The West Bridgford School

A Signposting Directory for Parents and Carers

Available on our school website www.wbs.school

Updated 16/10/26 CL

Action for Children

- **Website**: https://www.actionforchildren.org.uk/
- **Tel**: 0300 123 2112 (open 9am to 5pm Mon-Fri)
- **Email**: ask.us@actionforchildren.org.uk

Information:

Parent Talk, parenting advice, behaviour, mental health & wellbeing, stages of development, additional needs and disabilities, sleep, nutrition and healthy eating.

ADHD Foundation

- **Website**: www.addiss.co.uk
- **Tel**: 020 8952 2800
- **Email**: info@addiss.co.uk
- **Address**: PO Box 340, Edgware, Middlesex, HA8 9HL

Information:

We provide people-friendly information and resources about Attention Deficit Hyperactivity Disorder to anyone who needs assistance-parents, sufferers, teachers or health professionals. Whatever you're looking for in ADHD, we'll do our best to help.

Adult IAPT-Improving Access to Psychological Therapies Sevices

- **Website**: www.notts-talk.co.uk
- **Tel**: 03331881060
- **Email**: notts.iapt.admin@notts-talk.co.uk

Information:

In partnership with the NHS, Vita Health Group and Everyturn Mental Health provide talking therapy services for the residents of Nottingham and Nottinghamshire.

National Centre for Children and Families

Website: www.annafreud.org

Address: Anna Freud 4-8 Rodney Street London N1 9JH

- Tel: +44 (0)20 7794 2313
- Email: info@annafreud.org

Information:

The service aims to build resilience and support children, young people and families in distress.

Antibullying Pro

Phone: 020 3934 2160

Website: https://www.antibullyingpro.com/

Email: info@diana-award.org.uk

Information:

Engaging young people, parents and teachers to change the attitudes, behaviour and culture of bullying by building skills and confidence to address different situations, both online and offline.

Anxiety Canada

- **Website**: www.anxietycanada.com

Information:

The website is designed to help parents and their anxious children. You will find practical strategies and tools to help you manage your child's anxiety, whether your child is just beginning to show symptoms, or has been diagnosed with an anxiety disorder.

Anxiety
CANADA

APTCOO

Improving the lives of disabled children, young people and their families.

Address: A Place To Call Our Own (APTCOO)
Unit 15 Botany Park
Botany Avenue
Mansfield
Nottinghamshire
NG18 5NF

Please note for SATNAV use the following postcode: NG18 5NG

Tel: 01623 629902
Bassetlaw Support line: 07395 013 295
Email: enquiries@aptcoo.org
Website: www.aptcoo.co.uk

Information:

APTCOO is a registered charity based in Mansfield, Nottinghamshire, providing at the earliest opportunity a wide range of information, advice and access to a personalised range of specialist health, care and education support services for children and young people with Special Educational Needs and Disabilities (SEND) and their whole family unit.

Ask Lion Gambling Support

Website: www.asklion.co.uk/Gamblingsupport

Information:

Visit this website for information and support for people who are affected by gambling, whether this is their own or another person's gambling. The page has advice, information and links to local and national support services.

YOUR NOTTS DIRECTORY

Ask Us Nottinghamshire

Address: Ask Us Nottinghamshire
57 Maid Marian Way
Nottingham, NG1 6GE

Tel: 0800 121 7772

Website: www.askusnotts.org.uk

Information:

We support children and young people with special education needs or disabilities (SEND) and their parents in Nottingham and Nottinghamshire.

We provide free, impartial and confidential advice and support for SEND children or young people aged 1 to 25 years.

Autism East Midlands

Website: www.autismeastmidlands.org.uk/

Tel: 0115 960 9263 (school)
01909 506 678 (head office)
Email: enquiries@aem.org.uk
Information: A charity that enables people with autism to live their lives with dignity, choice and independence.

The charity was established in 1968 by a group of parents who wanted to ensure that there were appropriate educational facilities for children with autism in the Nottinghamshire area. The school they set up is Sutherland House. The charity also offers residential and day care services for adults.
In addition, Family Services offers help and support to the families of people with autism.

Base 51 Counselling

- Base 51 are delivering a FREE counselling service to children (11-18
- years) who live in Nottinghamshire that have experience of domestic
- abuse. The service offers 10-15 sessions, delivery can be in schools,
- community spaces or places the children can access easily.
- Self referrals can be completed by emailing: referrals@base51.org.uk
- A printable version of the Base 51 Counselling Service information,
- is available: Base 51 (Newsletter Padlet)

Base 51 COUNSELLING

Beat

Helpline: 0300 123 3355
Website: www.beateatingdisorders.org.uk
Email: help@beateatingdisorders.org.uk

Information:

Beat is the UK's charity supporting anyone affected by eating disorders or difficulties with food, weight and shape. Their aim is to end the pain and suffering caused by eating disorders.

BeUNotts

- **Website**: www.beusupport.co.uk
- **Tel:** 0115 708 0008
- **Address:** Suite 50A, Ransom Hall, Mansfield, Nottinghamshire, NG21 0HJ
- **Information**: Be U Notts is a free, accessible and convenient mental health and emotional wellbeing support service for people between 0-25 years of age and their parents and carers. The service provides early interventions for children and young people experiencing mild to moderate mental health and emotional wellbeing needs.
- **Referrals**: Parents/carers can make a self-referral by completing their form, which is available at: www.beusupport.co.uk/cyp-referral-form

CAFCASS

- **Website**: https://www.cafcass.gov.uk/
- **Tel:** 0300 456 4000

- Information: CAFCASS stands for Children and Family Court Advisory and Support Service. We represent the interests of children and young people in family court cases in England. We independently advise the family courts about what is safe for children and in their best interests.

