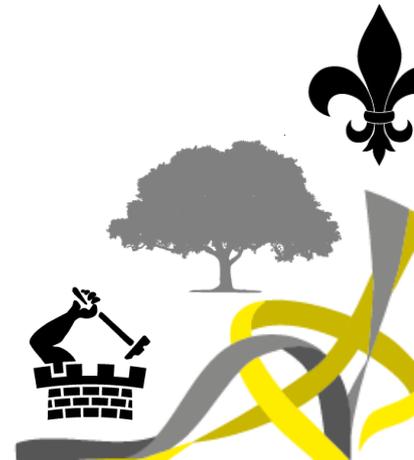


Online Safety Advice for Parents and Carers

The Internet has become part of our everyday lives and is now easier to access than ever before.

Use of the Internet can also have risks. Young people are more at risk of exposure to inappropriate or criminal behaviour if they are unaware of the dangers.



Online Safety Advice for Parents and Carers

These dangers include –

- viewing unsuitable content e.g. hate material, adult content, sites that endorse unhealthy behaviour.
- giving out personal information.
- arranging to meet an online 'friend'.
- becoming involved in, or the victim of, bullying, identity theft, or making and sending indecent or illegal images.
- spending too much time online (internet addiction) which can affect concentration, sleep and health.
- copying information from the Internet or buying work from other people to use as their own.



Online Safety Advice for Parents and Carers

Measures taken in school to protect our students when working with technology:

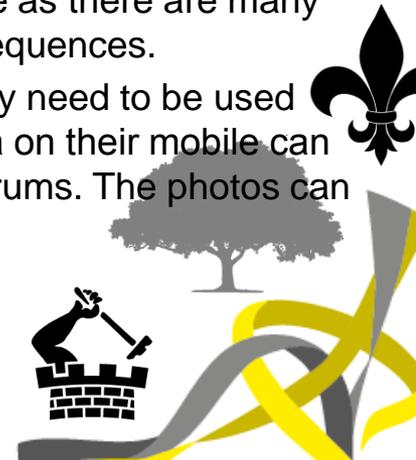
- All ICT rooms have signage about safety online
- Coverage in PSHE
- Coverage in form time
- Assemblies
- Training for key staff in specific areas / general training
- Poster displays to raise awareness
- Parent and carer information on the website and sent home
- Strong systems to record and act upon cyber bullying
- Strong systems to record and act upon safeguarding issues
- Clear policy in place
- “Policy Central” Software to ‘sift’ student emails for abusive language and monitor online use
- Strong links with agencies such as police and Children's Services
- **Strong** filtering systems
- Interventions for the most vulnerable
- An acknowledgement of all that the internet and technology brings- the positives as well as the negatives



Online Safety Advice for Parents and Carers

Advice for Parents

- **The first thing you need to do is check with your internet and mobile telephone provider to learn about their safety guidance and procedures**
- **Know what's online**
- Check the Parental Control service offered by your provider. It can be used to only let them use sites that have been classified as suitable and interesting for children under 12
- Most mobiles and computers use Bluetooth and WiFi. These features let you connect to other mobiles, computers or networks without wires. They also mean other people can send you unexpected or unwanted messages. **Parental Control can't restrict downloads from computers or mobiles using WiFi or Bluetooth**, so you need to ensure that your children know how to turn these off on their mobiles and to stress the importance to them of doing this
- Service providers will be able to advise you on the latest security software (eg McAfee). This can block access to inappropriate websites, stop inappropriate images and control the time your children are online.
- To install security software on your home computer, get advice from your provider
- **Protecting your privacy**
- It's important that people keep their personal details secure. This can be a challenge as there are many places where children can leave their details and images without realising the consequences.
- People can use their camera phone to send and receive pictures and videos, so they need to be used carefully. It's important that your children don't misuse them. Anybody with a camera on their mobile can also use multimedia chat rooms, where photos or video clips are placed in public forums. The photos can then be copied and sent on to other people.



