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Dear Parent/Carer,

It can be hard to keep track of what your child is doing on social networks, apps and games, or know how to keep them safe.

That's why the NSPCC have teamed up with O2. Together they are helping parents untangle the web. Just like in real life, children need your help to stay safe online.

It can be particularly tricky for parents of children aged 7-12. That is the age when children start doing more online, becoming independent and using different devices.

The school has managed to obtain the two NSPCC and O2 guides, "A Parents' Guide to Being Share Aware" and "Your Child's Online World." They contain some really useful information which will help to reassure you, as well as advise you, on how to keep your child safe online. Copies of these guides are also on our school website, where you can also find additional information and useful links to help you keep your child safe online. Go to the Information Section and then click on Online Safety for Parents. Further information can be found on the O2 and NSPCC website. [www.o2.co.uk/nspcc](http://www.o2.co.uk/nspcc) This website will give you advice if you are thinking of giving your child their first phone or if your child already has a phone.

Most devices and some apps and games include parental controls. Understanding how these can be used to control in-app purchases, as well as blocking upsetting or harmful content, will help your children explore the online world safely. Parental controls need to be installed on your devices as well as managed inside the social network app or game. You can get help setting parental controls, adjusting privacy settings and understanding social networks by speaking to an O2 Guru by calling 0808 808 5002 for free. The lines are open 9am to 7pm Monday to Friday and 10am to 6pm at weekends or you can book an appointment to visit an O2 store and speak to an O2 Guru in person through the website link above. They can help whether you're an O2 customer or not.

Remember, parental controls are not failsafe and won't stop children seeing inappropriate content on other devices. So it's always important to talk to your children about what they might see online.

Finally, I don't know about you, but I find it difficult to keep up-to-date with what my children are doing on their phones. The Net Aware website has simple, bite-size information and advice on the social networks, apps and games your children are using, helping you explore the platforms together. <https://www.net-aware.org.uk/>

I hope you find the guides and this information useful. Being online gives children the opportunity to play, create, learn and connect. The possibilities are endless. The internet is an amazing place, so let's help your children get the most out of it safely.

Kind regards,

Beth Hunter  
Assistant Head