

Guidance for children, young people and carers

- If children, young people or adults are aware of harmful online content they can report it: <https://reportharmfulcontent.com/>



- The police should be contacted by ringing 101 (999 in an emergency) if there is concern a crime has been committed or could be committed.
- Children and young people who are distressed by online content should be encouraged to share their concerns with their parent or carer and a member of staff at school.
- If a child or young person is distressed by harmful online content they should consider taking a break from being online for a few hours.
- Children and young people should be advised that not everything they read online is true and some are deliberate hoaxes that are created with the aim of causing distress.
- Children, young people and adults should be aware that posting harmful online messages, including hoaxes, is likely to be a criminal offence under the Malicious Communications Act 2003.
- It is important that children, young people and adults **don't** forward harmful content to others as this can create further unnecessary alarm and distress.
- Children should be aware of helplines that can support them, including NSPCC Childline **0800 1111**
- Professionals, parents and carers can seek support from the NSPCC when they are worried about a child by ringing **0808 800 5000**
- Parents and carers can also ring the NSPCC Advice Line on **0808 800 5002** for advice on apps, sites and games and online safety.
- The [NSPCC and O2](#) also offer a service for parents to help them ensure parental controls are in place. In addition, the [NSPCC Net-aware](#) offers further advice to parents and carers about online activities.
- Parents and carers should talk regularly to their children about respectful and responsible online behaviours to encourage and ensure they are acting appropriately.



- Parents and carers should establish children and young people are not being exposed to online materials that could impact negatively on their mental health.
- The [London Grid for Learning](#) provides excellent advice to parents and carers about 'scary challenges'.
- Children and young people should be advised how to ignore **Block, Report and Ignore** any inappropriate messages they are sent. Each online platform often has advice as to how to do this.
- Children and young people should consider installing the [BBC Own It APP](#) as that helps them consider their own online behaviours. Further guidance for children and young people can be found [here](#).