Online Safety Advice for Parents and Carers

Advice for Parents: Keeping your information private

- Social networking sites have privacy settings to help your children to stay in control of the information they put online. Their personal profiles can be completely private, be shared with just people they allow, or be open to everyone. There are also ways to block contact from others and to check and approve the comments they put on your pages.
- Some information services need to know the location of a mobile to send their messages. Location based services can be very useful, but it means someone could find out the whereabouts of a mobile and its owner. It's worth checking the location settings of your child's mobile – you can stop location information being available to everyone except the police.
- Check with your provider how to find and change the location settings of your mobile.
- It's important that your children think about where the personal information they give away and the photos they post online might end up.



Online Safety Advice for Parents and Carers

Advice for Parents: Text, text chat and picture messaging

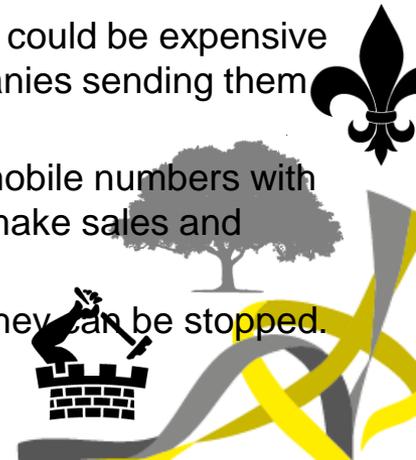
- Texts can be sent between mobiles and also from computers. As well as one-to-one messaging, you can have a text conversation with several people at the same time in a chat room. Texting in a chat room is done anonymously using nicknames.
- Picture messages are like text messages but can contain photos, videos and sounds. Picture messages can be kept on your mobile and also sent to an online album, where they can be stored, altered and re-sent to other people. Mobiles can also receive information and entertainment services by text or picture messaging, such as celebrity gossip or football scores. You have to sign up to these services and they're charged at a premium rate. Some services are classified as 18+ and are only available to people who have proved they're 18 or older.
- **To check whether your child's mobile can receive premium rate picture messages designed for over 18's, ask your service provider about age verification.**



Online Safety Advice for Parents and Carers

Advice for Parents: Nuisance calls and texts

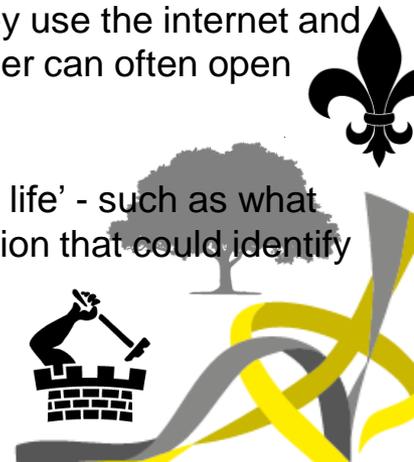
- Young people sometimes get unwanted messages or calls that can be upsetting and frightening. If your children receive offensive picture messages or video, or if they're the victim of a potential offence recorded on a mobile, you should contact the police. Keep offensive messages if you can and contact your provider, who will have a specially trained team that might be able to trace them. If you have a child who is being repeatedly bullied, they can help by changing their mobile number.
- It's important to let your children know that they don't have to answer every call. If they don't want to take a call they can divert it to voicemail.
- Your child's mobile has a display which shows each caller's name or number to help them decide whether to answer. However, if the caller chooses to block their number, it won't be displayed. The 'call register' on a mobile is a record of the calls that have been made and received, but it's not always reliable because records can be deleted.
- Sometimes children get unwanted text messages from companies trying to sell their services. You can ask companies that send marketing messages to stop sending them.
- **Stopping scam messages**
- Some companies send 'scam' marketing messages containing a phone number which could be expensive to call. When told about these messages, providers can take action against the companies sending them and can block numbers to stop people losing money by calling.
- To stop unwanted sales and marketing calls (but not texts) you can register home or mobile numbers with the Telephone Preference Service. It is a legal requirement that organisations do not make sales and marketing calls to numbers registered in this way.
- Let your child know that they don't have to put up with unwanted messages or calls. They can be stopped.



