



Family Handbook

Early Help Support for Families During
Coronavirus (Covid-19) Outbreak

Issue 4: Thursday 5th November 2020

**THIS HANDBOOK HAS BEEN
DEVELOPED TO ENABLE AND
ASSIST FAMILIES IN WALTHAM
FOREST TO ACCESS SUPPORT
AND SERVICES DURING THE
CORONAVIRUS (COVID-19)
OUTBREAK.**

**THE INFORMATION AND
DETAILS IN THIS HANDBOOK
ARE SUBJECT TO CHANGE IN
LINE WITH PUBLIC HEALTH
ENGLAND, NATIONAL AND
LOCAL GUIDANCE.**

CURRENT AND UP TO DATE AS OF 5th NOVEMBER 2020

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Click on an image or a link for more information.



HM Government



Stay home



Protect the NHS



Save lives

IMPORTANT CONTACT NUMBERS

MEDICAL HELP/ ASSISTANCE	111
EMERGENCIES	999
COVID-19 SUPPORT FOR 70+ AND VULNERABLE RESIDENTS	0208 496 3000
WALTHAM FOREST COUNCIL	0208 496 3000
WALTHAM FOREST MASH SERVICES	0208 496 2310
WALTHAM FOREST PARKING	0203 092 0112
WALTHAM FOREST HOUSING	0208 496 4197
CITIZENS ADVICE BUREAU	0208 509 6444
UNIVERSAL CREDIT SUPPORT	0800 144 8444
LLOYD PARK CHILDRENS CHARITY	0771 449 5006
HENRY	0208 496 5223
NELFT	0300 300 1970
NATIONAL DOMESTIC HELPLINE: 24/7	0808 200 0247
RESPECT	0808 802 4040
CHILDLINE	0800 11 11

**For the latest information and advice on the
Coronavirus (COVID-19) outbreak and support
available in the borough please go to:**

<https://www.walthamforest.gov.uk/service-categories/covid-19>

TOP PARENTING TIPS FOR PARENTS AND CARERS DURING COVID-19

1

Reassure your children that your family is your top priority

Say something like "I'm your parent, it's my job to keep you safe and we are doing everything we can."

2

Take care of yourself the best you can

Deal with your own distress by taking actions that give you a better sense of personal control. Stress management skills such as mindfulness and/or deep breathing can help reduce stress. Keep healthy and safe (good personal hygiene, exercise daily, eat well, get enough sleep, avoid using alcohol or drugs to lessen stress). Avoid behaviour that might increase your stress. For example, while it is helpful to keep informed about COVID-19, constant checking on your screens can increase stress.

3

Make sure your children know you are ready to talk

Children need to be able to talk to parents about their concerns and have their questions answered. When a child wants to talk about their feelings, stop what you are doing and listen carefully. Avoid telling your child how they should feel ("That's silly. You shouldn't be scared about that.") Let children know it is OK to be worried. Talking or drawing can help children get in touch with their feelings and figure out what they are anxious about.

4

Be truthful in answering children's questions

Find out what they know about the issue before answering. Keep answers simple. Get information from trusted sources (e.g. official government websites) rather than social media.

5

Maintain everyday family routines

Keep to usual rising times, mealtimes, and bedtimes. Every family is different. Involve children in working out any new routine (e.g. have a daily plan of activities for school-aged children who are at home).

TOP PARENTING TIPS FOR PARENTS AND CARERS DURING COVID-19

6

Have a family plan of action

Involve children in preparing the plan. As situations can change quickly (e.g. new travel restrictions, school closures), update the plan as needed.

7

Have plenty of interesting things to do at home

Busy children are less likely to be bored and misbehave. With your child, help create a list of 20 activities that will keep them busy (not just screen time).

8

Take notice of behaviour you like

Think about the values, skills and behaviours you wish to encourage in your children at this very difficult time. There are many opportunities to teach your children important life skills (e.g. being caring, helpful, cooperative, getting on well with siblings, taking turns). Use plenty of praise and positive attention to encourage behaviour you like. Give them positive attention letting them know you are pleased by telling them what they have just done ("That's a lovely card you have written to your grandmother. That's so kind. She will really appreciate that.").

9

Help children learn to tolerate more uncertainty

The COVID-19 crisis creates uncertainty for everyone. Parents need to find a way to accept uncertainty and, through your actions and words show this acceptance to your children. It's OK to say, "I don't know; let's find out what we can." Big changes to children's lives can be hard and are often scary. They can also create opportunities for learning new skills.

10

Reach out and connect with loved ones

Make greater use of phones, online communication tools (video conferencing) and social media to keep in touch with family, friends, and neighbours. Help others in need who are going through a tough time and are more vulnerable (e.g. parents/caregivers with disabilities, older people).

EXAMPLE OF A DAY AT HOME

If it doesn't go to plan, it's good to let our hair down from time to time and understand that each child is an individual.

