

Stay healthy, stay safe

Most scientists say that mobiles don't threaten the health of children or adults. Even so, if your children use mobiles, it's best to only make essential calls and to keep calls short.

The Department of Health has a leaflet on their website called 'Mobile Phones and Health'. To download it, go to doh.gov.uk.

Lost and stolen

To report a mobile lost or stolen, call the customer service team as soon as possible on 0870 521 4000.

They'll restrict the number so no one will be able to make or receive calls with the mobile or its SIM card. Then you should report the theft to the police.

The police will be able to identify a stolen mobile if it's been 'property marked' with your postcode. Your local police station will have more information about how to do this. It'll also help if you know the mobile's IMEI number. This is a 15-digit serial number unique to every mobile and you'll find it on the label behind the battery.

If your children feel threatened in any way, they need to protect themselves first, rather than worrying about their mobile.

Talking points

- Avoid drawing attention to your mobile in public. When you're out and about, try to stick to texting rather than calling. If you make calls, hold your mobile firmly, talk quietly or use a hands-free headset.
- Keep your mobile hidden and separate from your other valuables. An ideal place is your inside jacket or coat pocket.
- Never leave your mobile where you can't reach it quickly.
- Never lend it to strangers.
- Stay alert. Don't become so caught up in talking or texting that you aren't aware of what's going on around you.
- Stick to well-lit areas and look around you before you use your mobile.
- If you feel unsafe and don't want to talk, let your calls go through to voicemail. Then ring or text back when you feel safer.
- Protect your mobile with a password so that you're the only one who can use it.