Calm

Calm provides meditation techniques for sleep and stress reduction.

As well as guided daily calm sessions, which help you to unwind and refocus your attention, there are programmes for intermediate and advanced users. There is music, soothing sounds, mindful movement and meditation options. Calm also provides bite sized mini sessions including one- minute exercises and sleep stories to help those who struggle to get to sleep or to stay asleep.

Calm Harm

Calm Harm is an award-winning app, designed to help children and young people resist and manage the urge to self-harm. The app is available to download for free from both the Apple App Store and the Google Play Store, and further information about the app is available on their website: www.calmharm.co.uk

CALM HARM

CAMHS Crisis Helpline

CAMHS Crisis Team for urgent assistance: 0115 844 0560

CAMHS single point of access for self referral which is responded to within 72 hours: 0115 854 2299

Service open 24/7

Our service is here for young people who are experiencing a mental health crisis. This include who:

-Are at risk of immediate and significant self-harm

-Are an immediate and significant risk to others due to their mental health

-Are being considered for admission to a mental health inpatient unit

-Are in acute psychological or emotional distress that means they are unable to go about their daily activities

We offer intensive home treatment for young people, who have acute psychiatric or psychological symptoms

Whose mental health is getting worse and who are at high risk of experiencing an cute psychiatric crisis.

CASY Counselling

- Website: www.casy.org.uk
- Tel: 01636 704 620
- Address: 23 Millgate, Newark, Nottinghamshire, NG24 4TR
- Email: office@casy.org.uk
- Referrals: parents/carers can make a referral by completing the form available at www.casy.org.uk/wp-content/uploads/2021/06/CASY-Referral-Form-2020-new.docx. Once completed, the form can be returned to the service via email.

CASY Counselling and Support for Young People

NHS 5 Ways to Wellbeing

- **Website**: www.nhs.uk/mental-health/self-help/guides-tools-and-activities/five-steps-to-mental-wellbeing

Informaiton:

Mind, the mental health charity, and the NHS have developed the 5 ways to wellbeing, outlining 5 steps everyone can take, to help improve their mental and emotional health. Further information about the tool and how it could help young people is available on the NHS and Mind website.

Change Grow Live (CGL)

Tel: 0115 896 0798
Website: www.changegrowlive.org
Email: nottsyp.admin@cgl.org.uk
Information:
Support young people affected by somebody else's substance use and support young people using substances.

Change
Grow
Live

Child and Adolescent Mental Health Service (CAMHS)

CAMHS Team: 0115 876 4000

Click the link to access CAMHS resources to help support your mental health and well-being: *https://myaccount.nottinghamcity.gov.uk/service/CAMHS_Referral*

Child Bereavement UK

Tel: 0800 02 888 40
Website: www.childbereavementuk.org
Email: helpline@childbereavementuk.org
Information:
We help children and young people (up to age 25), parents, and families, to rebuild their lives when a child grieves.

Child Bereavement UK
REBUILDING LIVES TOGETHER

Children's Bereavement Centre

- **Website**: www.childrensbereavementcentre.co.uk
- **Email**: info@childrensbereavemencentre.co.uk
- **Address**: 3 Kings Road, Newark, Notts, NG24 1EW
- **Tel**: 01636 551 739
- **Information:**

The centre is open to children aged 3 to 18 and offers a welcome and safe environment for them and their families to receive the help and guidance they need at one of most devastating times in their lives.

Childline

Tel: 0800 1111
Website: www.childline.org.uk
Information: Helpline for children and young people
One to one counsellor chat on:
www. childline.org.uk/get-support/1-2-1-counsellor-chat

childline
ONLINE, ON THE PHONE, ANYTIME

Chill Panda

Chill Panda is a video game-based app, which helps children better understand their stress and shows them ways to feel better:

-Breathing techniques, Yoga, Exercise, Calming games.

The app is available for young people to download from the Apple App Store or from Nintendo Switch, and further information is available on the Chill Panda website:

www.chillpanda.co.uk

Crisis Sanctuaries

Helpline:0115 844 1846 (open 1pm-11pm.365 days a year)
Digital/Zoom sessions are also available
Website: www.nottinghamshirecrisissanctuaries.tv/visit (visit website to see list of locations available each day)

Information: We're here to support, information and guidance to anyone aged 18 years or older nearing or in a mental health crisis.

CRUSE Bereavement Care

Helpline: 0808 808 1677
Website: www.cruse.org.uk

Information:
Helpline for adults and young people who have experienced the death of someone. Visit the website for local CRUSE services.

Cruse Bereavement Support

East Midlands Sexual Assault Service

Single Point of Access Helpline: 0800 183 0023

Website: www.EMCYPSAS.co.uk
Add: QMC, Nottingham University, Derby Road, NG7 2UH
Information:
This service provides a 24-hour, confidential helpline for the East Midlands. EMCYPSAS provides medical and holistic assessment following sexual abuse for children and young people. Click on the website link for further information, including the referral pathway.

