

Helpsheet



Education from
the National
Crime Agency

parents and carers: primary

8 steps to support your child to be safer online

- 1. Explore together.** Ask your child to show you their favourite websites and apps and what they do on them. Listen, show interest and encourage them to teach you the basics of the site or app.
- 2. Chat little and often about online safety.** If you're introducing them to new websites and apps, talk to them about how to stay safe on these services and in general. Ask if anything ever worries them whilst online. Make sure they know that if they ever feel worried, they can get help by talking to you or another adult they trust.
- 3. Help your child identify trusted adults who can help them if they are worried.** This includes you and other adults at home, as well as adults from wider family, school or other support services. Encourage them to draw a picture or write a list of their trusted adults.
- 4. Be non-judgemental.** Explain that you would never blame them for anything that might happen online, and you will always give them calm, loving support.
- 5. Supervise their online activity.** Keep the devices your child uses in communal areas of the house such as in the living room or kitchen where an adult is able to supervise. Children of this age should not access the internet unsupervised in private spaces, such as alone in a bedroom or bathroom.
- 6. Talk about how their online actions affect others.** If your child is engaging with others online, remind them to consider how someone else might feel before they post or share something. If they are considering sharing a photo/video of somebody else, they should always ask permission first.
- 7. Use 'SafeSearch'.** Most search engines will have a 'SafeSearch' function, allowing you to limit the content your child can access online. Look out for the 'Settings' button on your web browser homepage, often shaped like a small cog.
- 8. Parental controls.** Use the parental controls available on your home broadband and all internet enabled devices in your home. You can find out more about how to use parental controls by visiting your broadband provider's website.

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Support your child with CEOP Education resources

CEOP Education films and games are a great way to start and continue chats about online safety:

4-7s

Jessie & Friends

www.thinkuknow.co.uk/parents/jessie-and-friends-videos/

A three-episode animated series which helps keep 4-7s safer online.

4-7s website

www.thinkuknow.co.uk/4_7/

Featuring characters from Jessie & Friends, the 4-7s website helps children to recognise worrying or scary situations online through four interactive badges covering: watching videos, sharing pictures, online gaming, chatting online.

8 – 10s

Play Like Share

www.thinkuknow.co.uk/parents/playlikeshare/

A three-episode animated series that helps keep 8-11 year olds safe from risks they might encounter online.

Band Runner game and advice website

www.thinkuknow.co.uk/8_10/

A fun interactive game that helps reinforce key messages about online safety.

Other recommended resources

NSPCC PANTS. A simple way to keep children safer from abuse, by teaching them to remember the 5 rules that spell 'PANTS'. www.nspcc.org.uk/preventing-abuse/keeping-children-safe/underwear-rule/

Internet Matters. A useful tool showing how to set parental controls across a range of devices and websites. www.internetmatters.org/parental-controls/interactive-guide/

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Gaming



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Conversation starters

- What games do you know about and/or enjoy playing online? Why do you like them or think they are popular?
- How would explain your favourite game to another young person? How would you help them play it safely?
- Do you talk to anyone when you're playing games online? Who do you talk to? What would you do if anything in a conversation made you feel worried or uncomfortable?

Pick one action to do as a family

- Visit our [CEOP Education website](#) and look for tips on how to be safer when playing games online.
- Visit the [Ask About Games Family Settings](#) webpage to find out how to set up and use family controls to limit who can contact your young people in a game and how long they can spend playing it.
- Visit [NSPCC's Online Games](#) webpage to find out more about the risks of online gaming and how to make it safer.

Fun family activity

Visit the [Family Game Database](#) to pick a new game to play together. Use the information on the website to find out how it works and whether it is a good fit for your family.

Play the game!

Use this as an opportunity to talk about the positive aspects of gaming online, as well as how you can stay safer while playing the game you have chosen together.

For further information about this topic and more on how to keep your child safer online, visit www.thinkuknow.co.uk/parents

Live Streaming



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Conversation starters

- What do you think about video chats and live streaming (if they use them). What do you like about it?
- Do you think there are any differences between a photo or video being shared online and a live stream?
- How do you feel about likes and views on social media? How does it make you feel and do you think the likes you get are all genuine?

Pick one action to do as a family

- Visit our [CEOP Education website](#) and look for tips on how to be safe when live streaming.
- Take a family device and check the apps to see if they let you live stream. Then go through the privacy and safety settings with your child to agree who should view their online profiles and videos.
- Visit [Internet Matters Live streaming and vlogging tips](#). Use the tips to start a conversation about how to stay safe before 'going live' or recording.

Fun family activity

Find an event or programme that is being live streamed. This could be a festival, a concert or a tutorial. Watch this together with your child.

