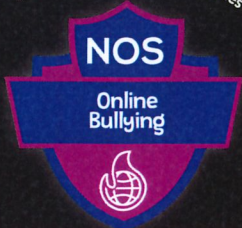


Part of our Online Bullying Series



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# What you need to know about... TROLLING & ONLINE ABUSE

## Safety Tips

### Have open dialogue

It is vital to have conversations with young people about the hate speech, anger and prejudice that are all around them and explore what resilience they may have. Keep the dialogue always open so that young people have trusted adults to turn to.

### Discuss online behaviour

Discuss what is acceptable behaviour online and what is inappropriate, unacceptable or against the law. Warn against reacting even more aggressively towards online trolls, reminding them that their digital footprint will outlast the current problem.

### Implement privacy settings

Make sure that children are only using age-appropriate apps. Make their profiles private so that only friends and family can interact with them online and turn off comments if you're concerned about what other people might say.

### Teach critical thinking

Help young people to spot trolls or when people are 'stirring it' on social media. Talk to them about people who might dare them to do risky things or encourage them to post negative comments online so that they recognise them and don't become an online troll themselves.

## Know the Risks

### May cause distress

Children can be particularly vulnerable to online trolling and online abuse. Receiving offensive comments for no reason can cause young people distress and increase feelings of anxiety and worry.

### Impact on wellbeing

Trolling which is targeted and persistent can have a huge impact on children's mental health and wellbeing. It can lead to low self-esteem and create feelings of worthlessness and dissatisfaction, potentially affecting how children see and feel about themselves.

### Could damage reputation

Online trolling can be humiliating for the victim and can negatively impact on how they are perceived online or on social media. Trolls might gaud children into reacting or saying something they might regret and then sharing those comments widely to purposely paint them in a negative light.

### May affect home and school life

Children who constantly receive hateful and spiteful messages online can become isolated and withdraw from daily life. They may become depressed, angry or unable to sleep at night. Their school performance may suffer and it may impact on their behaviour at home.

## What is it?

### 'Trolling & Online Abuse'

Trolling is a form of cyberaggression. It involves the sending of malicious, abusive or derogatory messages by one user (a 'troll') to another user online with the intention of upsetting or harassing them or damaging their reputation. It is often anonymous and does not meet the definition of bullying yet might develop into online bullying. Trolls will often goad others until they react. They enjoy putting people down and causing discord, starting arguments or being inflammatory – stirring things up for their own entertainment. Trolling may take the form of a one-off offensive comment, hate speech or even threats made online.

## Further Support

### Report to platform

Understand the tools available on the platform where trolling is taking place and whether or not it is moderated. Check out the community guidelines to see if the behaviour contravenes them and then if so, report it, block, unfriend or unfollow the sender where possible.

### Collect evidence

Always try to screenshot or take a photo of the negative posts or comments made online. Report the incident to your child's school, police or local authority who will be able to investigate further.

### Seek professional advice

If your child has experienced negative effects on their mental health and wellbeing due to trolling online, ask for additional support from your school's local safeguarding officer or seek professional help from charities who will be able to offer further advice and guidance.

### Seek support from friends

Friends can be supportive to one another and can be encouraged to flock to post positive messages when someone is targeted. Ask your child's friends for support – like-minded people can act together positively and they may help to build their confidence and self-esteem.

## Our Expert Adrienne Katz



Adrienne Katz is an award-winning cyberbullying expert with extensive experience of working with schools and education providers to deliver training in online safety. She is the founder and leader of the annual national Cybersurvey, providing one of the richest databases of young people's views on digital life in the UK and has previously worked on government level projects funded by the Home Office and The Princess Diana Memorial Fund.





# What Parents & Carers Need to Know About WHATSAPP

**16+**  
in UK & EU;  
12+ rest of  
world.

WhatsApp is the world's most popular messaging service, with around two billion users exchanging texts, photos, videos and documents, and making voice and video calls. The app offers end-to-end encryption, meaning messages can only be read by the sender and the recipient(s). Not even WhatsApp can read them. Updates to its privacy policy in 2021 reportedly caused millions of users to leave the app. But the new policy was widely misinterpreted: it only related to WhatsApp's business features, not to personal messages.