Children & Young People
East Midlands
Sexual Assault Service

Equation

- **Website**: www.equation.org.uk
- **Address**: Castle Cavendish Works, Dorking Road, Nottingham, NG7 5PN
- **Email**: info@equation.org.uk
- **Tel**: 0115 9623237
- **Information:**

equation

equal relationships free from abuse

Equation is a Nottingham-based specialist charity that works with the whole community to reduce the impact of domestic abuse, sexual violence and gender inequality.

Family Lives

Tel: Free confidential helpline: 0808 800 2222.
Website: www.familylives.org.uk
Email: askus@familylives.org.uk

Information:
Confidential advice, information and support on any aspect of parenting and family life via the helpline and live chat. For further information please visit the website.
Bullying UK is a branch of Family Lives with forums, advice and useful resources. www.familylives.org.uk/bullying

Fearless

Tel: 0800555111

Website: https://crimestoppers-uk.org/fearless

Information: fearless is a site where you can access non-judgemental information and advice about crime and criminality. Available 24 hours a day, 7 days a week, 365 days a year for you.

First steps ED

Tel: 0300 1021685

Website: https://firststepsed.co.uk/

Email: info@firststepsed.co.uk

Information: A safe, non-judgmental and understanding space to give you the time and freedom to talk. Our counsellors and psychotherapists provide 1:1 therapy to individuals aged 16 and above with eating disorders.

FRANK

Tel: 0300 123 6600
Email: frank@talktofrank.com
Text: 82111 – Text a question

Website: www.talktofrank.com
Information:
Friendly confidential honest information about drugs.

FRANK

Grief Encounter

- **Website**: www.griefencounter.org.uk
- **Helpline**: 0808 802 0111 (Weekdays 9am –9pm)
- **Live chat**: grieftalk@griefencounter.org.uk

- **Information**:

We work closely with individuals, families, schools and professionals to offer a way through anxiety, fear and isolation so often caused by grief. Services include one-to-one counselling, group workshops, music, art and drama therapy, family fun days, bespoke support for schools, award-winning resources including workbook and journal

Harmless

Address:Harmless HQ
The Sanctuary
1 Beech Avenue
Nottingham
NG7 7LJ
Tel: 01158800280
Email: info@harmless.org.uk
Website: www.harmless.org.uk
Information: Harmless is an organisation that provides a range of services for people who self-harm, their friends, families and professionals.

Headspace

- Headspace is an NHS recommended app, which provides meditation and mindfulness tools, which can help address and reduce the anxiety young people have been experiencing and help improve their mental and emotional wellbeing. You can download the app for free from the Apple Store or the Google Play Store and further information about the app is available on the Headspace website:

  www. headspace.com

headspace

Healios

Tel: 0330 124 4222 (weekdays 8am-6pm)

Website: www.healios.org.uk/services/thinkninja1

Email: admin@healios.org.uk

Information:

We've created a safe and inclusive space where children and young people can gain a better understanding of their mental health, autism and ADHD needs. And we encourage their families or supporters to be part of that journey by joining their sessions virtually.

Healios
Families feeling better

Health For Teens – Nottinghamshire Healthcare

Text School Nurse: 07507 329 952 for confidential health advice and support
Website: www.healthforteens.co.uk

Teens can get help with all kinds of things like healthy eating, relationships, sex, emotional health, bullying, smoking, self harm, contraception, and alcohol and drugs.

Visit the website to see videos, find health information, take quizzes and find out the truth behind the rumours

HEALTH FOR TEENS

Healthy Family Team

- **Website**: www.nottinghamshirehealthcare.nhs.uk/healthy-family-teams
- **Advice Line:** 0300 123 5436
- **Chat Health**: TEXT ONLY- 07507 329952(A text messaging service for young people aged 11-19, where the young person can get confidential advice from the team)
- **Parent line**: TEXT ONLY – 07520 619919 (A text messaging service for parents/carers, where parents/carers can get confidential advice from the team)

JenUp

Website: www.jenup.co.uk
Address: JenUP, 42 St John's Road, London, SE20 7ED
Information:

- Level three Personal Trainer
- Nutritional Therapist (DIPCNM, ANP)
- NCFED practitioner skills for Eating Disorder training course
- Approved by the British Psychological Society
- NCFED practitioner skills for Psychological Approaches to Obesity
- Level 3 Counselling Skills

JenUp
A registered CIC

Karma Nirvana

Tel: **0800 5 999 247**
Email: info@karmanirvana.org.uk
Website: www.karmanirvana.org.uk
Address: PO Box 515
Leeds LS6 9DW

Information: Offer practical and emotional support for male and female victims and survivors of honour based abuse, forced marriage and domestic abuse.

KARMA NIRVANA

Kooth

Online counselling service for young people

Website: www.kooth.com

Information:

Free, safe and anonymous online support for children and young people. The young person can make a self-referral to the service by creating a free account on the website. Visit website for online chat with trained counsellors.

LGBT+ Nottinghamshire

- **Website**: www.lgbtplusnotts.org.uk
- **Email**: info@lgbtplusnotts.org.uk
- **Address**: Abbey Street Community Centre, Worksop, Nottinghamshire, S80 2LA
- **Tel:** 01909 479191
- **Text**: 07761 500169
- **Referrals**: Parent/carer or young person aged 13+ can make a self-referral to the service by completing the form available at

www. lgbtplusnotts.org.uk/selfref.htm

Local Offer

Website: www.nottshelpyourself.org.uk

Email: local.offer@nottscc.gov.uk

Information:

This resource is a partnership between education, health, social care, the voluntary and private sector. It is intended to provide you with information relevant to children and young people aged 0 -25 years with special educational needs and/or disabilities. Its aim is to bring as much of this information together within one website.

nottshelpyourself.org.uk

Mermaids

Tel: 0808 801 0400 (available Mon-Fri 9am to 9pm)
Text Chat: text 85258 for free text support
Email: info@mermaidsuk.org.uk
Website: www.mermaidsuk.org.uk

Information:

Mermaids supports gender-diverse children and young people, as well as their families and professionals involved in their care.