TIME	ACTIVITY	IDEAS
8.00AM - 9.00AM	WAKE UP & TIDY ROOM	Wake Up and Tidy Up Room and Beds
9.00AM – 10.00AM	BREAKFAST	
10.00AM – 11.00AM	ACADEMIC TIME	No Electronics – Books, Sudoku, Flash Cards, Study Cards
11.00AM – 12.00PM	CREATIVE TIME	Drawing, Paint, Lego, Crafts, Design, Music, Cook
12.00PM – 12.30PM	LUNCH	
12.30PM – 1.00PM	CHORE TIME	Help Clean and Tidy the House; Kitchen, Living Room, Toilet and Bathroom
1.00PM – 2.30PM	QUIET TIME	Reading, Puzzles and Quizzes
2.30PM – 4.00PM	ACADEMIC TIME	Electronics Ok – iPad, iPod & Internet
4.00PM – 5.00PM	AFTERNOON FRESH AIR	Walks, Jogs or Riding Bikes
5.00PM – 6.00PM	DINNER	
6.00PM – 7.00PM	FAMILY GAMES	Family Board Games – Monopoly, Scrabble, Twister
7.00PM – 8.00PM	TV TIME	+ Kids Shower Time
8.00PM – 9.00PM	BEDTIME	All Kids

EARLY HELP 0-18 SERVICES

Early Help 0-18 Services are continuing to support families across Waltham Forest.

Our dedicated family practitioners are still available and will continue to support families remotely and in person where possible and safe to do so.

We have adapted our offer to families to minimise non-essential travel and contact where possible.

1. **CONTACT** - Practitioners will continue to remain in contact with families via phone, mobile, WhatsApp, video calls, emails or identify safe venues and locations where social distancing measures can be maintained and visit can be facilitated in person.
2. **OUR FAMILY JOURNEY** – We will continue to develop and review family plans periodically and remotely.
3. **SUPPORT** – Practitioners will signpost, refer or escalate support that may be needed by our families.

If you already have support from an Early Help practitioner and are experiencing difficulties, please contact your worker and they will support you through this period.

If you do not currently have support from Early Help but are experiencing difficulties during this outbreak and require some support, please self-refer to Early Help via mash on:

TEL: 0208 496 2310

(Monday-Thursday 9.00am-5.15pm and Friday 9.00am-5.00pm)

OUT OF HOURS: 020 8496 3000

EMAIL: MASHrequests@walthamforest.gov.uk

SUPPORT FOR UNDER 5'S

All four Children and Family Centres remain open for pre-booked midwife appointments by Homerton Hospital, Whipps cross and North Middlesex Hospital.

The domestic abuse 'one stop shop' drop-in service is open weekdays 10.00am to 4.00pm. See below schedule:

Chingford Children & Family Centre Hub 5 Oaks Grove, Chingford, E4 6EY Mon 16th November (10am – 1pm) Mon 14th December (10am – 1pm)	Leyton Children & Family Centre Hub 215 Queens Road, Leyton, E17 8PJ Tues 24th November (10am – 1pm) Tues 15th December (10am – 1pm)
Leytonstone Children & Family Centre Hub The Junction, 2 - 8 Cathall Road, Leytonstone, E11 4LF Wed 4th November (10am – 1pm) Wed 2nd December (10am – 1pm)	Walthamstow Children & Family Centre Hub 313 Billet Road, Walthamstow, E17 5PX Thurs 12th November (1pm – 4pm) Thurs 10th December (1pm – 4pm)



We are increasing our virtual support and offer online and regular updates will be available on our [Facebook page](#). Please check our [Facebook page](#) for regular updates and new programmes.

The Children and Family Centre Partners who deliver all our CFC activities (Lloyd Park Children's Charity, HENRY, NELFT and Citizen Advice) are offering a range of services.

Lloyd Park
Children's Charity



NELFT **NHS**
 NHS Foundation Trust



LLOYD PARK CHILDREN'S CHARITY

FACEBOOK

[Facebook@LloydParkCC](https://www.facebook.com/LloydParkCC)

FAMILY SUPPORT

Please e-mail: familysupport@tlpcc.org.uk

BABY BANK

For information or support, please e-mail
babybank@tlpcc.org.uk

Somewhere to Belong and Flourish will continue as a virtual group. We will be increasing our virtual offer so please like and visit our Facebook page for up to date information and our virtual weekly timetable.

NELFT (NORTH EAST LONDON FOUNDATION TRUST)

NELFT CHILD HEALTH CLINICS

Health visitors will be increasing virtual health checks and offering limited face to face appointments at child health clinics.

School nurses will be supporting children's health and wellbeing in schools as they return. You can book an appointment, speak to a health visitor or school nurse to discuss health, wellbeing and child development issues by contacting NELFTs single point of access.

Monday to Friday 9.00am - 5.00pm

By phone: 0300 300 1970 or

Email: nem-tr.0-19universalspawf@nhs.net

CAB (CITIZENS ADVICE BUREAU)

ADVICE AND GUIDANCE

Please call on 0208 509 6444 and leave a voice mail. An adviser will call you back the same day.

HENRY

BEST START SERVICE

Our Infant Feeding Helpline will continue to be staffed Monday to Friday 9-5pm (0208 496 5222)

ONE TO ONE CONTACT

We will provide one-to-one contact for families with infant feeding practitioners, healthy family and oral health practitioners and speech and language therapists. To contact these staff, please call office line (0208 496 5223) or contact HENRY via email wfsupport@henry.org.uk

The Workshops

Sessions last for 1 hour. You will need a smartphone or computer with the camera enabled. We will send you a link to join the workshop through Google Hangouts.

- Access to evidence-based resources
- Additional follow-up support where needed

Night-time Parenting

Thursdays 2-3pm

- Caring for your baby at night
- Feeding at night time
- Safe sleep for all the family

My Growing Baby – What Next?