## 'Prize' Scams

WhatsApp users occasionally receive messages from unauthorised third parties or fraudsters pretending to offer prizes – encouraging recipients to click a link to win. A common scam involves a warning that someone's WhatsApp subscription has run out: aiming to dupe them into disclosing payment details. Other scams include instructions to forward a message to earn a gift or reward.

## Enabling Fake News

WhatsApp has unfortunately been linked to accelerating the spread of dangerous rumours. In India, some outbreaks of mob violence were reported to have been sparked by false allegations shared on the app. WhatsApp itself took steps to prevent its users circulating hazardous theories and speculation in the early weeks of the Covid-19 pandemic.

## Connections with Strangers

To start a WhatsApp chat, you need the mobile number of the person you want to message (they also need to have the app). WhatsApp can also access the address book on someone's device and recognise which of their contacts use WhatsApp. If your child has given their mobile number to somebody they don't know, that person could then use it to get in touch via WhatsApp.

## Ephemeral Messaging

By enabling the 'disappearing messages' option in a chat, users can send messages that will vanish from WhatsApp after seven days. Parents may want to take note of this new feature, which makes monitoring what children are talking about on the app problematic. Equally, if someone sends your child an inappropriate message, once it has disappeared there is no way to prove any wrongdoing.

## 'Only Admins' and Cyberbullying

Group chats and video calls are great for connecting with multiple people in WhatsApp, but there is always the potential for someone's feelings to be hurt by an unkind comment or joke. The 'only admins' feature gives the admin(s) of a group control over who can send messages. They can, for example, block people from posting in a chat, which could make a child feel excluded and upset.

## Live Location Sharing

The 'live location' feature lets users share their current whereabouts, allowing friends to see their movements. WhatsApp describes it as a "simple and secure way to let people know where you are." Indeed, it is a useful method for a child to let loved ones know they are safe. But if your child is in a chat with people they don't know, it means they will be exposing their location to them, too.

## Advice for Parents & Carers

### Report Potential Scams

Advise your child not to engage with any message that looks suspicious or too good to be true. When your child receives a message from an unknown number for the first time, they will be given the option to report that number as spam. They can also report a contact or a group as spam by tapping on the contact or group name to open their profile and scrolling down to 'report spam'.

### Explain about Blocking

If your child receives spam or offensive messages, calls or files from a contact, they should block them. Communication from a blocked contact won't show up on their device and stays undelivered. Blocking someone does not remove them from your child's contact list – they would also need to be deleted from the device's address book. The option to block someone is on their contact info screen.

### Create a Safe Profile

Even though someone would need your child's phone number to add them as a contact, as an extra precaution it's worth altering your young one's profile settings to restrict who can see their photo and status. The options are 'everyone', 'my contacts' and 'nobody'. Choosing one of the latter two ensures their profile is protected.

### Leave a Group

If your child is part of a group chat that makes them feel uncomfortable, or has been added to a group that they no longer want to be part of, show them how to use the group's settings to leave. If someone exits a group, the admin can add them back in once; if they leave a second time, it is permanent.

### Use Location Features Sparingly

If your child needs to use 'live location' to show you or their friends where they are, advise them to share their location only for as long as they need to. WhatsApp gives 'live location' options of 15 minutes, one hour or eight hours. However, your child can manually choose to stop sharing their position at any time.

### Delete Accidental Messages

If your child has posted a message in the wrong chat or sent a message that they immediately regret, they can delete it. Tap and hold on the message, choose 'delete' and then 'delete for everyone.' WhatsApp allows seven minutes to delete a message after it's sent – but it's important to remember that recipients may have seen (and taken a screenshot of) a message before it was deleted.

### Fact-Check Messages

You can now fact-check messages that have been forwarded at least five times in WhatsApp, by double-tapping the magnifying glass icon to the right of the message. From there, your child can launch a Google search and decide for themselves whether the message was accurate or not. It's a good way to encourage young people to question things they see online.

## Meet Our Expert

Parveen Kaur is a social media expert and digital media consultant who is passionate about improving digital literacy for parents and children. She has extensive experience in the social media arena and is the founder of Kids N Clicks: a web resource that helps parents and children thrive in a digital world.



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