

SchoolBeat.cymru

SUPPORT and REPORT

DIRECTORY



Where to get support and report during lockdown

A colorful illustration of a garden scene. In the background, there are green trees, a wooden fence, and a blue sky with white clouds. In the foreground, a boy with blonde hair, wearing a white t-shirt and blue pants, stands with his arms crossed. Next to him is a red wheelbarrow and a black and white soccer ball. The overall scene is bright and cheerful.

The COVID-19 pandemic has brought with it many disruptions. The majority of schools are closed to children and families are being asked to stay at home. Many of the challenges families faced online before the lockdown are still there – and some new ones have been introduced.

We've pulled together a list of support services, helplines and reporting platforms that might be useful to families.

Online safety and digital wellbeing

■ **Parent Info:** If you're looking for support or advice on any issue caused or amplified by the internet, Parent Zone and NCA-CEOP's parent information service **Parent Info** is packed with helpful articles about the challenges and opportunities children face online.

■ **Thinkuknow:** NCA-CEOP's online service **Thinkuknow** has information and advice for children, parents and carers related to online safety and sexual exploitation. The site is structured so that children can access age-appropriate information, find out how to respond to the issue they're experiencing and, if necessary, **contact NCA-CEOP**, and it also has worksheets parents can use with their children at home.

■ **Childline:** Anyone who is 19 years or younger can get in touch with **Childline** to talk about any problem they're facing – online or otherwise. Normally, the service is 24/7 but due to the COVID-19 outbreak, counsellors are available from 9am to midnight either on the phone (0800 111) or via **1-2-1 online** chat.

Hwb is the digital platform for learning and teaching in Wales. Hwb provides its users with access to a range of centrally-funded, bilingual, digital tools and resources which includes an online safety zone.
<https://hwb.gov.wales/zones/online-safety>



Mental Health

- **Mind:** The charity **Mind** offers free support for anyone suffering from mental health-related issues. If you need advice or signposting to an appropriate support service you can get in touch with Mind by phone (0300 123 3393) or email (info@mind.org.uk).
- **YoungMinds:** **YoungMinds** is the UK's leading mental health charity for children and young people. Through its [website](#), young people and their parents can access a wealth of resources to help them respond to mental health challenges and **get help**. If you're concerned about your child's mental wellbeing, they also have a parent hotline you can call on 0808 802 5544, where you'll get advice on how to tackle the issue.
- **Meic** is the helpline service for children and young people up to the age of 25 in Wales. From finding out what's going on in your local area to helping you deal with a tricky situation, **Meic** will listen even when no-one else will. They won't judge and will help by giving you information, useful advice and the support needed to make a change. www.meiccymru.org



Child sexual exploitation and abuse

While most children only have positive experiences online, occasionally things can go wrong.

Research from NCA-CEOP has suggested that children and young people are more at risk of being groomed or otherwise sexually exploited now that most of them are home from school.

Here are the services you need to report to if you have any concerns related to child sexual exploitation and abuse.

- **NCA-CEOP:** If your child has been exploited sexually online, or if you suspect that they have been a victim of grooming, you can make a report to the Child Exploitation and Online Protection command of the National Crime Agency (NCA-CEOP). You or your child can do this by filling in a short and simple form on the **CEOP website**.
- **IWF:** The Internet Watch Foundation (IWF) is an independent organisation which works to remove illegal content such as child abuse images and videos from the web. If you or your child stumble across anything related to child sexual exploitation and abuse online, you can make a confidential and anonymous **report to the IWF via its website**.
- **Pace:** If you have questions about child sexual exploitation and abuse, or are in doubt about whether to make a report, the organisation Pace has lots of **resources for parents and professionals** who want to find out more.
- The **Live Fear Free** campaign provides help and advice about violence against women, domestic abuse and sexual violence. The website is supported by a free helpline 0808 80 10 800. <https://gov.wales/live-fear-free>