Online Safety Advice for Parents and Carers

Hints and Tips for at home

- Children spend lots of time using the Internet at school, at friends' houses, on a mobile phone, via a games console or at home. They might visit social networking sites (Facebook, snapchat, instagram or use instant messaging (to chat to friends or play on online gaming sites (Club Penguin, Runescape, mini-clip etc). These are often blocked on school computers but are very popular with children.
- You can buy special filtering and blocking software to protect your children, and most Internet browser software has some filters and security in place. Filtering software lets parents choose what is suitable for their children to look at, but parents must be aware that this software is not always 100% effective.
- If you keep your PC 'anti-virus' security up to date you should not have problems with most threats from the Internet or from downloaded email attachments. The popular browsers such as Microsoft Internet Explorer also let you control or block things such as unwanted pop-up advertisements and "cookies" e.g. when a website downloads a small file to your PC to remember your name/login.
- Always take care to protect your home computer and members of the family who use it.
- Don't panic! Talk to your child and ask them to show you (or even teach you) how they use the internet and the computer, learn which websites or tools they like to use and why. Learning together can often open opportunities to discuss safe practise with your child.
- Make sure you know what your children are doing online much like you would in 'real life' - such as what sites they visit and who they talk to. Ensure they know not to share personal information that could identify them in the offline world with anyone online.



Online Safety Advice for Parents and Carers

Hints and Tips for at home

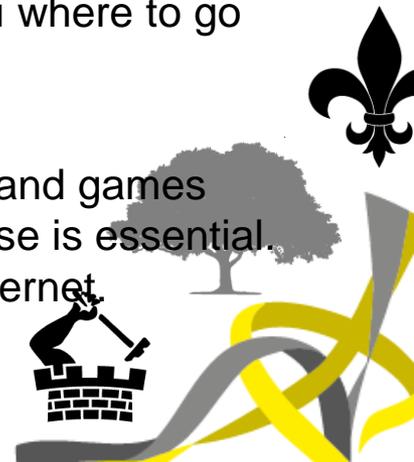
- Have family rules about how the Internet and mobile phones, etc will be used at home and be clear about not sharing information online such as names, schools, phone numbers, email addresses, photos of themselves, with online friends. Have clear rules about making and meeting with online friends safely (such as taking someone with them, meeting in a public place, etc).
- Talk to your child about the risks of downloading files from unknown or potentially illegal (such as peer to peer/file sharing sites like Limewire etc) sources or copying information from sites.
- Use child or family friendly search engine (such as the CBBC Safe Search) with younger children and bookmark favourite sites for your children to use.
- Wherever possible, locate your computer in a family area and supervise younger children. Always supervise the use of webcams in your home and consider applications which allow voice chat such as Skype.
- Filter unsuitable sites so that they cannot be seen or used by your children. This doesn't have to cost a lot. Many Internet Service Providers will include filtering and some level of internet security free. You might want to check with them what is already available before buying extra security software. Most specialist PC stores can also advise you.



