

## External resources, tools and advice for families

- Use the Anti-Bullying Alliance's interactive anti-bullying information tool for parents and carers [here](#).
- [Kidscape](#) Provide workshops for children that need support with bullying issues as well as a helpline for parents and carers (incl. interpreter service where needed).
- Kidscape also have '[Top tips for dealing with bullying](#)' translated into several different languages.
- [Family Lives](#) (previously Parentline Plus) 0808 800 2222 - gives support and advice for parents on any aspect of parenting and family life, including bullying.
- [NSPCC](#) have a free online safety helpline for parents and carers - 0808 800 5000
- [YoungMinds](#) parent helpline offers three different services to parents and carers who are concerned about their child's mental health, up to the age of 25.
- [The Child Exploitation and Online Protection Centre \(CEOP\)](#) provides help and advice on cyberbullying and also maintains a website called [Think U Know](#) for children and young people, and parents and carers about staying safe online.
- [Internet Matters](#) provides regularly refreshed content to support parents and carers with all aspects of e-safety. This includes lots of advice on technology that can help you to protect your child online and helpful content relating to cyberbullying.
- [PACE \(Parents Against Child Exploitation\)](#) have a parent helpline that can provide advice about online safety.
- [Report Harmful Content Online](#) (provided by the UK Safer Internet Centre and South West Grid for Learning) have a website which has support about reporting content.
- [Welldoing](#) is an independent, UK-wide directory of therapists and counsellors who are all members of reputable professional organisations. There is a separate search function for

children and adolescents in need of therapists and counsellors. It also supplies information and advice in the areas of mental health, wellbeing and development.

- For counselling in other languages, there is a search filter on the website where you can choose a preferred language.
- Counselling Directory provides a huge support network of counsellors, enabling visitors to find a counsellor close to them and appropriate for their needs.
  - For counselling in other languages, there is a search filter on the website where you can choose from the drop down list of 'Languages offered'. If the language isn't listed under the 'Languages offered' filter, then you can type a preferred language into the 'Keyword' box and any counsellors who list this on their profile will appear.
- Ofsted Parent View website This website has an online questionnaire that allows parents and carers to give their views on their child's school at any time of the year. The questionnaire asks parents for their opinion on 12 aspects of their child's school, from the quality of teaching, to dealing with bullying and poor behaviour, with a final question as to whether or not they would recommend the school to other parents.

### Helplines and resources for children and young people

- ChildLine: ChildLine is the UK's free, confidential helpline for children and young people. They offer advice and support, by phone and online, 24 hours a day. Call 0800 1111. They have a designated page for bullying issues that includes a new video about building up confidence after bullying. The helpline is only available in English and Welsh but their online material is available in many other languages via their 'ReciteMe' function. Just type 'ReciteMe' into the Childline website search bar, and click 'open accessibility toolbar' under the heading Turn On The Accessibility Toolbar. Then go up to the top of the page, and click the icon with flags on a black background to select a preferred language.
- Samaritans: Samaritans support anyone who is having a difficult time. They're open 24 hours a day, 365 days a year. Call 116 123, or you can email or write to them.
- Direct Gov: Information for young people on cyberbullying, bullying on social networks, internet and email bullying, bullying on mobile phones, bullying at school, what to do about bullying, and information and advice for people who are bullying others and want to stop.
- Victim Support: They offer support to young people affected by crime. Their Children and Young People's (CYP) Service also deals with cases of bullying; offering advice and working with



professionals to ensure young people get the support they need. You can call their support line for free on 08 08 16 89 111.