Wednesdays 11am-12 noon

From 4 months

- Preparing for starting solids
- Growth spurts and feeding
- Milk after 6 months

Would you like some practical support and information about feeding your baby?

INTRODUCING OUR NEW FREE ONLINE INFANT-FEEDING WORKSHOPS

Come along to our new set of interactive workshops, hosted by the local Infant Feeding Team. We will offer 5 different sessions across each week for you to take part in from the comfort of your own home. It is a great opportunity to meet other local families!

SIGN UP NOW!

To book sessions call us on **020 8496 5222** or email wfsupport@henry.org.uk



We are also on Instagram and Facebook @HENRYinWalthamForest

Infant feeding helpline
020 8496 5222
Mon-Fri- 9am-5pm

All sessions are free for Waltham Forest residents. Mothers and partners are welcome to attend



Me and My New Baby

Fridays 2-3pm

From 30 weeks into pregnancy to 6 weeks after birth

- Getting feeding off to a good start
- What to expect in the first few weeks
- Is my baby getting enough milk?
- Looking after myself

Building Closer Relationships

Wednesdays 11am-12 noon

- Building a happy and independent baby
- How to cope when baby cries
- Soothing babies with positive touch

Guide to Bottle Feeding

Mondays 11am-12 noon

- Which milk should I use?
- How much and how often?
- Can I use bottles alongside breastfeeding?
- Safe practice with formula and expressed milk

LEARNING TOGETHER



Waltham Forest's Early Years and Childcare Team has developed the Learning Together Project which has been created by qualified teachers and speech and language therapists in partnership with Chit Chat Pitter Pat.

This project is for parents/carers and their young children and includes simple and fun activities they can do together at home which can help children with their learning and development.

For parents/carers to get involved and start learning together, they should join the [Chit Chat Pitter Pat Facebook group](#) (and follow the [Chit Chat Pitter Pat Instagram](#)).

Chit Chat Pitter Pat will share daily videos and photos with top tips of fun activities for families to do together with weekly learning themes. These activities can also be downloaded from [Waltham Forest Council's website](#).

Our mission is to create a Learning Together Community support network in Waltham Forest for us to support parents/carers and for them to support and inspire each other.



WASH



HANDS

COVER



FACE

MAKE



SPACE

**We must keep on
protecting each other.**



HANDS



FACE



SPACE

**WASH
HANDS**



**COVER
FACE**



**MAKE
SPACE**



MENTAL HEALTH & WELLBEING



Taking care of your mind as well as your body is really important while staying at home because of coronavirus (COVID-19).

You may feel bored, frustrated or lonely. You may also be low, worried or anxious, or concerned about your finances, your health or those close to you.

It's important to remember that it is OK to feel this way and that everyone reacts differently. Remember, this situation is temporary and, for most of us, these difficult feelings will pass. Staying at home may be difficult, but you are helping to protect yourself and others by doing it.

For more information or support around children's mental health and wellbeing, please visit: <https://youngminds.org.uk/> or contact the parents help line on 0808 802 5544



MENTAL HEALTH DIRECT

24/7 support
available for your
mental health needs

0300 555 1000

NELFT NHS
NHS Foundation Trust

DOMESTIC ABUSE

We want to reassure all survivors that we are doing everything we can to support you during this challenging time.

The borough's local services are still working to provide support and advice over the phone or online.

We're encouraging all survivors to carry a mobile phone at all times if possible.

IF YOU ARE IN IMMEDIATE DANGER CALL 999

If you want to talk to a trained domestic abuse specialist call the following free 24/7 domestic abuse helpline:

- **0808 2000 247**
- Or visit www.nationaldahelpline.org.uk

Getting support to stop domestic abuse is an essential reason to travel. So, if you are unable to access a phone and online support, and you are not self-isolating; to speak to a specialist worker who can offer support, you can come to:

Chingford Children & Family Centre Hub 5 Oaks Grove, Chingford, E4 6EY Mon 16 th November (10am – 1pm) Mon 14 th December (10am – 1pm)	Leyton Children & Family Centre Hub 215 Queens Road, Leyton, E17 8PJ Tues 24 th November (10am – 1pm) Tues 15 th December (10am – 1pm)
Leytonstone Children & Family Centre Hub The Junction, 2 - 8 Cathall Road, Leytonstone, E11 4LF Wed 4 th November (10am – 1pm) Wed 2nd December (10am – 1pm)	Walthamstow Children & Family Centre Hub 313 Billet Road, Walthamstow, E17 5PX Thurs 12 th November (1pm – 4pm) Thurs 10 th December (1pm – 4pm)

You do not need to have a child to access this service. We are operating the service in accordance with government guidelines so will be implementing physical distancing.

If you are worried about your own behaviour and think you might be at risk of hurting your partner or family, contact the Respect help line:

- It is confidential and free to call: 0808 802 4040
- or visit www.respect.uk.net

They will help and support you to stop.