E Safety for Parents and Carers

Hints and Tips for at home

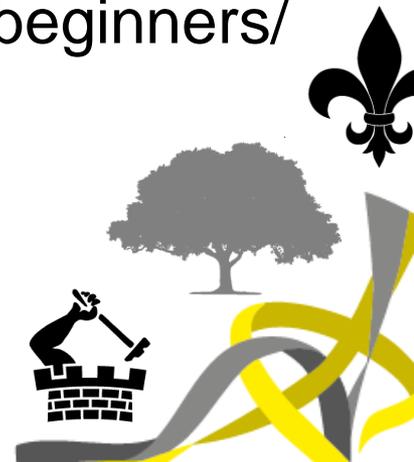
- Be aware that some devices, such as mobile phones, games consoles, etc are also able to access the internet and bypass filtering. Consider putting parental controls in place (either by contacting your mobile phone provider or from the console/device's settings directly) to restrict content and access.
- Always ensure your child knows how to block or report another user who may be sending nasty or inappropriate messages or content. Make sure you child knows to tell an adult they trust if they see something online that makes them feel scared, worried or uncomfortable. If your child receives any abusive messages, etc keep them for evidence purposes to show to the school or police. Encourage your child not to retaliate or reply. You can also report problems directly to service providers and websites.
-
- Work with your child's school - they will have spoken to your child about online safety but you can help by repeating the message at home. All schools should have an e-Safety Policy and an e-Safety Coordinator who will be able to advise you where to go for more support.
- Be realistic - banning the internet will not work - children use computers and games consoles at friends' houses and at school so education around its safe use is essential. Educate your children and the whole family will benefit from using the internet.



Online Safety Advice for Parents and Carers

Useful Links

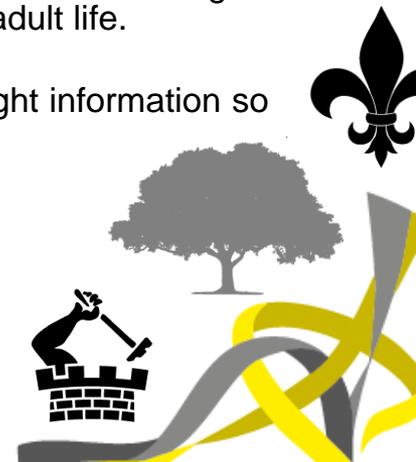
- <http://www.childnet.com/downloads/factsheet-search.pdf>
- <http://www.google.co.uk/goodtoknow/familysafety/tools/>
- <http://mashable.com/2012/05/16/facebook-for-beginners/>



Online Safety Advice for Parents and Carers

E Safety : why should we be aware of this?

- **Ofsted has issued guidelines on e-safety in schools. They will be looking at how the school protects and educates staff and pupils in its use of technology and what measures are in place to intervene and support should a particular issue arise**
- **This is a top priority safeguarding issue for schools.** Many schools might already have effective policies and systems in place, but those who haven't will need to
- **Parents and carers will want to know** that their children are safe in school, that they are empowered with the knowledge to be safe when they go online and that staff have a good understanding of what safe means in the context of using technology.
- **Risk and behaviour are the two fundamental principles of e-safety.** If you don't know what an online risk is, your online behaviour can put you at risk.
- **Learning about e-safety is a vital life skill.** Empowering children at an early age with the knowledge to safeguard themselves needs to be embedded in school to ensure they carry this into adult life.
- **It is just as important to empower adults,** particularly parents, by giving them the right information so that they can identify risky behaviour, or mitigate the possibility of risk.



Online Safety Advice for Parents and Carers

Mobile Phone Safety

A third of 5 - 16 year olds are believed to have a mobile phone – and it is essential that parents and carers are aware of how they should be used safely. Research by YouGov found that nearly half of parents said they are unaware that parental controls for mobile phones exist. They also found that more than two in five 8 - 15 year olds in the UK had accessed inappropriate content using their mobile phones.

Mobile phone safety advice for children and young people:

- Only give your mobile number to your friends and people that you trust.
- Don't share it on social networking websites.
- Don't lend your phone to someone you don't know or trust, or put it in a place where other people could get hold of it.
- Lock your phone with a PIN code so if anyone steals your phone they won't be able to use it.
- If you have Bluetooth on your phone, keep this switched off when you are not using it.
- If your mobile phones uses GPS technology then make sure you only share your location with trusted friends and family
- Always check your privacy settings on applications you use on your mobile phone as sometimes these will be different to when you use websites online
- Always remember that once you've sent a text, picture or video (even to someone you know or trust) they can send it to other people without you knowing, **so always think before you post**
- If something happens on your mobile phone that makes you feel worried or uncomfortable then always speak to an adult you trust straight away.