Transgender and gender-variant children and teens need support and understanding, as well as the freedom to explore their gender identity. Whatever the outcome, Mermaids is committed to helping families navigate the challenges they may face.

Mental Health Support Team (MHST)

Single Point of Access(SPA):0115 876 0167
Website: www.nottinghamshirehealthcare.nhs.uk/camhs-mental-health-support-teams
Information:
If you are feeling anxious, worried or stressed about anything and it is affecting your everyday life then you are able to access support from MHST via the self-referral route. To self-refer all you need to do is call the CAMHS single point of access phone line and state that you would like telephone intervention from the Mental Health Support Team. The team are completing telephone sessions either weekly or fortnightly.

Mood Zone NHS

- **Information:**
- **Moodzone NHS offers practical advice, interactive tools, videos and audio guides to help you feel mentally and emotionally better. Whatever you need you know about coping with stress, anxiety or depression, or just the normal emotional ups and downs of life, the NHS Moodzone is here to help.**

Neurodevelopment Behaviour Support Service- The Family Service

- **Website**: www.nottshelpyourself.org.uk
- **Email**: familyservicenbs@nottscc.gov.uk (for enquiries)
- **Tel**: 0115 9774238
- **Information:**

Referrals for ASD or ADHD assessments should be completed by either a key worker from the young person's school, or a member of the Healthy Family Team on their behalf (via a Getting To Know Me Form).

NGYMyplace – Base 51

Address: 29-31 Castle Gate, Nottingham, NG1 7AR
Telephone: (0115) 952 5040
Email: info@base51.org.uk
Facebook: Facebook.com/ngymyplace
www.base51.org.uk

Situated in Nottingham city centre. Open Mon, Tues, Wed, Thurs and Friday 09:00 – 20:00
Sat: 13:00-15:00 Sun: Closed

Fully Equipped Gym
Dance Studio
Recording Studios
Film Making
Cyber Café
Lounge Area with TV and Games
Outburst - LGBTQ+ Support Group: Age 15 – 19 on Wed 6 – 8pm. Age 11 – 14 on Saturday 1 – 3pm
Laundry and Shower Facilities
Counselling Service – phone in the morning to enquire about available slots for that day

NHS 5 Ways to Wellbeing

- **Website**: www.nhs.uk/mental-health/self-help/guides-tools-and-activities/five-steps-to-mental-wellbeing

Informaiton:

Mind, the mental health charity, and the NHS have developed the 5 ways to wellbeing, outlining 5 steps everyone can take, to help improve their mental and emotional health. Further information about the tool and how it could help young people is available on the NHS and Mind website.

NHS Talking Therapies

- **Website**: www.notts-talk.co.uk
- Email: notts.iapt.admin@notts-talk.co.uk
- Tel: 0333 188 1060 (Monday-Friday 8am-8pm; Saturday 9.00-12.30pm)

Informaiton:

Delivered in Nottingham and Nottinghamshire by Vita Health and Every Turn mental health, Nottinghamshire Talking Therapies is a free and confidential NHS service designed to help with common mental health problems such as stress, anxiety and depression. Anyone aged 18 years or over and registered with a GP can access support. A GP referral is not necessary as you can self-refer.

Nottinghamshire Adult & Young Carers

Tel: 0115 962 8920

Email: hello@tuvida.org

Website: www.tuvida.org/eastmidlands

Information:

Information support and guidance service for adult & young carers caring for a loved one, neighbour or friend. You could be a carer if you are supporting a family member, friend or neighbour because of their illness, disability, mental health issue or substance misuse.

Nottinghamshire Crisis Line

Telephone: 0808 196 3779

Website: https://nottinghamshirehealthcare.nhs.uk

Information: The crisis line number is available to everybody of any age in mental health crisis. It can be accessed at any time, anywhere cross Nottingham and Nottinghamshire. Available 24 hours a day, seven days a week. It's the number to call if you're experiencing a mental health crisis and need immediate help.

Nott Alone

Telephone: 0808 196 3779
Website: https://nottalone.org.uk
Facebook: WeAreNottAlone
TikTok: @NottAlone
X: @NottAlone1
Instagram: @NottAlone1

NottAlone is a website providing information and mental health support for people of all ages in Nottingham and Nottinghamshire. we are here as a touch point to connect you to help from the right places. You will see support links at the bottom of each topic where you can contact the relevant help services for your needs.

Nottinghamshire Women's Aid

- **Website:** www.nottswa.org
- **Email**: enquiries@nottswa.org
- **24hr Helpline**: 0808 800 0340
- **General Enquiries**: 01909 533 610
- **Information**:

Offers the following services: Domestic abuse support; Intervention and recovery services; Children's & Young people's domestic abuse support; Independent domestic violence advocate service; Refuge support services; The Farr centre; Counselling services; Educational and learning services

Your Notts

- **Website:** Your Notts Directory

Information:

The site replaces NottsHelpYourself and ASKLION, bringing information, advice, support services, community groups and activities together in one place for both city and county residents.