If you are worried about a friend or neighbour suffering domestic abuse you too can speak to a trained professional on the 24/7 domestic abuse helpline: 0808 2000 247



HM Government

**AT HOME
SHOULDN'T
MEAN AT RISK
OF DOMESTIC ABUSE
#YOUARENOTALONE**



FOR PARENTS

A SPECIAL COVID MESSAGE

When your child is ill or injured it is very difficult to decide if/when to call your child's GP, NHS 111 or go the Accident and Emergency Department (A&E). During the current situation and while the government is asking everyone to stay at home, it can be confusing to know what to do. Here is some guidance:



FOR ADVICE ON COVID-19 AND CHILDHOOD ILLNESSES/INJURIES VISIT [WWW.NHS.UK](https://www.nhs.uk)

Designed by primary and secondary care clinicians from Barts Health & North-East London STP

YOU SHOULD GO TO A&E AND/OR CALL 999 IMMEDIATELY IF

APPEARANCE

- ▶ Pale/mottled/ashen/blue colour
- ▶ Collapsed/unresponsive/loss of consciousness
- ▶ No obvious pulse or heartbeat
- ▶ Severe allergic reaction

BEHAVIOUR

- ▶ Extreme irritability/pain/sleepiness (can be woken but falls asleep immediately)
- ▶ Seizure/jerking movements/fit

BREATHING

- ▶ Sucking in and out between ribs
- ▶ Flaring nostrils
- ▶ Extremely fast breathing
- ▶ Noisy breathing

OTHER

- ▶ Bleeding from an injury that doesn't stop after 10 minutes of pressure
- ▶ Fever with a stiff neck

YOU SHOULD GO TO A&E IF

APPEARANCE

- ▶ Dizziness/feeling faint
- ▶ Rash that does not fade when you press it

BEHAVIOUR

- ▶ Severe tummy pain

OTHER

- ▶ Burn
- ▶ Possible broken bone

OTHER

- ▶ Swallowed foreign objects (especially magnets/batteries)
- ▶ Temperature higher than 38°C in a baby younger than 3 months old
- ▶ Your child has special health care needs and you have a plan that tells you to go to A&E
- ▶ Feels abnormally cold to touch
- ▶ Expressing suicidal/significant selfharm thoughts
- ▶ Head injury

YOU SHOULD CALL YOUR GP IF

APPEARANCE

- ▶ Mild/mod allergic reaction (known or suspected)
- ▶ New rash that fades when you press on it

BEHAVIOUR

- ▶ Mild irritability/sleepier than normal
- ▶ Moderate tummy pain
- ▶ Vomiting and diarrhoea
- ▶ Not passed urine for more than 12 hours

BREATHING

- ▶ Wheezing/fast breathing

OTHER

- ▶ Temperature >39°C (age 3-12 months)
- ▶ Temperature over 38°C for 5 days or more
- ▶ Accidental overdose of medication or other substances
- ▶ Ear pain for more than 2 days
- ▶ Emotional distress that can't be reassured

YOU SHOULD CALL 111 IF

APPEARANCE

- ▶ Pink eyes/red eyes

BEHAVIOUR

- ▶ Ear pain for less than 2 days
- ▶ Mild tummy pain

BREATHING

- ▶ Cough
- ▶ Runny nose

OTHER

- ▶ Temperature over 38°C for less than 5 days

Online safety tips for parents of pre-school children

0-5 Year Olds

Checklist

✓ Put yourself in control

Make use of the parental controls available on your home broadband and any internet-enabled devices. You can find out how at your broadband provider's website or by visiting internetmatters.org.

✓ Search safely

Use safe search engines such as swiggle.org.uk or kids-search.com. Safe search settings can also be activated on Google and other search engines as well as YouTube. You can find out more at google.co.uk/safetycentre.

✓ Set boundaries

It's never too early to start setting rules about when and for how long your child can use devices and start to introduce the subject of internet safety at the same time. Encourage children to use devices in a communal area, keep other devices out of reach and use passwords so they can't go online without asking you first.

Pre-school children are online for an average of 71 minutes a day*

1/2

Over half of 3-4 year olds use tablets*

✓ Explore together

Set your homepage to a child-friendly site such as CBeebies and give them a user account which only allows access to sites and apps you've chosen.

✓ Help them learn through games

Games are a great way for young children to explore the internet and learn about the world around them. You can choose safe, fun and educational games free of charge from providers such as Fisher Price or about their favourite characters like Peppa Pig.

Children can now have a digital footprint before they learn to speak and often before they're even born.

Internet Matters is a free online resource for every parent in the UK. We'll show you the best ways to protect your children online as they grow up - with information, advice and support on all the big e-safety issues.

internet
matters.org

COVID-19 RESPONSE SERVICES

FINANCIAL ASSISTANCE & SUPPORT

UNIVERSAL CREDIT	0800 144 8 444	https://www.gov.uk/government/collections/financial-support-for-businesses-during-coronavirus-covid-19
LOCAL WELFARE ASSISTANCE (LWA)	020 8496 8505 or 020 8496 8417	https://www.walthamforest.gov.uk/content/local-welfare-assistance-lwa
DISCRETIONARY COUNCIL TAX HARDSHIP SCHEME	020 8496 3000	https://www.walthamforest.gov.uk/content/discretionary-council-tax-hardship-scheme
DISCRETIONAL HOUSING PAYMENT SCHEME	020 8496 3000	https://www.walthamforest.gov.uk/node/905
TURN2US – BENEFITS ADVICE AND CALCULATOR	-	https://www.turn2us.org.uk/get-support/Benefits-and-Coronavirus