<http://www.childnet.com/downloads/factsheet-mobiles.pdf> for more information



Online Safety Advice for Parents and Carers

Internet Safety

- ***Of the 99% of children who have access to the internet, 31% of 12-15 year olds don't use their privacy settings on their profiles.***
(Ofcom Media Literacy Audit, 2009)
- Safety on the internet is a complex issue and it may seem like quite a daunting thing to talk about with children and young people. However, you can play an important role in making sure children and young people have access to sources of advice and information about staying safe on the internet
- The internet, mobile phones, social networking and other interactive services often provide safety and privacy tools **which usually require the user to enable them.** Providers may also have the ability for users to report concerns and access to safety advice including videos and links to online safety charities.
- ***Only 50% of children encountering harmful or inappropriate content say they did something about it***
(DCFS Staying Safe Survey, 2009)
- ***One in three 11-18 year olds in the UK have been the victim of a cyber-bullying, with teenage girls up to four times more likely to be victims than boys***
(Beatbullying, 2009)



Online Safety Advice for Parents and Carers

What are the potential risks to children and young people using social networking and other interactive services?

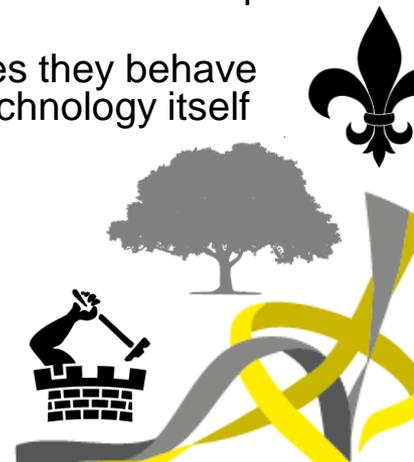
30% of 7-12 year olds and 11% of 13-16 year olds say that no one has spoken to them about staying safe online (Ofcom, March/April, 2009)

Risks associated with user interactive services include

- Cyber-bullying
- grooming and abuse by online predators
- identity theft
- exposure to inappropriate content including self-harm, racist, hate and adult pornography.

The risks children and young people face from the internet and video games were researched in the Byron Review *Safer Children in a Digital World* (2008). The government has now set up the UK Council to take forward the recommendations of this review

Most children and young people use the internet positively. However, sometimes they behave in ways that place them at risk. Some risks do not necessarily arise from the technology itself but result from offline behaviours that are extended into the online world.



Online Safety Advice for Parents and Carers

What are the potential risks to children and young people using social networking and other interactive services? (contd)

Potential risks can include, but are not limited to:

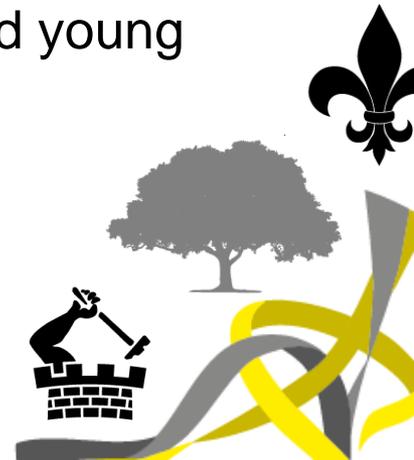
- bullying by peers and people they consider 'friends'
- posting personal information that can identify and locate a child offline
- sexual grooming, exploitation and abuse contact with strangers
- exposure to inappropriate content
- exposure to racist or hate material
- encouragement of violent behaviour, such as 'happy slapping'
- glorifying activities such as drug taking or excessive drinking
- physical harm to young people in making video content, such as enacting and imitating stunts and risk taking activities
- leaving and running away from home as a result of contacts made online.



