 635 060** to start a conversation. You will receive a response from a member of the 5-19 team in the Norfolk Healthy Child Programme. They are able to answer any messages and offer confidential support and advice to young people.



Norfolk County Council Children's Services

Norfolk Children's Services have launched a new phone line and text message service for young people to use if they need feel worried. Call **0344 800 8029** or text **07480 635 060**.





Support for children who live in Norfolk or Suffolk

First Response

A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support.



First Response
Call: 0808 196 3494
(Freephone)

A 24/7 service for people of all ages in Norfolk and Suffolk requiring mental health care, advice and support.

Kooth

[Kooth](#) is a free, online counselling service for young people aged 11-19 who are experiencing emotional and mental health issues.



Wellbeing Service – Norfolk and Waveney (16 years & over)

[Wellbeing Norfolk & Waveney](#) and provide a range of support for people with common mental health and emotional issues, such as low mood or stress. You can self-refer using the form on their website or by calling: **0300 123 1503**.



Wellbeing Service – Suffolk (16 years & over)

[Wellbeing Suffolk](#) provide a range of support for people with common mental health and emotional issues, such as low mood or stress. You can self-refer using the form on their website or by calling: **0300 123 1503**.





Support for Young Carers that live in Norfolk or Suffolk:

YoungCarersMatter – Norfolk

Young Carers Matter Norfolk offer a free advice line if you are a young person looking after someone in your family who, because of illness, disability, mental ill health or an addiction.

Call 0800 083 1148. There is also an online chat facility.



Suffolk Family Carers

Suffolk Family Carers offer a free advice line if you are a young person looking after someone in your family who, because of illness, disability, mental ill health or an addiction.

Call 01473 835 477. There is also an online chat facility.





Support for all children

Young Minds: www.youngminds.org.uk/ Lots of information about young people's mental health, with various resources available.

Young Minds Crisis Messenger - Free 24/7 mental health support for young people. Text YM to 85258

Shout: www.giveusashout.org/ Free 24/7 mental health support. Text Shout to 85258

Childline: www.childline.org.uk/ Lots of advice for children, young people and parents/ carers. Plenty of ideas for activities too.

MIND: www.mind.org.uk/

A mental health charity offering an extensive range of support, advice and information to the young people. **Norfolk and Waveney MIND:** www.norfolkandwaveneymind.org.uk/ **Suffolk MIND:** www.suffolkmind.org.uk/

On My Mind: www.annafreud.org/on-my-mind/ A website to help young people find the mental health support they need. The website has many simple self-care activities which young people can do at home if they are feeling low or anxious.

Other useful safeguarding contacts

Childline: www.childline.org.uk/ 0800 1111

Samaritans: www.samaritans.org/ 116 123

NSPCC: www.nspcc.org.uk 0808 800 5000

Norfolk Community Eating Disorder Association: 0300 300 0142

Drugs and substance abuse: www.talktofrank.com 0300 123 6600 or text 82111

Worried about FGM? Call the **FGM helpline:** 0800 028 3550 or email fgmhelp@nspcc.org.uk

Leeway Domestic Violence and Abuse Services (Norfolk and Suffolk): Helpline 0300 561 0077



Online Safety

Children and young people have spent much more time on devices than ever before during lockdown, so as we approach the summer holidays, here is some information about staying safe online and principles you can help us remind your children about. There is a handy fridge flyer to help parents and carers at toptipscorona.lgfl.net which you may want to print out and keep.

Please do not worry too much about screen time - think instead about screen quality, balance and mental health. The Children's Commissioner has provided a framework called the 'Digital Five a Day' with five things to think about each day to help put that into practice.



It is really important children get the opportunity to chat to friends, so it's great to hear that many of them have been chatting online during lockdown. We are sure that this will continue over the summer, so please help us reinforce some key messages about appropriate behaviour to keep everyone safe and happy.

There have been reports of children being upset by bullying on chat apps, as well as some very distressing images being shared between friendship groups. This can usually be avoided if we remind children and young people to look out for their friends, not say anything that they wouldn't like to hear themselves, and always stop or stand up for others if someone gets upset.

Please remind your children never to share scary or rude images, even to complain about them. If they do see something that worries them or that might be wrong, all they need to do is ask for help from a trusted adult. They could talk to you or they may feel more comfortable talking anonymously to Childline. If you or they are concerned about an adult's behaviour towards a child online, report them to CEOP. And as a parent, you can also contact the NSPCC - O2 advice line on 0808 800 5002. The technology and apps used by children is continuously evolving but fortunately there is a wealth of information and support for parents and carers on how to ensure their child is safe online. The Government has recently released updated guidance called '[Support for Parents to Keep Children Safe Online](#)'.