**We must
keep on protecting
each other.**



HANDS



FACE



SPACE

FOOD PARCELS AND ASSISTANCE

RUKSHANA KHAN FOUNDATION	07939 232 123	rukhsanakhanfoundation@outlook.com
E4 COVID-19 COMMUNITY RESPONSE	0203 3897894	chingfordcorona@gmail.com
WF MUTUAL AID PROVIDERS	-	https://www.facebook.com/groups/wfcoronavirus/
HORNBEAM CENTRE	-	Anne@hornbeam.org.uk
EAT OR HEAT	0800 772 0212	referrals@eatorheat.org
PL8 4U AL SUFFA	07539 364110	PL84UALSUFFA@GMAIL.COM
CANN HALL MOSQUE - LEYTONSTONE	020 8555 0963 / 07984 602475	admin@cannhall.org
MUSLIM COMMUNITY ASSOCIATION LEYTON - LEYTON	IFHAKER: 07511 446605 MAHBUB: 07803 720921 RAZA: 07889 956381 MASUK: 07533 158840	-
AL-FATH TRUST - WALTHAMSTOW	07809 649312 07984 062282	-
ST MARGARET WITH COLUMBIA – LEYTONSTONE	07709 611310	stmargarete11@gmail.com
CHRIST CHURCH	FRANCIS ROAD, E10	ALTERNATING SUN & MON. SUN 1PM - 2PM MON 10AM - 12PM
COMMUNITY FRIDGE - TRANSITION	-	info@transitionleytonstone.org.uk

HEALTH & MENTAL HEALTH

EVERY MIND MATTERS – ADULTS	111	www.nhs.uk/oneyou/every-mind-matters/
FIVE WAYS TO WELLBEING – ADULTS	-	https://directory.walthamforest.gov.uk/kb5/walthamforest/directory/advice.page?id=2ndcMG37ZM8
KOOTH – YOUNG PEOPLE	-	https://www.kooth.com/
YOUNG MINDS – CHILDREN AND YOUNG PEOPLE	020 7089 5050 080 8802 5544	www.youngminds.org.uk/
YOUNG MINDS – PARENTS	080 8802 5544	-
WALTHAM FOREST TALKING THERAPIES (IAPT) – ADULTS WITH STRESS, ANXIETY, DEPRESSION OR INSOMNIA	0300 300 1554 (option 4)	https://www.talkingtherapies.nelft.nhs.uk/waltham-forest-wf.talkingtherapies@nhs.net
SAMARITANS	116 123 (helpline)	
SENDIASS – CHILDREN WITH SEN OR PARENTS/ CARERS	020 3233 0251	www.walthamforestsendiass.org.uk/bookings/slots?category=4254-callbacks
WALTHAM FOREST GPS – EVERYONE	-	https://www.nhs.uk/Services/Trusts/GPs/DefaultView.aspx?id=89590
GENERAL HEALTH CONCERNS – EVERYONE	111	https://111.nhs.uk/

OTHER SUPPORT

CITIZENS ADVICE WF – CORONA VIRUS	0208 509 6444	https://www.citizensadvice.org.uk/local/waltham-forest/
NATIONAL DOMESTIC ABUSE	0808 2000 247	www.nationaldahelpline.org.uk
RESPECT HELP LINE	0808 802 4040	http://respect.uk.net/
MEN'S ADVICE LINE	0808 801 0327	www.mensadvice.org.uk/
RIGHTS OF WOMEN	020 7251 6575	https://rightsofwomen.org.uk/get-advice/advice-lines/
WALTHAM FOREST COMMUNITY HUB – YOUTH AND SENIOR CITIZENS	0208 223 0707 07716736315	info@wfchub.org
WALTHAM FOREST MIGRANT SUPPORT	TEXT FULL NAME TO 07496 394175	-
CARERS FIRST	0300 303 1555	www.carersfirst.org.uk/waltham-forest
SAMARITANS	116 123	www.samaritans.org/branches/leyton/
AGE UK	020 8558 5512	-
SALVATION ARMY	07827 031422 020 8558 7290	marie.burr@salvationarmy.org.uk

Online safety tips for parents of primary school children

6-10 Year Olds

Checklist

☒ Put yourself in control

Make use of the parental controls on your home broadband and any internet-enabled devices. You can find out how at your broadband provider's website or by visiting internetmatters.org.

☒ Search safely

Use safe search engines such as swiggle.org.uk or kids-search.com. Safe search settings can also be activated on Google and other search engines as well as YouTube. You can find out more at google.co.uk/safetycentre.

☒ Agree boundaries

Be clear what your child can and can't do online – where they can use the internet, how much time they can spend online, the sites they can visit and the type of information they can share. Agree with your child when they can have a mobile phone or tablet.

Over 65 % of parents are most concerned about their 6-10 viewing inappropriate content online*



☒ Explore together

The best way to find out what your child is doing online is to ask them to tell you about it. Encourage them to use devices in communal areas so you can see what sites they're visiting and share with them.

☒ Check if it's suitable

The age ratings that come with games, apps, films and social networks are a good guide to whether they're suitable for your child. The minimum age limit is 13 for several social networking sites, including Facebook and Instagram.

Know this stuff matters, but don't know where to turn?

Internet Matters is a free online resource for every parent in the UK. We'll show you the best ways to protect your children online – with information, advice and support on all the big e-safety issues.