NSPCC

A Parents' Guide to help keep your child safe online

Website: www.nspcc.org.uk/ShareAware
Helpline: 0808 8005000
Email: help@NSPCC.org.uk

National Online Safety Team (NOS)

NSPCC

Online Safety Alliance

Instagram
Parent / Carer Advice

13

What is Instagram?

Instagram is a social media platform which focuses on the creation and sharing of images, providing users with a range of filters and special effects popular among younger users.

Despite requiring users to be 13 or older, a study in January 2017 indicated that 43% of 8-11 year olds in Britain are using Instagram.

Safety Tips

- As with all Internet activity, talk to your child about how they use Instagram, the importance of not 'oversharing, and any issues they have faced.
- It is safest to change the default privacy settings in your child's account from public to private. If your child is older and you agree for them to have a public account, you should discuss strategies for coping with negative feedback and for blocking users. You should also monitor messages they receive.
- Given Instagram's reported impact on young people's mental health, keep an eye out for early warning signs of such issues with your child. Seek professional support or consult online services such as Shout at the earliest point of concern.
- Regularly spring-clean your child's Instagram account with them by removing any posts and images you agree are inappropriate and blocking any concerning contacts. If you have any concerns that somebody might be trying to groom your child you should immediately contact CEOP.

Reasons for concern

Privacy settings
A key concern regarding children's use of Instagram is the fact that the default privacy setting for accounts is 'public'. As such, unless a child actively alters their privacy settings, all of the pictures they post to Instagram will be available to anybody. This could result in their images being seen by inappropriate individuals and might lead to receiving unwanted communication.

Follower lists
In a world where celebrity success is measured by numbers of social media followers, it is understandable that children might want to grow their own list of followers. A child's non-private account can quickly grow with followers, some of whom might not have entirely innocent motives.

Terms and conditions
Instagram's 5,000-word terms and conditions states that users agree that Instagram can use and sell their sell images for others to use (without paying or further consent). Instagram also retains the right to store, use and share the personal information and direct messages of their users.

Grooming
In 2019 the NSPCC reported that Instagram was involved in more online grooming cases than any other online platform. Where the police recorded the method of communication, Instagram was used in 32% of cases, in contrast to Facebook at 23% and Snapchat at 14%.

Mental health issues
A report by the Royal Society for Public Health found that Instagram rated as the worst social media platform when it comes to its impact on young people's mental health. Being image-centred the RSPH claimed that Instagram (along with Snapchat) appears to be driving feelings of inadequacy and anxiety in young people.

Online Safety Alliance

www.onlinesafetyalliance.org
Online safety education for school staff, pupils and parents

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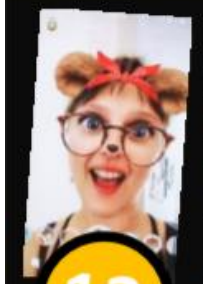
Snapchat
Parent / Carer Advice



13

What is Snapchat?

Snapchat is one of the image-based social media platforms which is incredibly popular with children. One of the key features of Snapchat is that, by default, messages sent through Snapchat disappear seconds after they are viewed by the recipient. The minimum age to use Snapchat is 13 but it is a popular and widely used platform among children younger than this.

Safety Tips

- As with all Internet activity, talk to your child about how they use Snapchat, the importance of not 'oversharing, and any issues they have faced.
- The default privacy setting of 'My Friends' prevents children from sharing 'snaps' with users unknown to them. However, children may change this setting and make their posts public. Ensure your child is aware of the importance of maintaining strong privacy settings and check the settings your child has selected.
- In the settings options, ensure your child has Snapmap set to 'ghost mode'. This will ensure that nobody can see their current location.
- Ask your child if they know how to report or block a user who sends them anything that upsets them. This can be done by going to the friends list, selecting the person creating the issue and then selecting the gear icon.
- Remind your child that although Snapchat automatically deletes images once seen, somebody can copy the image and share it with others.

Reasons for concern

Abuse and bullying
As messages disappear shortly after being read, Snapchat has become a popular tool for abuse such as online bullying as abusers feel they will not be held to account for messages posted once they are deleted. This is supported by the fact that if somebody takes a screenshot of a message posted on Snapchat then the person who posted it is informed that this has happened, making it more uncomfortable for people to take evidence of abuse they have suffered or witnessed.

The Snap Map
The Snap Map allows users to see the live location of their friends on a map. Cartoon-style avatars are used to represent people in a move that was clearly designed to be popular with younger users. This feature can result in children sharing their location (including effectively their home address) with individuals.

Addiction-inducing features
Children are naturally more prone to addictive behaviour than adults. As such, the inclusion of features such as 'Snap Streaks' (where two users share pictures with each other on consecutive days) encourages addictive behaviour. Snapchat rewards longer streaks with special emojis. This can result in children increasing their daily usage of the app.

Risk of secondary apps
Snapchat allows users to link to secondary apps that can be used inside Snapchat. A recent concerning example is YOLO which allows users to offer people the opportunity to anonymously ask them questions. Such apps have led to online bullying and hate crime.

Online Safety Alliance

www.onlinesafetyalliance.org
Online safety education for school staff, pupils and parents

© Online Safety Alliance, 2020

Online Safety Alliance

WhatsApp
Parent / Carer Advice

16

What is WhatsApp?