Wymondham College Online Safety Newsletters

Each month we email parents our monthly online safety newsletter. Past issues can be found [here](#) along with all other safeguarding information including the Safer Schools Partnership newsletters produced by Norfolk Police.



O2 and NSPCC Advice Line

They can help parents and carers with any questions or concerns that they may have about keeping their child safe online. The [advice line](#) can provide technical support and advice on apps, parental controls, gaming and online safety. Call **0808 8005002** (Monday to Friday 10am - 4pm). The NSPCC also has a range of resources for parents [here](#).



Net Aware

A [website](#) which provides a up-to-date advice on a range of social networks, apps, games and online platforms used by children including Roblox, Tik Tok, Zoom, YouTube, Houseparty. Tips and videos for parents and carers too i.e. how to create a family agreement in relation to online use.



National Online Safety

A [website](#) with a range of free downloadable guides for parents and carers on a range lots of apps and platforms including - Instagram, Snapchat, Fortnite and much more. Also guides on how to have conversations with young people about their online use and about the dangers of online grooming.





UK Safer Internet Centre

[Advice centre](#) with tips, guides and resources for parents and carers. There is a set of [guides](#) highlighting safety features on popular social media services and messaging apps.



Childnet

A [toolkit](#) for parents and carers which provides three resources that offer practical tips and advice on different aspects of keeping your child safe online. They can help support parents and carers of any age child to start discussions about their online life, to set boundaries around online behaviour and technology use, and to find out where to get more help and support including parental controls and how to report harmful content. Resources and activities for keeping children happy and safe online during COVID 19 can be found [here](#).



Internet Matters

Step-by-step [guides](#) for using parental controls and privacy settings alongside support on a range of online safety topics.



Childline

[Providing help and support with mobile and online safety](#) for children under 18 years of age.

Call 0800 11 11 or visit www.childline.org.uk





Parent Info

[Help and advice](#) for families in a digital world, providing support and guidance for parents from leading experts and organisations.



ThinkuKnow

[Thinkuknow](#) is the education programme from NCA-CEOP, a UK organisation which protects children both online and offline. The website also has advice on what do if you are concerned about your child online. They have produced some great [home activity packs](#) that parents and carers can use with their children. A range of topics are covered including live streaming, [online gaming](#) and healthy online relationships.



Mental Health Foundation

Children are increasingly connecting with the world through digital media. With technology constantly changing, it can be hard knowing how to keep your children safe and healthy online. What you can do is help minimise the negative impact on your child, while encouraging healthy internet use to maximise the benefits. Some useful tips for talking to children about healthy internet use can be found [here](#).





Need Help? Support and information on what to do if you think your child is at risk online.

What to do if a child has come to you and needs help?

1. Communication with your child is essential. Talk to them and reassure them that they can always come to you if something upsets or worries them online.
2. Save the evidence wherever possible. You may be able to report what has happened to the online service being used when the incident occurred. Evidence may include screen shots taken on a laptop or mobile device, emails, texts or online conversation histories. If you do need to make a report, evidence gathered will make it easier to show exactly what has taken place.
3. Knowing who to report to is a really useful step to resolve many issues, so do familiarise yourself with the services available below. Depending on what has happened, it might be necessary to let your child's school know too.

Where to report online concerns or risks

Grooming or other illegal behaviour:

If you want to report someone who is behaving suspiciously online towards a child, you should contact 999 if it is an emergency situation, or otherwise make a report to [CEOP](#), the Child Exploitation Online Protection Centre.

Criminal content online:

If you see any criminal content online, you should report this to the [Internet Watch Foundation \(IWF\)](#). Criminal content in the UK includes child sexual abuse images, criminally obscene adult content, as well as non-photographic child sexual abuse images.



Young people under 18 can report nude images or videos of themselves which have been shared online to [Childline](#).

Online content which incites hatred on the grounds of race, religion, disability and sexual orientation or transgender identity, should be reported to [True Vision](#), which tackles all forms of hate crime. True Vision will give you information on content which indicates hatred and how to report it.

Media content inappropriate for children:

If you want to make a complaint about an advert, television or radio programme, film, newspaper, magazine, video game or other type of content online or offline, that you think is unsuitable for children, then [OFCOM](#) provide information on how to do this.

Getting help/advice:

Many popular online services have some really useful help and advice areas, as well as ways to [report](#) and block content that is not allowed on the site (e.g. cyberbullying). You can also set up [parental controls](#) and restrict in-app purchases.