**internet
matters.org**

Learn about it:

Teach your child some simple rules

- Make sure your child knows not to share personal information like their phone number or email address online
- Only talk to real life friends or family if they are on sites with a social media element like Moshi Monsters or Club Penguin
- Use privacy settings wherever they exist to keep their information private
- Be a good online friend and don't say nasty things even if it's just a joke
- Use secure and legal sites to download music and games
- Check attachments and pop ups for viruses before they click or download anything
- Use Public Friendly WiFi when they're out and about to filter inappropriate content
- Help them to better understand the different online platforms they use and judge the quality and reliability of online resources

Talk about it:

Tips for a meaningful conversation

- Start conversations when your children won't be embarrassed, for example in the car going home from school
- Ask them for advice on how to do something online and use this as a conversation starter
- Make sure they know they can come to you if they're upset by something they've seen online
- Be sensitive and praise them when they share their online experiences with you
- If your child comes to you with an issue, stay calm and listen without judging them
- Talk about online grooming as you would stranger danger and explain that people they meet online might not be who they say they are
- Ask them about things online which might make them uncomfortable



Deal with it

You can find out where to get help and advice on the Report it page of internetmatters.org, where we include information on how to report problems – and which relevant organisations and agencies to turn to.

On this page, we also provide information on how to deal with any specific issues you may encounter with your child; such as finding inappropriate content and cyberbullying.

Stay safe at secondary school

Exposure to some of these issues increases when children move up to secondary school so make sure your child is prepared – find out more with our pre-teens age guide at internetmatters.org/ageguide10-13

**internet
matters.org**



**WASH
YOUR
HANDS**



**COVER
YOUR
FACE**



**KEEP
YOUR
DISTANCE**

STAY AT HOME

Protect the NHS

save lives



**3 ways to protect
yourself and others**



Hands



Space

ONLINE RESOURCES FOR FAMILIES

KEEP FIT FOR ADULTS

ONLINE YOGA	https://eastofeden.uk/
10 MINUTE WORKOUT	https://directory.walthamforest.gov.uk/kb5/walthamforest/directory/advice.page?id=2T_osdWMZs0
STRENGTH AND FLEX EXERCISE PLAN	https://www.nhs.uk/live-well/exercise/strength-and-flex-exercise-plan/
GET IT FOR FREE	https://www.nhs.uk/live-well/exercise/free-fitness-ideas/
STAY ACTIVE AT HOME	https://www.sportengland.org/stayinworkout#get_active_at_home
THE BODY COACH	https://www.youtube.com/channel/UCAxW1XT0iEJo0TYIRfn6rYQ
H&B INDOOR EXERCISES	https://www.hollandandbarrett.com/the-health-hub/weight-management/fitness/exercise/how-to-exercise-indoors/
THE BLAIR ACADEMY	https://www.youtube.com/channel/UCQbgkf7sBGPgphzgEf7RzzQ?view_as=subscriber

KEEP FIT FOR KIDS

10 MINUTE SHAKE UP	https://www.nhs.uk/10-minute-shake-up/shake-ups
SWOREKIT KIDS WORKOUT	https://app.sworkit.com/collections/kids-workouts
P.E LESSONS WITH JOE	https://www.youtube.com/playlist?list=PLyClOpd4VxXbVqafyve889qVcPxYEjdSTl

GARDENING

BEGINNERS GUIDE TO GARDENING	https://www.rhs.org.uk/advice/beginners-guide
GARDENING	https://www.youtube.com/watch?v=1TIE2QHaTaw
GARDENING TIPS	https://www.youtube.com/watch?v=ldpPbVzYK-U

THINGS TO DO

THE SUNTRAP CENTRE	https://suntrapcentre.co.uk/suntrap-at-home
ARTIS CREATIVE LEARNING	https://www.artisfoundation.org.uk/blog/blogposts/2020/03/creative-learning-resources/
BBC ACTIVITIES FOR KIDS	https://www.bbc.co.uk/programmes/genres/childrens/activities/all
QUICK AND EASY HOME PROJECTS FOR KIDS	https://www.kiwico.com/kids-at-home
100 THINGS TO DO AT HOME WITH KIDS	https://www.schoolofspreadthehappiness.co.uk/product/100-things-to-do-indoors/
HUNGRY LITTLE MINDS	https://hungrylittleminds.campaign.gov.uk/
NASA – SPOT THE STATION	https://spotthestation.nasa.gov/sightings/view.cfm?country=United_Kingdom&region=England&city=London#.Xo234chKhPa

ONLINE LEARNING – GENERAL

WF LIBRARY SERVICE	https://www.walthamforest.gov.uk/content/join-free-library-service-now
BBC BITESIZE	https://www.bbc.co.uk/bitesize
AMAZON AUDIBLE	https://stories.audible.com/start-listen
LEARN AT KS2, KS3, GCSE & A LEVEL	https://www.senecalearning.com/
LECTURES FOR SIXTH FORM STUDENTS	https://www.gresham.ac.uk/schools

ONLINE LEARNING – MATHS

THE MATHS FACTOR	https://www.themathsfactor.com/?awc=5757_1585219764_61d6f58af882da6606bd7305ab616a71&utm_source=Affiliate&utm_medium=Referral&utm_campaign=PRI_MAT_27JAN2014_TMF_General&source=aw
MATHS ONLINE	https://whiterosemaths.com/
DR FROST MATHS	https://www.dr frostmaths.com/
GEOMETRY	https://www.canfigureit.com/

