

# e-Safety Advice for Parents and Carers

## What is e-Safety?

- E-Safety is concerned with safeguarding young people (and indeed adults!) in the digital world
- It is about learning to understand and use new technologies in a positive way
- E-safety is not about restricting children, but educating them about the risks as well as the benefits so they can feel confident and happy online
- It is about being educated ourselves to be able to support and help young people
- Digital Natives vs. Digital immigrants = Digital Divide (Marc Prensky)
- Byron Review: [www.dcsf.gov.uk/byronreview](http://www.dcsf.gov.uk/byronreview)

## How do we use the internet?

### Benefits of the internet! (Please remember the benefits outweigh the risks!)

- Access to **Global** information
- **Education** and learning
- Entertainment, games and **fun!**
- **Communication** with friends and family
- Personal/Social/Health **advice**
- Networking and **friendships**: Sense of **Community**
- **Accessible** to all
- Develops Key **skills**: Communication and Collaboration

## Risks

	Commercial	Aggressive	Sexual	Values
<b>Content</b> Child as recipient	Adverts Spam Personal info	Violent content Hateful Content	Pornographic content Unwelcome sexual comments	Bias Racist Misleading info/advice
<b>Contact</b> Child as participant	Tracking Harvesting personal info	Being bullied, harassed or stalked	Meeting strangers Grooming	Self-harm Unwelcome persuasions
<b>Conduct</b> Child as actor	Illegal downloading Hacking Gambling Scams Terrorism	Bullying or harassing others	Creating and uploading inappropriate content	Providing misleading info and advice

## Some Key Areas to be aware of:

- Online Chatrooms and Virtual Worlds – Habbo Hotel, Club Penguin
- Instant Messenger and communication – MSN, Yahoo, AIM, Skype
- Social Networking sites – Facebook, Bebo, MySpace
- Gaming and online communication – Xbox, PS3, Wii, World of Warcraft, Runescape, Second Life
- User Generated Content Sites – Youtube, Flickr
- Mobile Phones – Web access, Cyberbullying, Bluetooth, Cameras
- Inappropriate Online Content e.g. Pro-anorexia, Pro Self-Harm, pPo Suicide, Hate against race/religion, Violence/Aggression, Pornography etc

## Important Organisations and how to Report a Problem

### CEOP

- The Child Exploitation and Online Protection Centre (CEOP) is a Law enforcement agency that aims to tackle online child abuse. It was set up in April 2006 and has received over 7,000 reports of abuse to date.
- A key focus of CEOP is the Think U Know website and education strategy to teach young people, teachers and parents/carers about e-Safety and a "Report Abuse" button to report online abuse which can be used by adults and young people.
  - [www.ceop.gov.uk](http://www.ceop.gov.uk)



### Think U Know

- The Think U Know Website [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk) is divided into 5 areas:
  - 5-7's Hector's World (KS1 Resources)
  - 8-10 CyberCafe (KS2 Resources)
  - 11-16 TUK (KS3/4 Resources)
  - Parent/Carers (Free resources and monthly emails for Parents/Carers)
  - Teacher/Trainer (Register here for free resources for teaching e-Safety)
- CEOP offers the Thinkuknow education programme for professionals working with young people aged 11-16. Once trained (either by CEOP or a CEOP ambassador), educators are able to deliver the Thinkuknow programme directly to children and has access to additional resources and videos.



### The VGT

- CEOP works as part of the Virtual Global Taskforce (VGT) which made up of law enforcement agencies from around the world such as Australia, Canada, Italy, America, etc. [www.virtualglobaltaskforce.com/](http://www.virtualglobaltaskforce.com/)
- Any reports of abuse made via CEOP's or the VGT 'Report Abuse' button can be answered 24 hours a day, 7 days a week from around the globe.
- The report abuse button can be used to report inappropriate or potentially illegal activity towards a child. It can be found in many websites, chatrooms and instant messaging services.
- If a child is in immediate danger, contact 999 for police assistance.



### The IWF

- The Internet Watch Foundation (IWF) [www.iwf.org.uk](http://www.iwf.org.uk) is the UK hotline for reporting illegal online content – This may be child abuse images, or material considered to be criminally obscene or inciting hatred.
- A link for reporting illegal content appears on the IWF homepage.



