At National Online Safety, we believe in empowering parents, carers and trusted adults with the information to hold an informed conversation about online safety with their children, should they feel it is needed. This guide focuses on one of many issues which we believe trusted adults should be aware of. Please visit www.nationalonlinesafety.com for further guides, hints and tips for adults.

LONELINESS ONLINE:

What Causes It and Ways to Feel Better

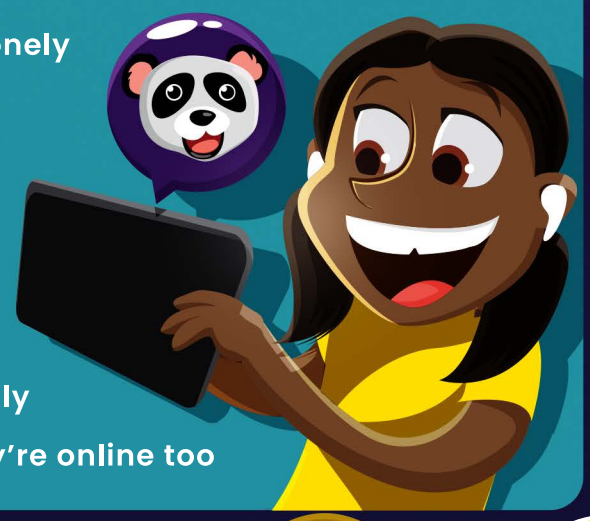
Have you ever been online and felt a little bit lonely? In a recent study, 14% of 10–12-year-olds said they often felt lonely, so you're not the only one who sometimes feels that way. We spoke to a group of children and teenagers, who told us some of the things that make them feel isolated when they're online.

CAUSES OF LONELINESS ONLINE

- Seeing photos or videos of friends having fun without me
- Being excluded from group chats or games with friends
- Friends or family not replying to texts or answering my calls
- People being unkind to me online
- When friends leave my group chat

WHAT CAN YOU DO?

So if these things happen to you and you start to feel down, what can you do? The same young people also told us how they make themselves feel less lonely when they're online – and we've collected some of their advice to share with you.

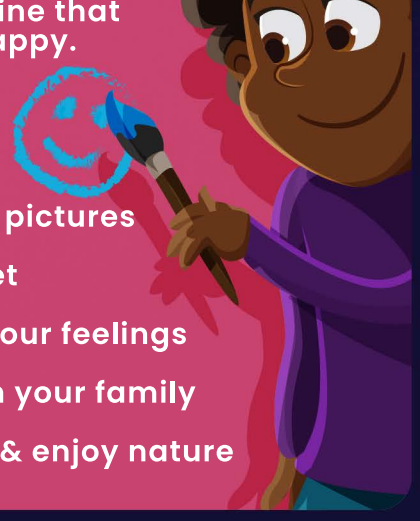


- Tell a friend or a trusted adult that you feel lonely
- Watch funny videos of cats and pandas
- Watch yoga videos and do some exercises
- Play single-player games you enjoy
- Listen to happy music
- Listen to your favourite audiobooks
- Send nice messages to your friends and family
- Play games with friends who you trust, if they're online too

TAKE A BREAK

Sometimes the best thing you can do is to take a break from technology and do something offline that makes you feel happy.

Here's what our group suggested!



- Paint or draw pictures
- Play with a pet
- Write about your feelings
- Hang out with your family
- Get outdoors & enjoy nature

FURTHER SUPPORT

Remember, it's normal to feel a bit lonely sometimes – but if it's really upsetting you, and you have no-one to talk to, you can call Childline for free on

0800 1111

National Online Safety®

#WakeUpWednesday

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