

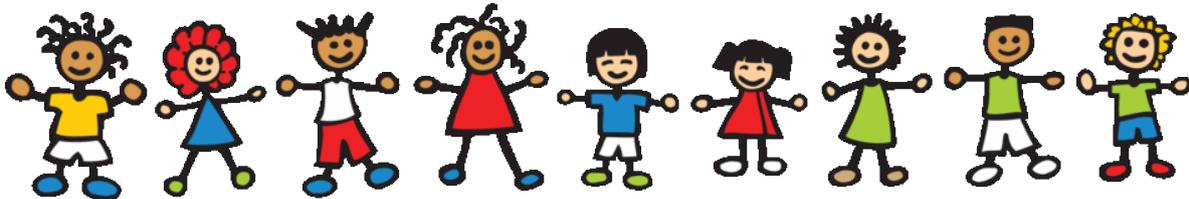
Top tips to keep your child safe.



1. Keeping Safe Online

- Know what your child is doing online and on their phones or tablets – what games are they playing? What websites are they accessing? What Apps are they using? What Social Media are they part of?
- Talk to your child about who their ‘friends’ are online - who they are talking to on these Apps, games etc? Do they actually know this person in real life? How do they know the person is who they are claiming to be?
- Ensure you have set appropriate filters on your home Wi-Fi routers.
- Encourage your child to be open with you about their use of technology. Do you know their passwords for their phone, tablet, laptop or PC? What images do they have on these devices? Check their devices periodically including internet history. If they refuse to give you complete, open access to all devices and accounts at all times, including passwords, they shouldn't be using them.
- Check the following e-safety guides for parents for further information:
<http://www.childnet.com/resources/know-it-all-for-parents>
<https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/online-safety/>

2. Keeping Safe in the Community



- Be aware of where your child is hanging out in their spare time and who with? Do you know what the place is like that they say they are going to and what other people are usually there?
- If your child is sleeping over at a friend's, have you spoken to the friend's parents to check that they will definitely be there? Have you met these adults previously and know where they live?
- Know what time your child gets home – try to speak to them as soon as they come in the house. Is there an unusual smell about them, are they acting out of character in anyway?
- If you are suspicious about something or someone, question it!
- If your child appears with a bike, scooter, mobile phone or other gadget that you don't recognise, question them about it. If they're wearing new clothes or trainers that you don't recognise ask them where they came from. If they always wear a particular brand of clothing ask them why?
- If your child has a part-time job, has their employer provided them with a work permit for you and school to fill in? If not, is the employment safe for a child? No permit = no insurance for your child.



3. Mental Health

- There may be times when you are concerned about your child's mental health and that can be extremely worrying.

- If you think your child is at immediate risk of harm to themselves or others, dial 999 or go straight to Accident and Emergency if you feel you can get them there safely.
- If you have serious but not immediately life threatening concerns, make an appointment for your child to be seen by a GP. Sometimes it helps to write your concerns down before you go to the appointment so that you can refer to your list and make sure you have told the GP everything.
- If you are waiting for an appointment, there are a few things you can do to manage the situation:
 - Ask how your child is feeling, who they can talk to, what kind of support they need
 - Listen to them. Try not to get emotional or to be judgemental but just listen to what they are saying.
 - Give them reassurance. Make sure they know that you are there to help and support them and you are not cross or disappointed but pleased that they were able to share how they are feeling.
 - Help your child to access appropriate help and support. (GP, hospital, counselling)
 - Encourage your child to think of self-help strategies. Maybe things they have found helpful in the past or that they think will be helpful.
- There are lots of useful resources on the internet:
 - The Source – information for young people in Suffolk. (<http://www.thesource.me.uk/health/>)
 - Childline ☎ 0800 1111 (www.childline.org.uk/info-advice)
 - Young Minds – UK leading charity committed to improving the emotional wellbeing of children and young people. ☎ 0808 8025544 (<https://youngminds.org.uk/find-help/your-guide-to-support/guide-to-camhs/>)
 - Suffolk Wellbeing Service ☎ 0300 1231781 (www.wellbeingnands.co.uk)
 - 4YP Service for 12 – 25 year olds ☎ 01473 252607 (www.4yp.org.uk)
 - Beat – eating disorders ☎ 0808 8010711 (www.b-eat.co.uk)
 - Samaritans ☎ 116123 (www.samaritans.org)
 - Papyrus – prevention of young suicides. ☎ 08000 068 41 41 (www.papyrus-uk.org)