# **Cyberbullying and what it means for young people**

## **What is Cyberbullying?**

"Cyberbullying is the use of Information Communication Technology (ICT) particularly mobile phones and the internet, to deliberately upset someone." DCFS 2007

- Cyberbullying can take place 24/7 and is not restricted by location
- Can occur on a vast Scale and can be very hard to control
- Bullies attempt to be anonymous and can feel "distanced" from the incident
- "Bystanders" can easily become perpetrators and Cyberbullying can occur unintentionally – often due to a lack of awareness/empathy over the internet
- Cyberbullying can take place across generations - age/size is not an issue
  - Child to child, Child to adult, Adult to adult, Adult to child
- Cyberbullying incidents can be used as evidence
- Can occur in many forms: Mobile Phones (Texting/Videos/Photos), Social Networking sites, Websites, Chatrooms, IM etc

## **Key Advice to Young People**

- Always respect others – think about what you say online and what images you send/post
- Remember that anything you publish online can be made public very quickly and you will never be sure who may have seen it. Once something is posted you lose control
- Treat your password like a toothbrush – never share it with anyone and only give your personal information like mobile phone number or email address to trusted friends
- Learn how to block or report online Bullies or anyone behaving badly!
- Don't retaliate or reply!
- Save the evidence – text messages, online conversation, pictures etc
- Always make sure you tell:
  - an adult you trust or contact someone like Childline
  - The service provider e.g. website, mobile phone company etc
  - The school or the police
- If you see Cyberbullying going on the support the victim and REPORT the bullying

## **Key Advice for Parents/Carers**

- Your child is just as likely to be a bully as to be a target. Be alert to your child being upset after using the internet/phones – they may be secretive, change relationships with friends
- If your child is a victim of cyberbullying, remember, it's not their fault so removing the technology could make them less likely to speak to you in the future.
- Talk to your child and understand how they are using the internet and their phone
- Use safety tools and parental controls – if your not sure how contact your service provider. Please note tools are not always 100% effective
- Remind your child not to retaliate
- Work with the school to resolve the issue if other pupils are involved
- Keep any evidence of Cyberbullying – emails, Online Conversations, texts, screen prints of sites/chat messages – try and include time/date etc
- Report the Cyberbullying:
  - Contact the service provider to report the user and remove content
  - Contact the school so they could take action if it involves another pupils
  - If the cyberbullying is serious and a potential criminal offence has been committed then consider contacting the police.

## **Basic e-Safety Advice and Guidance for Parents/Carers**

### **Parents/Carers: Follow the Golden Rules**

#### **Ground Rules**

- Establish how the internet will be used in your house
- Discuss what will be kept private online (information, credit card details, photos etc) and decide rules for meeting online friends
- Know what your child is doing online much like you would offline
- Use a child friendly search engine

#### **Online Safety**

- Install antivirus software, filtering, firewalls and secure your internet connections
- Remember that tools are not always 100% effective and sometimes things can get past them!
- Use Parental Control functions for computers, mobile phones and games consoles – if you're not sure how then contact the manufacturer or service provider.

#### **Location**

- Ideally locate the computer/laptop in a Family room and don't allow webcams to be used unless with your consent and always in a family room under supervision
- Consider other devices in your home that allow internet access such as Mobile Phones and Games Consoles

#### **Dialogue**

- Talk to your child - Share the experience with them and ask them to show you how they use technology
- Be open and encourage them to talk to you
- If your child reports a problem make sure you support them, report it or seek advice