Online Safety Advice for Parents and Carers

Potential indicators of online grooming and sexual exploitation of children and young people

- There is also concern social networking services may increase the potential for sexual exploitation of children and young people
- Exploitation can include exposure to harmful content, including adult pornography and illegal child abuse images. There have also been a number of cases where adults have used social networking and user interactive services as a means of grooming children and young people for sexual abuse



Online Safety Advice for Parents and Carers

Potential indicators of online grooming and sexual exploitation of children and young people (contd)

Online grooming techniques include

- gathering personal details, such as age, name, address ,mobile number, name of school and photographs;
 - promising meetings with sports idols or celebrities or offers of merchandise;
 - offering cheap tickets to sporting or music events;
 - offering material gifts including electronic games, music or software;
 - paying young people to appear naked and perform sexual acts;
 - bullying and intimidating behaviour, such as threatening to expose the child by contacting their parents to inform them of their child's communications or postings on a social networking site, saying they know where the child lives, plays or goes to school;
 - asking sexually themed questions, such as 'Do you have a boyfriend?' or 'Are you a virgin?'
 - asking to meet children and young people offline
 - sending sexually themed images to a child, depicting adult content or the abuse of other children
 - Assuming a false identity on a social networking site to deceive a child
 - using school or hobby sites to gather information about a child's interests, likes and dislikes.
- Most social networking sites set a child's webpage/profile to private by default to reduce the risk of personal information being shared in a public area of the site



Online Safety Advice for Parents and Carers

Using social media to engage with children and young people online

63% of young people say that thanks to the internet they feel part of the group and communities

(EU Kids Online: *Comparing Children's Online Activities and Risks across Europe* (2007))

Many businesses, advertisers, government and voluntary and community organisations have already harnessed the opportunities offered by the new technologies to reach, communicate and engage with their supporters and the public. This includes children and young people.

The tools that they use to do this include blogs, wikis, online communities and social networking websites such as Facebook. These tools are sometimes collectively known as 'social media'. Social media tools provide new ways to communicate. This means that children and young people can share and discuss their involvement in activities with others and advertise events they are doing for a charity or organisation such as a sponsored fun run.

Some of the major social networking services provide a dedicated space for voluntary and community charities and organisation to promote good causes. These include:

- Bebo
- Facebook
- MySpace

It is important to become familiar with a social networking provider including the safety aspects of the service first before setting up a online presence.

25% of young people say the internet would be their first source of information or advice on alcohol, sex, drugs, finance and health

. EU Kids Online: *Comparing Children's Online Activities and Risks across Europe* (2007)



Online Safety Advice for Parents and Carers

Cyber-bullying and how it can be prevented

If you find out that a child or young person is being cyber-bullied when using technology in chat rooms, social networking forums and when online gaming it is very important that you take action.

What is cyber-bullying?

The rapid development of, and widespread access to, technology has provided a new medium for 'virtual' bullying, which can occur in or outside school. Cyber-bullying is a different form of bullying which can happen 24/7, with a potentially bigger audience, and more accessories as people forward on content at a click

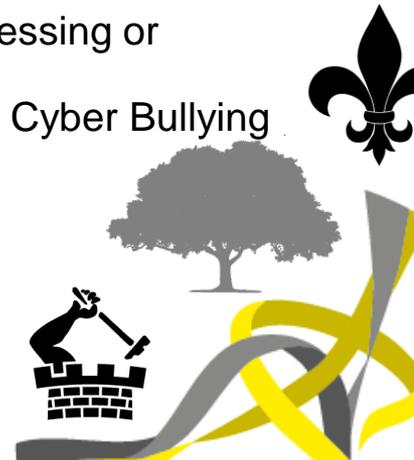
Department of Education report *Preventing and Tackling Bullying*

Beatbullying gives a wider definition:

The use of Information and Communications Technology, particularly mobile phones and the internet, deliberately to upset someone else

Upsetting someone can take a variety of forms. It can involve threatening, distressing or humiliating a target and covers a wide range of behaviours

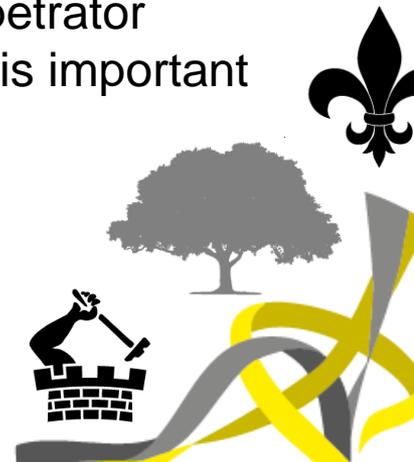
<http://www.beatbullying.org> - links to the BeatBullying: Protecting Children from Cyber Bullying report.