WhatsApp is a free messaging app. It allows you to send text and multimedia messages (video, images and voice recordings) to people in the contact list on your phone. It also allows users to set up group chats where the administrators can invite up to 256 people to share messages and images publicly within the group. Although the age limit for WhatsApp was recently raised to 16 it is popular with primary age children and above. So what are the risks?

Safety Tips

- As with all Internet activity, talk to your child about how they use WhatsApp and any issues they have encountered.
- With your child, look through the groups they are members of and discuss any areas of concern you have. You may agree that it would be best to leave the group.
- Go to the settings (by pressing the three dots in the top right of the screen) and ensure your child's profile is set to 'contacts only'.
- To leave a group: Open the group in WhatsApp. Press the three dots in the top right of the screen and select 'Group Info'. Scroll down to 'Exit group'.
- If an admin adds your child back into a group they have left, your child can ask them not to do this. If they keep adding them then you can prevent it by blocking the admin. To do this, WhatsApp provide the following guidance:

1. Go to the group in WhatsApp, then tap or click the subject of the group.
2. Tap or click the phone number of the admin you wish to block.
3. If prompted, tap or click **Message (phone number)** or **Send Message**.
4. A blank chat with the admin will open up. Tap or click the phone number at the top.
5. Tap or click **Block** > **Block**.

Reasons for concern

- Group administrators can invite people your child does not know into group chats. Some of these people may not have innocent intentions or may be older and post age-inappropriate messages.
- Some WhatsApp groups can contain images and messages which can cause distress to children. These might include violent images or videos, abusive messages and sexual content.
- Chain messages are often shared through WhatsApp. These pressure children to post them on to their contacts, e.g. by claiming that failure to do so can result in the child or a family member dying. Many children find such messages distressing but also feel they must share them with others due to fear of the threat.

> and killed him. A girl named Loran got this message. She laughed and deleted it. I later came to her house and killed her and buried her in a desert. A boy named

- WhatsApp does not allow users to decide whether to join a group. Your child will be automatically added to any groups that their contacts add them to. If your child leaves the group the administrator can add them straight back in.
- Your child may be in WhatsApp groups in which huge numbers of posts are made. The alerts this generates can be an unnecessary distraction and can disrupt sleep.
- WhatsApp's default privacy settings are that anybody can see your child's profile photo and when they were last online.
- WhatsApp 'dare games' have become popular with children. These involve the child making a quiz about themselves to share with others and this can lead to oversharing of personal information which can be publicly available.
- Children can add and then remove other children from groups as a form of exclusion and bullying.

OSA Online Safety Alliance

www.onlinesafetyalliance.org
Online safety education for school staff, pupils and parents

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TikTok
Parent / Carer Advice

13

What is TikTok?

TikTok is a social media app where users share short video clips of 15 seconds duration. It started out as an app named 'Musically' and was used to share videos of dancing and lip-syncing to music. Much of the content on TikTok still reflects these origins, but popular videos now also include pets, makeup, magic tricks, fashion, art, people reacting to situations, etc. According to OSA research, TikTok is now as widely used by 11-14 year olds as SnapChat and Instagram.

Safety Tips

- **As with all Internet activity, talk to your child about how they use TikTok and any issues they have encountered.**
- **Discuss whether it would be best to change your child's account to private to avoid interactions with non-friends. If you agree to keep the account public you should discuss strategies for coping with negative feedback and for blocking users.**
- **Help your child to spring clean their account from time to time by removing videos you agree to be inappropriate.**
- **Ensure your child knows not to post videos in their school uniform. Also discuss how recording videos at school might break school rules and what the consequences could be.**
- **The TikTok settings allow you to set a time limit for how long each day you want your child to be able to use the app. This can be password protected to ensure they stick to the limit.**

Reasons for concern

- TikTok has a minimum age rating of 13 and anybody under 18 should have parental permission to use the app. However, new users simply enter a date of birth to indicate their age and there are no verification steps. As such, children of any age can create an account by using a false date of birth.
- New users will be shown a range of video clips the app feels may be of interest. Many of these will quickly expose users to offensive language which will be inappropriate for children.
- The clothing worn and the type of dancing in some videos could be deemed sexualised and therefore something that might be inappropriate for younger users to be exposed to.
- The default privacy settings in the app are concerning. Although only friends can send users direct messages, the videos posted by users can be seen by anybody and anybody can like / comment on the videos. New users are also available for anybody to perform a musical duet with. Such default settings can leave children vulnerable to unwanted communication from others.
- Many children in the UK are posting videos to TikTok where they are wearing their school uniform, making it possible for strangers to identify their location.
- The nature of videos children are posting to TikTok (singing, dancing, etc) can leave them vulnerable to receiving negative comments which can have an impact on mental health.
- The company that owns TikTok is facing legal issues and stands accused of illegally collecting data on children (when it was Musically) and the app has been deemed a 'potential security risk by the FBI'.

OSA

www.onlinesafetyalliance.org
Online safety education for school staff, pupils and parents

Rethink

- **WEBSITE**: www.rethink.org

Rethink: Charity for everyone living with mental illness across England

- **Phone**: 08088010525
- **Email**: **info@rethink.org**

We are Rethink Mental Illness, and we're on a mission to bring about meaningful change. To our health and social care system, to the way society views mental illness, and to people's lives across the country.

Salcare

- **WEBSITE**: https://www.salcare.org.uk/
- **Phone**: 01773 764562
- **Email**: enquiries@salcare.org.uk
- **Salcare** – family support service that provides emotional and practical support and advice for those who have or are experiencing Domestic Abuse, through one-to-one interventions or group interventions. Interventions such as: art therapy, healthy relationship programme, perpetrator programme, adolescent perpetrator programme, freedom programme etc.