ONLINE LEARNING – ENGLISH

ENGLISH FOR KIDS	https://learnenglishkids.britishcouncil.org/
PHONIC SKILLS	https://www.starfall.com/h/
STORYLINE ONLINE	https://www.storylineonline.net/
ENGLISH ON YOUTUBE	https://www.youtube.com/user/mrbruff
ENGLISH REVISION	https://www.youtube.com/channel/UCJhuqpyhE8NzYZFkwTzi_7g

ONLINE LEARNING – SCIENCE

BIOLOGY ON YOUTUBE	https://www.youtube.com/channel/UCqNRObSCvPqLS8VftXXy9Ow
PHYSICS ON YOUTUBE	https://www.youtube.com/channel/UCZzatyx-xC-DI_VVUVHYDYw
CHEMISTRY ON YOUTUBE	https://www.youtube.com/user/GetChemistryHelp
BBC SCIENCE PODCAST	https://www.bbc.co.uk/programmes/p01gyd7j/episodes/downloads
COSMIC SHAMBLES	https://cosmicshambles.com/stayathome/upcoming-schedule

ONLINE LEARNING – HISTORY

BBC HISTORY FOR KIDS	http://www.bbc.co.uk/history/forkids/
BIG HISTORY PROJECT	https://school.bighistoryproject.com/bhplive
DIGITAL HISTORY ARCHIVE	https://www.bunkhistory.org/
HISTORY PODCASTS	http://www.versushistory.com/podcasts.html

ONLINE LEARNING – OTHER SUBJECTS

GEOGRAPHY	https://www.rgs.org/schools/teaching-resources/
LANGUAGES	https://www.linguascope.com/
ECONOMICS	https://www.econtalk.org/
FREAKONOMICS	https://freakonomics.com/archive/
PHILOSOPHY 24/7	https://philosophy247.org/
PHILOSOPHY PODCAST	https://www.wnyc.org/story/pickle-philosophy-podcast-kids/
ONLINE CRAFT COURSES	https://yodomo.co/collections/discover-courses
CRAFTS & ACTIVITIES	https://www.allkidsnetwork.com/
MUSIC LAB	https://musiclab.chromeexperiments.com/Experiments
CORONAVIRUS – A BOOK FOR CHILDREN	https://nosycrow.com/wp-content/uploads/2020/04/Coronavirus_INSwith-cover.pdf

ONLINE LEARNING – PLAY AND LEARN

LEARN ABOUT ANIMALS	https://switchzoo.com/
PBS KIDS	https://pbskids.org/
MATHS AND READING GAMES	https://www.funbrain.com/
PLAY AND LEARN WITH DR SEUSS	https://www.seussville.com/

ONLINE GUIDE – PARENTING

FAMILY LIVES	https://www.familylives.org.uk/
YOUNG MINDS PARENTING SUPPORT	https://youngminds.org.uk/find-help/for-parents/supporting-your-child-during-the-coronavirus-pandemic/

Guide to managing children's screen time

internet
matters.org

Effect on behaviour

Constant use of a device and features like auto-play on platforms can be habit forming and encourage children to spend longer on screens



Effect on the brain

Screens can have a drug-like effect on the children's brains which can make them more anxious

It can make children more forgetful as they rely on things like Google, GPS and calendar alerts to look up information



Effect on sleep

Blue light from phones can trick the brain into thinking it's still daylight making it difficult to sleep

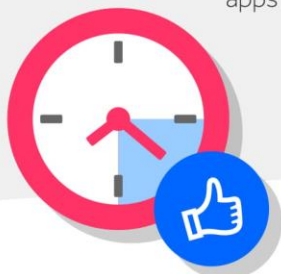


What are the benefits?

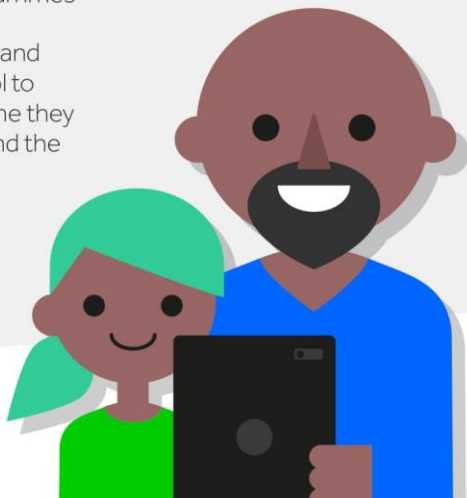


- Gives children access to a **wealth of information** to build their knowledge
- Technology **takes away physical barriers** to social connections to make children less isolated
- Exposure to tech has proven to **improve children's learning** and development
- Online games and activities **enhance teamwork and creativity**

10 tips to get in control with your child's screen time



1. Set a **good example** with your own device use
2. Have **discussions about the risks** that they may face based on their online activities
3. Put in place a **family agreement** and agree an appropriate length of time they can use their device
4. Help them build **critical thinking** to understand that some features on platforms are design to keep you watching or playing
5. Encourage them to **switch off auto-play** on platform to remove the temptation to binge on programmes
6. Use **tech tools** and parental control to manage the time they spend online and the apps they use
7. Get the **whole family to unplug** and create 'screen free' zones at home
8. Together find apps, site and games that will help children **explore their passions** and make screen time active
9. For younger children find ways to **combine touch screen use** with creative and active play
10. Encourage children to **self-regulate** the time they spend online and the activity they do to ensure they are having a positive impact on their wellbeing



Digital Resilience

USEFUL WEBSITES FOR PARENTS
AND CARERS

GENERAL DIGITAL RESILIENCE

NSPCC

www.nspcc.org.uk/preventing-abuse/keeping-children-safe/online-safety/

Includes useful tools and tips to help you keep track of your child's online usage, as well as information on how to talk to your child about the online space.