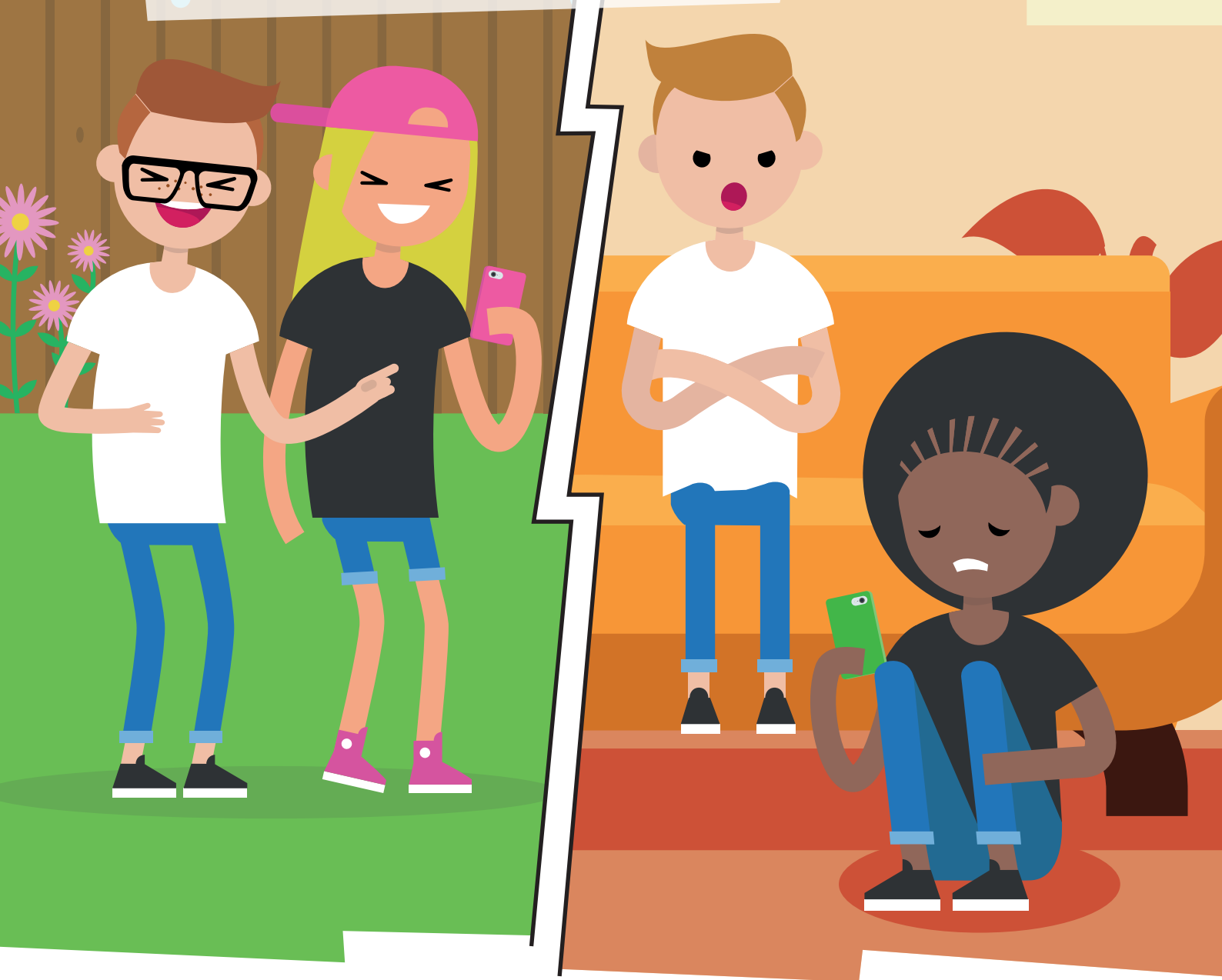
Addiction and substance abuse

- **National Gambling Helpline:** If you or anyone in your family struggles to stay on top of a gambling habit, the **National Gambling Helpline** is available 24/7 for anyone who needs support. The service is completely confidential and you can get in touch on 0808 8020 133 or via **live chat** to speak to a trained professional who can offer advice on how to tackle the problem.
- **BeGambleAware:** **BeGambleAware** is a free information service which has **lots of resources** for those affected by problem gambling, as well as the people who are close to them.
- **DAN 24/7** is a free and bilingual telephone helpline providing a single point of contact for anyone in Wales wanting further information and/or help relating to drugs and/or alcohol. The service is available 24 hours a day, 7 days a week. The helpline will assist individuals, their families, carers, and support workers within the drug and alcohol field to access appropriate local and regional services. www.dan247.org.uk



Bullying

■ **Ditch the Label:** Ditch the Label offers support to young people between the ages of 12 to 25 who have experienced bullying. You'll find many **helpful articles** on its website about how to combat bullying, plus advice on how to get help. And if your child can't find information related to their specific problem, they can get in touch with the organisation's **Digital Mentors**.



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