Sam App

- The SAM App has been developed to help people monitor and manage their mental health and will be able to provide young people with techniques to address the anxiety they have been experiencing. Further information about app is available on their website:

  www. mindgarden-tech.co.uk

Samaritans

Website: www.samaritans.org
Email: jo@samaritans.org
Tel: Freephone 116 123 - 24 hours a day, 365 days a year

Information:

'Every six seconds, we respond to a call for help. No judgement. No pressure. We're here for anyone who needs someone.'

Email or talk to the Samaritans about anything that is worrying you.

Schools and Families Specialist Services (SFSS)

- **Tel:** 0115 804 1232 (for the Early Years SFSS & the Sensory Team)

  0115 854 6464 (for the Communication & Interaction and the Cognition & Learning)

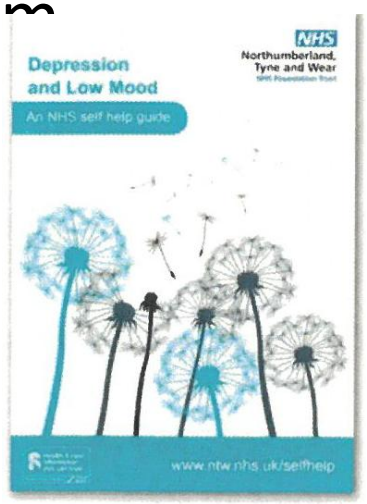
Information:

We are a team of specialist teachers and teaching assistants with additional qualifications and extensive experience in working with children and young people with special educational needs aged from 0-19.

Self Help Leaflets: NHS website/App

Information: Covering common mental health issues, these guides contain useful tips and hints as well as self-help techniques.

These self-help booklets have been written by clinical psychologists with contributions from service users and healthcare staff from Northumberland.



Shout

Website: https://giveusashout.org/

Text: text 'SHOUT' to 85258

Email: info@giveusashout.org

Information: *'Shout 85258 is the UK's first and only free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.'*

The family can access online resources while you aware awaiting support from the service by visiting the website https://giveusashout.org/get-help/resources/

24/7

You can text us any time, day or night.

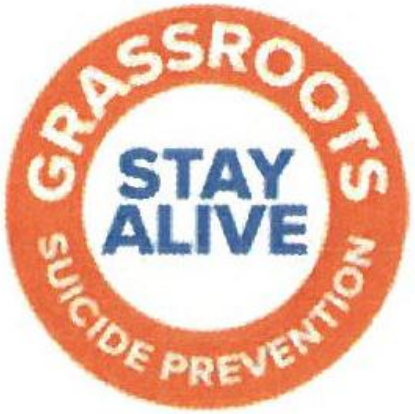
Confidential

Your messages with us are confidential and anonymous.

Free

It is free to text Shout 85258 from all major mobile networks in the UK.

Stay Alive App



Information: A pocket suicide prevention resource packed full of useful information and tools to help you stay safe in crisis.

Stay Alive is a confidential app you can use if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide.

Stop it now

- **Website**: https://www.stopitnow.org.uk/

- **Tel:** 0808 1000 900

Information:

Helping prevent child sexual abuse from happening in the first place and to prevent it from happening again if it already has. Our confidential helpline, live chat and secure email are here for anyone with concerns about child sexual abuse prevention.

TalkZone

- **Website**: www.talkzone.org.uk
- **Email**: info@talkzone.org.uk
- **Address**: Abbey Street Community Centre, Abbey Street, Worksop, Nottinghamshire, S80 2LA
- **Tel:** 0300 555 5582/0300 300 0033

Information:

The young person can make a self-referral to the service by completing the form available at www.talkzone.org.uk/selfref.htm

Name's parents/carers can make a referral on the young person's behalf by completing the form available at www.talkzone.org.uk/proref.htm

Talk about alcohol

- **Website**: https://www.talkaboutalcohol.com/
- **More information:** https://www.talkaboutalcohol.com/more-information/

Information:

talkaboutalcohol.com is written and managed by a charity called The Talk About Trust. The charity provides engaging evaluated and fun activities for 11-25 year olds across the UK, trains teachers, community educators and further education providers and reaches out to parents. All our work is around keeping young people safe around alcohol and other substances.

The Family Service- Early Help Unit

Information:

The service prefers referrals to be made by a professional via an Early Help Assessment Form(EHAF), which can be completed by a key worker from the young person's school on their behalf. Alternatively, parents/carers can call the number below for advice:

Tel: 0115 804 1248

Email: early.help@nottscc.gov.uk

The Mix – Essential support for under 25s

Tel: 0808 8084994

Website: www.themix.org.uk

Information:

The Mix is the UK's leading support service for young people. Advice and support from mental health to money, from homelessness to finding a job, from break-ups to drugs. Call the helpline for advice.

The Tomorrow Project

Website: www.tomorrowproject.org.uk/
Email: tomorrow@harmless.org.uk

Information:
Supporting those who have been bereaved by suicide. A confidential, community based suicide prevention, intervention and postvention service. No age restriction.

Message directly via website.

