



## An internet we trust

Exploring reliability in the online world



Safer  
Internet  
Day 2021

  
UK Safer  
Internet  
Centre

# Parents and Carers Resource Sheet



This sheet provides parents and carers with useful sources of advice and information, both for general online safety and in particular, for this year's Safer Internet Day theme of 'An internet we trust: exploring reliability in the online world.' It also includes information on how to report online problems.



## The UK Safer Internet Centre partnership:



### UK Safer Internet Centre (UKSIC)

The UKSIC co-ordinates Safer Internet Day in the UK. Appointed by the European Commission, the UKSIC is made up of three partners: Childnet International, the South West Grid for Learning and the Internet Watch Foundation. We raise awareness about online safety, develop resources and organise nationwide events such as Safer Internet Day: [saferinternet.org.uk/parents](https://saferinternet.org.uk/parents).



### Childnet

A non-profit organisation working to help make the internet a great and safe place for children. The Childnet website has lots of resources for young people, parents, carers and teachers. The Parents and Carers page contains a family agreement, advice on talking to your child about online issues and further places to go for help: [childnet.com](https://childnet.com).



### Internet Watch Foundation (IWF)

The UK's hotline for reporting illegal content found online. The IWF deals specifically with child abuse and criminally obscene images hosted in the UK and internationally. The IWF works in partnership with the online industry, law enforcement, government and international partners. It is a charity and a self-regulatory body with over 100 Members from the online industry: [iwf.org.uk](https://iwf.org.uk).



### South West Grid for Learning (SWGfL)

A not for profit, charitable trust dedicated to the advancement of education through information and communication technologies. Provides professionals, parents and children with advice, resources and support to use internet technologies safely to enhance learning and maximise potential: [swgfl.org.uk](https://swgfl.org.uk).





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## Useful information and organisations



### UK Safer Internet Centre (UKSIC)

As well as resources and information about Safer Internet Day, the UKSIC produces weekly blogs which offer advice on a range of topics that reflect current and emerging trends as well as questions received during training sessions.



### Media Smart – Parents & Guardians

Guides and resources to help parents play a key role in supporting young people to understand the key features of digital advertising: [mediasmart.uk.com/parents/](https://mediasmart.uk.com/parents/).



### Common Sense Media – News and Media Literacy

Advice, articles and videos for parents and carers to help their child think critically, resist advertising pressure and become smart consumers: [commonsensemedia.org/news-and-media-literacy](https://commonsensemedia.org/news-and-media-literacy).



### Full Fact

The UK's independent fact checking charity. Provides free tools, information, and advice so that anyone can check the claims made by politicians and the media: [fullfact.org/](https://fullfact.org/).



## Online safety information for parents and carers



### Let's talk about life online

Advice for parents and carers on how to talk with their child about staying happy, positive and safe when online: [childnet.com/resources/lets-talk-about-life-online](https://childnet.com/resources/lets-talk-about-life-online).



### Critical Thinking key topic

Advice for parents and carers for supporting children of different ages to recognise unreliable information online: [childnet.com/parents-and-carers/hot-topics/critical-thinking](https://childnet.com/parents-and-carers/hot-topics/critical-thinking).



### Information and Advice for Foster Carers/Adoptive Parents

Free, printable leaflets with top tips and conversation starters to help foster carers and adoptive parents support their child to use the internet safely: [saferinternet.org.uk/fostering-adoption](https://saferinternet.org.uk/fostering-adoption).





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## Online safety information for parents and carers



### Keeping Under Fives Safe Online

Top tips for parents and carers for keeping children aged five and under safe in different online areas, such as videos and games:

[childnet.com/resources/keeping-under-fives-safe-online](https://www.childnet.com/resources/keeping-under-fives-safe-online).



## Where to report and get help



### UK Safer Internet Centre – Need help?

Advice on what to do if a child comes to you for help and how to report online concerns such as cyberbullying, inappropriate content or illegal behaviour: [saferinternet.org.uk/need-help](https://saferinternet.org.uk/need-help).



### Report Harmful Content

Provided by the UKSIC. Gives advice on how to report online problems, offers help in removing harmful content from platforms and supports with reports that need to be escalated: [reportharmfulcontent.com](https://reportharmfulcontent.com).



### Internet Watch Foundation (IWF)

The UK's reporting hotline for illegal content found on the internet. The IWF specifically deals with child sexual abuse and criminally obscene images hosted in the UK and internationally: [iwf.org.uk](https://iwf.org.uk).



### Child Exploitation and Online Protection (CEOP)

A police agency tackling child sexual abuse and grooming online. Parents and young people can make reports of grooming or child sexual abuse online at: [ceop.police.uk](https://ceop.police.uk). CEOP's Think U Know website contains information for children and parents, as well as a link for children to report sexual abuse or grooming online: [thinkuknow.co.uk](https://thinkuknow.co.uk).



### Action Fraud

The UK's national reporting centre for fraud and cybercrime. Make a report of fraud if you have been scammed, defrauded or experienced cybercrime: [actionfraud.police.uk/](https://actionfraud.police.uk/).





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## Where to report and get help



### ParentPort

Run by the UK's media regulators. Provides information about media standards and a reporting tool to make a complaint about online advertising, video games, online media and more: [parentport.org.uk/](https://parentport.org.uk/)



### NSPCC helpline

The NSPCC has partnered with O2 to provide an online safety helpline for parents and carers to answer questions and address concerns about a child's online safety: **0808 800 5002** [nspcc.org.uk/about-us/contact-us/](https://nspcc.org.uk/about-us/contact-us/).

The NSPCC also provides the Childline helpline. Children can talk to someone for advice and support at any time by contacting **0800 1111** or chatting to a counsellor online at [childline.org.uk](https://childline.org.uk).



### Young Minds

A UK charity committed to improving the wellbeing and mental health of children and young people. They offer a free confidential helpline for parents on **0808 802 5544**. Information and advice for young people and parents/carers can be found at: [youngminds.org.uk](https://youngminds.org.uk).

