



Welcome to our Monthly Safeguarding newsletters.

The purpose of these newsletters are to keep parents updated on new guidelines to keep your children safe online and in our ever changing world, when they venture out and about without parents close by.

What to do if your child sees something upsetting online

Along with the many positive things which young people may see or experience online, they may also encounter things which may worry or upset them. This could be anything from a scary picture or hateful comment, to something which is intended for an adult audience or potentially even illegal content.

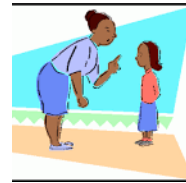
Here are our top tips for supporting your child:

1. Don't get mad, get curious



Remaining calm and asking questions like 'how did you get to that?' or 'what did you click on?' will help you to understand how the content has appeared in the first place.

2. Try not to place blame



It may be that your child has clicked on something by mistake or even gone looking for the content on purpose but it is still important to remain calm and be supportive.

3. Know where to go for more information



Going online does come with its risks and some of these can often feel like daunting topics to cover with children but there is a wealth of information to support you.

4. Know who your child can go to for help

There are lots of ways your child can get support if they see something upsetting online. In addition to family and school support, children can contact helplines for advice:

\*Childline – [Childline](#) is a confidential service offering support to children under the age of 19 with any issue they are concerned about either online or by the phone 0800 1111.

\*The Mix – [The Mix](#) offer advice and support for anyone under the age of 25 either online or by the phone 0808 808 4994.

\*Papyrus – [Papyrus](#) is a charity which seeks to support young people who may be struggling with suicidal thoughts 0800 068 4141.

Parent helplines:

- NSPCC – [The NSPCC helpline](#) is for anyone who is worried about the safety of a child 0808 800 5000 [help@nspcc.org.uk](mailto:help@nspcc.org.uk).
- YoungMinds – [YoungMinds](#) is a UK charity who focus on the wellbeing and mental health of young people 0808 802 5544.
- Family Lives – [Family Lives](#) is a national family support charity providing help and support in all aspects of family life 0808 800 2222.