Treetops Hospice and counselling service

Website: https://www.treetopshospice.org.uk/
Email: info@treetopshospice.org.uk
General Enquiries: 0115 9491264
Information:

Treetops supports people with illnesses such as cancer, motor neurone disease and multiple sclerosis. It also supports their carers and families. Treetops Hospice welcomes all members of the community, whether prospective service users, volunteers or employees, irrespective of age, race, gender, disability, belief, sexual orientation or socio-economic background.

CEOP Education

Website: www.thinkuknow.co.uk

Information:

A guide to internet safety and safe surfing of the web for young people. Age-related tabs, including one for parents and carers who would like to understand more about keeping their child safe online.

Victim Support

Web: https://www.victimsupport.org.uk/

General Enquiries: 0808 1689 111

Information:

Victim Support is here to help anyone affected by crime.

Because we're an independent charity, you can talk to us whether or not you've reported the crime to the police. If you want, we can support you without the involvement of the criminal justice system, and we won't contact them about you unless we feel someone is at risk. We are here just to support you.

Vita Health Group

Web: www.vitahealthgroup.co.uk

General Enquiries: enquiries@vhg.co.uk

Information:

Improving lives physically and mentally drives everything we do. We work in partnership with the NHS to provide mental and physical health services, work with the UK's largest companies to help support their workforce and provide a full range of physiotherapy services to private customers.

Victoria Health Centre – Nottingham Sexual Health Services

Contact: Reception
Address: Glasshouse Street, Nottingham, NG1 3LW
Tel: Contraception & Sexual Health Clinic: 0115 962 7627

Website: www.victoriamapperley.co.uk/victoria-health-centre
Information: For contraception, sexual health and teenage services. Situated behind the Victoria Centre

Victoria & Mapperley Practice

Voice Collective

- **Website**: www.voicecollective.co.uk
- **Email:** info@voicecollective.co.uk
- **Tel:** 020 7911 0822

Information:

Voice Collective is a UK-wide project that supports young people who hear voices, see visions, or have other sensory experiences or beliefs.

What's Up

Information:

What's Up provides CBT based support tips.

It is a free all utilising some CBT and ACT methods to help people cope with depression, anxiety, anger, stress and more.

Winstons Wish

- **Website**: www.winstonswish.org
- **Helpline**: 08088 020 021
- **Email**: ask@winstonswish.org
- **Address**: Conway House, 31-33 Worcester Street, Gloucester, GL1 3AJ
- **Information**:

Winstons Wish is a national service, that supports bereaved children, young people, their families and the professionals who support them. They offer both 1-2-1 counselling discussing themes of bereavement and the impact; sessions are led by the young person and group work online for peer support.

JUNO Women's Aid
(formerly known as WAIS)

Visit: junowomensaid.org.uk

Address: Suite 1,8 &9, Heathcote Building, Heathcoat Street, Nottingham, NG1 3AA

Helpline for women: 0808 800 0340 (24hr Freephone)
Interpretation also available through Language Line
General enquiries: 0115 947 5257
Email: enquiries@junowomensaid.org.uk

'We're a charity working with women, children and teens who have been affected by domestic abuse

We run a wide range of services including the 24 hour Nottingham and Nottinghamshire Freephone Domestic and Sexual Violence Helpline. This is where you can speak to one of our specialist trained female support workers 365 days a year.'

We offer

- Crisis support and drop ins
- Ongoing one to one support
- Refugee accommodation (BMER and Dispersed Refugee service)
- 12 week healthy relationship programmes (The Freedom Programme)
- Therapeutic groups for mums and children
- One to one support for teenagers
- Foster care for family pets

JUNO Women's Aid

Safety.
Support.
Strength.

Young Carers Notts

Website: RESOURCES | Young Carers Notts
Phone: 0115 824 8824
Email: youngcarers@tuvida.org

Information: Young Carers Notts is part of TuVida. TuVida is a Carers Trust Network partner.

Young Minds

The voice for young people's mental health and wellbeing

Tel: Parent's Helpline 0808 802 5544
(Mon – Fri 9.30am – 4pm)

Website: www.youngminds.org.uk

Text Line:

If you are a young person struggling to cope, text **YM to 85258,** free 24/7 support. All texts are answered by trained volunteers, with support from experienced clinical supervisors.

Information:

The UK's leading charity committed to improving the wellbeing and mental health of children and young people. Find out more about us, our mission and how we work. Visit the Young Minds website to find out more.

Your Health Your Way

Tel: 0115 772 2515

Address: Suite 1 The Willows, Ransom Wood, Mansfield, Nottinghamshire, NG21 0HJ Mon-Fri 9am -5pm

Website: www.yourhealthnotts.co.uk/

Your Health Notts

Information:

Your Health Your Way is Nottinghamshire's new Integrated Wellbeing Service funded by Nottinghamshire County Council and delivered by ABL Health. We are here to help all residents of Nottinghamshire (excluding Nottingham city) get more active, eat healthier, manage your weight, drink less alcohol and stop smoking. We offer realistic and practical support for people to make life long healthy behaviour changes.

WBS School Support

Tel: 0115 974 4488

Email: admin@wbs.school

Website: www.wbs.school

Information: **Pastoral Support in School**

Mr Andrews & Mrs Clarke Year 7

Mrs Maxwell-Doyle & Ms Cawkwell Year 8

Ms Afford & Mr Highfield Year 9

Dr Phillipson &Miss Taylor Year 10

Mrs Nahal & Mrs Harness Year 11

Mrs Woolley & Mrs Hallam Post 16

Mental Health Support Team (referral)

School Nurse (referral)