4. Fire and Water

- Remind your child about the dangers of playing in or near water. It is extremely dangerous to swim, play in or jump into canals, rivers (including the Brook) or reservoirs. There could be hidden objects, strong currents or deep water that they can't see.
- Remind your child about the danger of fire and how quickly items such as clothes, hair, coats and paper can ignite. Does your child have matches or a lighter that you don't know about? If they do why have they got them and where did they get it from?



5. Keeping Safe On the Roads

- Remind your child about road safety and how dangerous it is to cross the road whilst texting/listening to music/using their phone.
- Encourage your child to cycle safely and use their scooter safely near roads and pedestrians. Remind them that cycling on pavements is illegal unless there is a designated cycle path. Cycling or riding a scooter where there are crowds of people (e.g. school grounds, outside shops etc.) can be very dangerous. How would they feel if they knocked an old person or a small child over?

- Make sure your child has a well-fitting cycle helmet and that they wear it.
- Make sure your child is familiar with the Highway Code before cycling on the roads. It can be found at: <https://www.gov.uk/guidance/the-highway-code/rules-for-cyclists-59-to-82>
- Road safety courses can be found at: <http://www.suffolkroadsafe.net/cyclists/young-cyclists/>



5. What to do When Things Go Wrong

In an emergency, always dial 999

- You should call 101 to report crime and other concerns that do not require an emergency response. For example, if:
 - Your car has been stolen
 - Your property has been damaged
 - You suspect drug use or dealing in your neighbourhood
 - You want to give the police information about crime in your area
 - You want to speak to the police about a general enquiry
- If you want to report a crime, but you do not want to be identified to the police, call Crimestoppers on 0800 555 111.
- To report Anti-Social Behaviour:
 - The first step is to speak to members of your local neighbourhood policing team. These teams work closely with residents to help stop anti-social behaviour, so they need to know what's happening in your area. They can provide support and advice, and help you decide how to handle the situation. If you and your neighbour are tenants of a social landlord (the council or a housing association), you can also report it to your landlord.
 - If the anti-social behaviour is affecting your quality of life, or making you fear for your safety or the safety of others, contact your local police station directly. Staff working there will help you file a complaint.
 - If the problem is noise-related, your local council could become involved, as councils, rather than police, often deal with noise problems.
- Hate Crime:
 - The police and the courts treat hate crime very seriously. Hate crime is upsetting for victims and their friends and families, and creates hatred in communities. Hate crime is any crime that is targeted at a person or group of people because of prejudice or hostility about:
 - Race - including culture, nationality and language
 - Religion and belief
 - Sexual orientation
 - Transgender identity - including anyone who is transsexual, transgender, transvestite or who holds a Gender Recognition Certificate
 - Disability - including physical or mental impairment, or learning disabilities
 - The police will treat hate crime as a priority. The courts can also impose a more severe sentence than for a similar crime with no hate motive.
 - If you think you've been a victim of hate crime, you should report it to the police as soon as possible. Some police forces have dedicated officers to deal with particular types of hate crime.

- By reporting it when it happens to you, you may be able to prevent it happening to someone else. You will also help the police understand the extent of hate crime in your local area so they can respond to it better.
- Fraud
 - You can report a fraud to Action Fraud any time of the day or night by calling 0300 123 2040.
- What to do if you are worried about a child, young person or vulnerable adult.
 - Call:
 - **0808 800 4005** if you're worried that a child or young person is at risk of neglect or harm, abuse
 - the Police on **999**
 - the NSPCC child protection helpline on **0808 800 5000**.