PARENTZONE

www.parentzone.org.uk/parents

Includes guides to the pros and cons of a range of online platforms, as well as contact details to receive free advice and access to the Parenting in the Digital Age course.

THINKUKNOW

www.thinkuknow.co.uk/parents/get-advice/young-people-online

Includes videos on a range of online harms, as well as tips on discussing how to stay safe online. Also includes links to CEOP reporting function.

INEQE SAFEGUARDING GROUP

www.ineqe.com/learn/safeguardinghub

Includes videos and factsheets on current online trends and risks. More videos can also be found on the organisation's YouTube channel.

VODAFONE DIGITAL PARENTING

<https://www.vodafone.co.uk/mobile/digital-parenting>

Includes articles on a range of online topics, safety and wellbeing, as well as technical tips and tricks. Also includes a link to the Vodafone Digital Parenting magazine.

BUILDING RESILIENCE AGAINST EXTREMISM

EDUCATE AGAINST HATE

www.educateagainsthate.com/parents

Includes information about warning signs of radicalisation, online extremism and how to talk to your child about extremism. Also offers links to other online safety resources.

NSPCC TALKING TO CHILDREN ABOUT TERRORISM

www.nspcc.org.uk/what-we-do/news-opinion/supporting-children-worried-about-terrorism/

Specific guidance on how to have open discussions with your child about terrorist attacks, with accompanying videos. Also includes advice on how to report suspicious activity online.

REPORTING MATERIAL PROMOTING TERRORISM OR EXTREMISM

www.gov.uk/report-terrorism

Through this site, you can anonymously report content which promotes violence or terrorism, as well as material posted by terrorist or extremist organisations.



ACKNOWLEDGEMENT

We would like to acknowledge our partners, external services and materials used in this handbook during these unprecedented times to assist and support families in Waltham Forest.

We recognise and value your support;

10 Minute Workout
100 Things to Do at Home with Kids
24/7 Domestic Line
5 Steps to Mental Wellbeing
Age UK
Al-Fath Trust - Walthamstow
All Kids Network - Crafts & Activities
Amazon Audible
Artis Creative Learning
BBC Activities for Kids
BBC Bitesize
BBC History for Kids
BBC Science Podcast
Big History Project
British Council - English For Kids
Bunk History - Digital History Archive
Can Figure It - Geometry
Cann Hall Mosque
Carers First
Chemistry on YouTube
Chit Chat Pitta Pat
Christ Church Walthamstow
Citizens Advice Bureau
Community Fridge - Transition
Coronavirus – A Book for Children
Cosmic Shambles
Dr Frost Maths
E4 Covid-19 Community Response
East of Eden - Online Yoga
Eat or Heat
Econtalk - Economics
Emma The Teachie - Biology on YouTube
Every Mind Matters
Family Lives
Freakonomics
Fun Brain - Maths and Reading Games
Gardeners World - Gardening Tips
Gresham Sixth Form - Lectures
HENRY
Holland & Barratts
Hornbeam Centre
Hungry Little Minds
Internetmatters.Org
Linguascope - Languages
Lloyd Park Children's Charity
Men's Advice Line
Mr Buff - English On YouTube
Music Lab
Muslim Community Association Leyton
Nasa – Spot the Station

National Domestic Helpline
NELFT (North East London Foundation Trust)
NHS - 10 Minute Shake Up
NHS - Get It for Free
NSPCC
P.E Lessons with Joe
Pbs Kids
Philosophy 24/7
Physics Online - Physics on YouTube
Pi84u Al Suffa
Play and Learn with Dr Seuss
Quick and Easy Home Projects for Kids
Respect
Respect Help Line
RGS - Geography
RHS - Beginners Guide to Gardening
Rights of Women
Rukshana Khan Foundation
Samaritans
SENDIASS
Seneca Learning - Learn at KS2, KS3, GCE & A Levels
St Margaret With Columbia – Leytonstone
Stacey Reay - English Revision
Star Fall - Phonic Skills
Stay Active at Home
Storyline Online
Strength and Flex Exercise Plan
Switchzoo - Learn About Animals
Sworekit Kids Workout
The Blair Academy
The Body Coach
The Maths Factor
The Suntrap Centre
Triple P Parenting
Turn 2 Us
Universal Credit Support
Versus History - History Podcasts
Waltham Forest Community Hub
Waltham Forest Library Service
Waltham Forest Migrant Support
Waltham Forest Mutual Aid Providers
Waltham Forest Talking Therapies (IAPT)
Waltham Forest Young Carers Project
WF CCG - List of GPs
Which - Gardening
White Rose Maths - Maths Online
WNYC - Philosophy Podcast
Yodomo - Online Craft Courses
Young Minds





HM Government



Stay home

NHS

Protect
the NHS



Save lives



HM Government

**We must keep on
protecting each other.**

NHS



HANDS



FACE



SPACE

STAY ALERT • CONTROL THE VIRUS • SAVE LIVES

STAY AT HOME

Protect the **NHS**

save lives