### **Advice for Young People: Be SMART!**

- **SAFE** - Staying safe means being careful and not giving out your name, address, photos, mobile phone no., school name or password to people online. Use a nickname, set social networking sites to private and never post your own or your friends/families information without their permission.
- **MEETING** – Meeting up with someone you have contacted online can be dangerous as you never know if they are who they say they are. Only do so with your parent's/carer's permission, and when they can be present and always meet in a public place.
- **ACCEPTING** e-mails or opening files from people you don't really know or trust can get you into trouble - they may contain viruses or nasty messages. The best thing to do is ignore them or show them to an adult you trust.
- **RELIABLE** – Some people online maybe lying about who they really are, and some information you find on the Internet may not always be reliable and true.
- **TELL** an adult you trust if someone or something you see online makes you feel uncomfortable or worried. You can report online abuse to the police at [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)
- **Don't do anything online you wouldn't do in real-life!** If you wouldn't be happy with your parents/teacher/Local Police seeing it then don't post it online!
- **It's never too late to tell someone if something or someone makes you feel uncomfortable – if it feels wrong it most probably is! Learn how to block someone online and report a problem**

## Technical Tips for Parents/Carers

*(Please note we do not endorse any specific products, these are provided as suggestions only - alternatives are available)*

- Visit [www.getsafeonline.org](http://www.getsafeonline.org) for Internet security advice
- **Know how to remove a programme from your computer:**
  - Start>control panel>add or remove programmes> Select the programme to remove
- **Ensure Windows automatic updates are turned on and a firewall is in place**
- **Learn how to check your internet history on your browser**
- **Ensure you use anti-virus and spyware removal software:** Update and run regularly (whenever you use the internet if possible) – Windows Defender, MacAfee, Norton etc
- [www.microsoft.com/protect/default.mspx](http://www.microsoft.com/protect/default.mspx) = Guidance from Microsoft on Home security and safety
- **Secure your Wireless connection** - Check your router manufacturer and/or ISP provider if you are not sure how to do this.
- **Visit your Internet Service Provider's (ISP) website** for information from them about internet safety – many offer excellent free parental controls, security software, filtering and parental information.
- **Use parental controls/filtering** (either pre-installed, free or purchased) where possible e.g.
  - Windows 7: [www.microsoft.com/windows/windows-7/features/parental-controls.aspx](http://www.microsoft.com/windows/windows-7/features/parental-controls.aspx)
  - Windows Vista: [www.microsoft.com/windows/windows-vista/features/parental-controls.aspx](http://www.microsoft.com/windows/windows-vista/features/parental-controls.aspx)
  - Windows XP: Windows Live Family Package <https://fss.live.com/Default.aspx>
  - Mac: [www.apple.com/macosx/features/parentalcontrols.html](http://www.apple.com/macosx/features/parentalcontrols.html)
  - [www.netnanny.com](http://www.netnanny.com)
  - [www.opendns.com](http://www.opendns.com)
  - [www1.k9webprotection.com](http://www1.k9webprotection.com)
  - [www.chatshield.com](http://www.chatshield.com)
  - [www.gomcgruff.com](http://www.gomcgruff.com)
- **Remember to put Parental Controls on Games consoles and mobile phones** (Contact your provider or visit company websites for guidance on how to do this)
- **Try using different internet browsers** (Mozilla, Chrome, Opera, Internet Explorer 7 or 8) some have built in security features or useful security or parental control add-ons you can use e.g. [www.glubble.com/](http://www.glubble.com/) & [www.kidzui.com](http://www.kidzui.com) for Mozilla Firefox.
- **Use Hector Protector's Safety button** for young children to get them used to seeking help [www.thinkuknow.co.uk/5\\_7/hectorsworld/safetybutton.aspx](http://www.thinkuknow.co.uk/5_7/hectorsworld/safetybutton.aspx)

### **Safer Searching:**

Try these websites as an alternative search engine

- [www.bbc.co.uk/cbbc/find](http://www.bbc.co.uk/cbbc/find) - excellent child friendly search engine
- [www.askkids.com](http://www.askkids.com)
- [kids.yahoo.com](http://kids.yahoo.com)
- [www.totlol.com](http://www.totlol.com) – Youtube for younger children!