Use this as an opportunity to talk about the positives of live streaming, as well as how to stay safe while watching a live stream or live streaming.

For further information about this topic and more on how to keep your child safer online, visit www.thinkuknow.co.uk/parents

Cyber security



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Conversation starters

- What is personal information and why is it a good idea to keep it private? How might you protect your personal information online?
- Why do you think passwords are important? How could you create a password that nobody would guess?
- Have you ever seen a pop-up on screen or been sent a message asking you to click a link? What do you think could happen if you clicked the link?

Pick one action to do as a family

- Visit our [CEOP Education website](#) and look for tips on how to keep personal information private online.
- Find out how to improve your cyber security as a family by creating a [Cyber Action Plan](#) using the National Cyber Security Centre's online tool.
- Pick an activity from our [Cyber aware activity sheet](#) to do as a family.

Fun family activity

Who is the most cyber secure? Ask each person in the family to write down all the different online accounts they have. This could be online gaming accounts, social media accounts, email accounts or school accounts. How many are there?

Now ask them to tally up how many different passwords they use for all of their accounts. **The highest number wins!**

Use this as an opportunity to talk about how to create a strong password.

For further information about this topic and more on how to keep your child safer online, visit www.thinkuknow.co.uk/parents

Social Media



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Conversation starters

If they use social media:

- What is your favourite app or site? What do you like about it?
- What do you think are the positives and negatives of social media? What advice would you give a friend if they were experiencing something negative on social media?

If they don't use social media:

- What social media have you heard of?
- What do you think it means to be a good friend online? And how would you deal with a disagreement online?

Pick one action to do as a family

- Visit our [CEOP Education website](#) and look for tips on how to be safe when using social media.
- If your child wants to sign up to a social media account, make sure you check it out together, including the age requirements.
- If you or your child are on social media already, take some time to check friendships, privacy settings and the things you have posted. Are you happy that only the people you want to see your stuff – can see it, and have you asked for permission from others if you have shared pictures of them?

Fun family activity

Suggest a Social. Write down names of social media platforms on sticky notes and give one to each family member to place on their foreheads. You can only ask yes or no questions to try to guess which social media platform you are. If the answer is yes, they can ask another question, if it's no, it skips to the next person.

You could ask questions such as: *is this platform used mainly for sharing photos? Or is the logo for the platform blue?*

For further information about this topic and more on how to keep your child safer online, visit www.thinkuknow.co.uk/parents

Watching videos online



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Conversation starters

- What videos have you watched online recently? Do you have a favourite? Why is it your favourite?
- Apparently most children and young people prefer to watch video content online now, rather than on TV – is this true for you and your friends?
- Do you have a favourite TikTok account or online creator to follow? What do you like about their videos?

Pick one action to do as a family

- Visit our [CEOP Education website](#) and look for tips on how to be safe when watching videos.
- Watch the *BBC Own It* video [Has something online scared you?](#) Talk through the steps to take if they come across content that worries or upsets them.
- Visit [Internet Matters Parental Controls](#). Pick a device and set up the safety controls together.

Fun family activity

Ask each family member to write their favourite video (which would be suitable for everyone to watch) on a piece of paper. Fold the paper up and put it in a bowl. Each day, choose a time to pick one, and watch together.

Or

Ask each family member for a favourite subject or something they want to learn more about. Together, search YouTube for a suitable video about the topic, you can watch as a family. Remember to [set up YouTube in restricted mode](#) if you have children under 13.

For further information about this topic and more on how to keep your child safer online, visit www.thinkuknow.co.uk/parents

Sharing images online



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Conversation starters

- What type of things do you like to share online? Is there anything you wouldn't share? Why?
- What advice would you give a friend if someone share an image of them online, without asking permission.
- With teens you could discuss an example from a programme or an article about a celebrity who shared an image and something went wrong. Ask – what advice would you offer the person?

Pick one action to do as a family

- Visit our [CEOP Education website](#) and search for tips on how be safe when sharing pictures for different ages, by typing 'sharing' into the search box.
- As a family, look at the privacy settings for the apps, sites and games you use. Talk about how they can help to stay in control of what is shared online.
- Create a list of who your child can talk to if they are worried about something they have seen or shared online. This may include you, other trusted adults, or trusted organisations like [NSPCC's Childline](#).

Fun family activity

Find a website or app to create a meme - your child will probably know how to do this - if no,t search 'create a meme' in safe search mode. Ask each family member to create a family meme. It might include a family motto or something you say to each other.

Use this as an opportunity to talk about permission, if using a photo of others, being kind and thinking about sharing with others.

For further information about this topic and more on how to keep your child safer online, visit www.thinkuknow.co.uk/parents