Online Safety Advice for Parents and Carers

Cyber-bullying and how it can be prevented (contd)

- Children do not always consider particular acts of behaviour to be cyber-bullying. For example, saying hurtful things or passing on images are not seen as bullying by some children because they happen in cyberspace as opposed to face-to-face.
- This is often made worse by the impersonal nature of online communications. Although emoticons can be used to clarify intentions, people do not have the benefit of the visual clues and body language that occur in human interactions. This can create an intention gap - the victim can interpret what may have been meant as a joke by the perpetrator differently. It is the level of harm caused by cyber-bullying that is important to understand



Online Safety Advice for Parents and Carers

Cyber-bullying and how it can be prevented (contd) The following are considered as cyber- bullying

- Sending threatening or discomfoting text message to a mobile phone
- Making silent, hoax or abusive call to mobile phones
- Making and sharing embarrassing images or videos via mobile phone or website
- Broadcasting unsuitable web cam footage that is threatening or manipulative
- Leaving hurtful messages on social networking sites or sending the same message to that person's peer group
- 'Outing' people by publishing or disseminating confidential information online
- Stealing an online identity in order to cause trouble in that person's name
- Deliberately excluding people from online games or groups
- Setting up hate sites or hate groups against an individual
- Sending menacing or upsetting responses in chat rooms, online games, or messenger 'real time' conversations
- Voting for someone in an insulting online poll
- Sending someone 'sexts' that try to pressure them into sexual acts

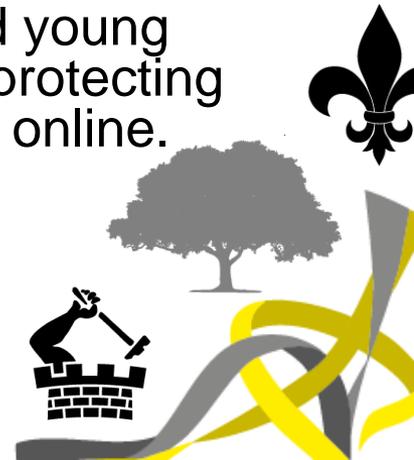
Some of these behaviours or activities are illegal and could be investigated by the police – the person involved may be prosecuted.



Online Safety Advice for Parents and Carers

Is this an in-school or out of school issue?

- New technology makes the distinction between “in school” and “out of school” difficult to recognise. We know how mobile phone misuse has led to pupils being bullied and harassed within school. Whilst some schools want to simply block or ban access to these sites in school hours, there is no stopping children using sites in their own time. Indeed because there are so many such sites, pupils can simply migrate to another one.
- We may be a bit afraid of new trends because we don't use them or know how they work. However, we have to recognise that new technology is there and we need to prepare children and young people as best we can for life outside school as well as protecting them in school – including showing them how to behave online.



Online Safety Advice for Parents and Carers

Sexting

- In 2012 the Internet Watch Foundation conducted a study looking at self-generated, sexually explicit images and videos of young people online. The study looked at how much of this content was copied from its original source and put on other websites. It found that **88%** of the images and videos young people put up appeared on 'parasite websites' - meaning they were taken from the original area where they were uploaded and made public on other websites. The study reinforced the message to young people that they may lose control over their images and videos once they are uploaded online.
- Advice and guidance to help young people consider the consequences of posting sexting images online and what they can do if they find themselves in a position where they have lost control of their images can be found at the UK Safer Internet Centre www.saferinternet.org.uk/about/helpline