### **Mobile Phones:**

- Visit the phone providers website for advice for parents e.g. how to block adult content online
- Know how your child's phone works (e.g. does it have Bluetooth, Internet access etc)
- Agree the type of content that you would be happy for them to download, knowingly receive or send on to others
- Keep any abusive messages or inappropriate images for evidence purposes
- Decide together what are acceptable bills and encourage balanced use e.g. switching off at mealtimes and bedtime.
- Make sure you know how to report nuisance calls or texts

## **Websites for Further Advice and Guidance**

[www.ceop.gov.uk](http://www.ceop.gov.uk) – Child Exploitation and Online Protection Centre  
[www.virtualglobaltaskforce.com](http://www.virtualglobaltaskforce.com)  
[www.iwf.org.uk](http://www.iwf.org.uk) - Report illegal content

### **Kent Resources:**

[www.kent.police.uk/internetsafety](http://www.kent.police.uk/internetsafety) - Kent Police Information  
[www.kent.gov.uk/esafety](http://www.kent.gov.uk/esafety) - Advice for Parents  
[kenttrustweb.org.uk/CS/community/esafety](http://kenttrustweb.org.uk/CS/community/esafety) - e-Safety Officer's Blog  
[www.kscb.org.uk](http://www.kscb.org.uk) – Kent Safeguarding Children Board

### **Links for Parents/Carers and Young People:**

[www.thinkuknow.co.uk](http://www.thinkuknow.co.uk) - Register in the Parent/carer area for free advice and monthly emails  
[www.childnet.com](http://www.childnet.com) – Excellent free resources e.g. Know It All, an online interactive guide  
[www.bbc.co.uk/onlinesafety](http://www.bbc.co.uk/onlinesafety)  
[www.kidsmart.org.uk](http://www.kidsmart.org.uk)  
[www.ikeepsafe.org](http://www.ikeepsafe.org)  
[www.getnetwise.org](http://www.getnetwise.org)  
[www.chatdanger.com](http://www.chatdanger.com)

### **General Links and e-Safety advice**

[www.getsafeonline.org](http://www.getsafeonline.org) – Security advice  
[www.myguide.gov.uk](http://www.myguide.gov.uk) – Free online Computer Courses  
[www.commonsemmedia.org](http://www.commonsemmedia.org) – Reviews of websites, games etc  
[computer.howstuffworks.com](http://computer.howstuffworks.com)  
[www.parentscentre.gov.uk/worriedabout/internetsafety/](http://www.parentscentre.gov.uk/worriedabout/internetsafety/)  
[www.parentscentre.gov.uk/usingcomputersandtheinternet](http://www.parentscentre.gov.uk/usingcomputersandtheinternet)  
[www.becta.org.uk/nextgenerationlearning](http://www.becta.org.uk/nextgenerationlearning)  
[www.easywhois.com](http://www.easywhois.com) - Look up where web addresses come from  
[www.netlingo.com](http://www.netlingo.com) –The Internet Dictionary  
[delicious.com/esafetyofficer\\_Kent](http://delicious.com/esafetyofficer_Kent) - The e-Safety Officer's useful links  
[sexperienceuk.channel4.com/protect-from-porn](http://sexperienceuk.channel4.com/protect-from-porn) (warning - adult content)  
[clickcleverclicksafe.direct.gov.uk](http://clickcleverclicksafe.direct.gov.uk) – Click Clever Click Safe Campaign

### **Companies and gaming**

[safely.yahoo.com/](http://safely.yahoo.com/) Yahoo Safety Tips  
[www.microsoft.com/protect/default.aspx](http://www.microsoft.com/protect/default.aspx) Microsoft Safety  
[www.vodafone.com/parents](http://www.vodafone.com/parents) - Excellent guide for parents on digital technologies  
[www.talktalk.co.uk/brightersparks](http://www.talktalk.co.uk/brightersparks) - Excellent advice from Dr Tanya Byron  
[www.askaboutgames.com](http://www.askaboutgames.com) – Advice on computer gaming and how to apply parental controls  
[www.getgamesmart.com](http://www.getgamesmart.com) – Advice from Microsoft on gaming

### **Cyberbullying:**

[www.digizen.org/cyberbullying](http://www.digizen.org/cyberbullying)  
[www.cybermentors.org.uk](http://www.cybermentors.org.uk) – Online advice and support from other young people  
[www.beatbullying.org](http://www.beatbullying.org)  
[www.anti-bullyingalliance.org.uk](http://www.anti-bullyingalliance.org.uk)