ONLINE
SAFETY PACK

INFORMATION & ONLINE RESOURCES

1. CHILDNET RESOURCES AND WEBSITES

Childnet: Childnet International is a non-profit organisation working in partnership with others around the world to help make the internet a great and safe place for children. The Childnet website hosts all the online resources detailed below, as well as a number of recommended resources for young people, parents, carers and teachers. www.childnet.com
The Parents and Carers area also contains key advice, information on reporting and detailed information on a range of online safety topics in the Hot topics section. www.childnet.com/parents-and-carers

UK Safer Internet Centre: Childnet is part of the European Commission appointed UK Safer Internet Centre. Together with partners the Internet Watch Foundation and the South West Grid for Learning, we raise awareness about internet safety, develop information materials and resources and organise high profile events such as Safer Internet Day. You can access a range of resources from across the UK, Europe and wider afield at www.saferinternet.org.uk/parents.

KidSMART: This Childnet website is for children, teachers, parents and carers and offers fun activities for children alongside practical internet safety advice. Don't forget to check out our 'I have kids' tab where you can find links to read the online stories 'The Adventures of Smartie the Penguin' and 'Digiduck's Big Decision', which is also available as a free app for iPads and Android tablets. www.kidsmart.org.uk

2. INFORMATION AND TOOLS FOR PARENTS & CARERS

Supporting Young People Online: A free guide created by Childnet providing Information and advice for parents and carers on supporting young people online. The advice is also available in 12 additional languages including Arabic, Hindi, Polish, Spanish, Urdu and Welsh.
www.childnet.com/resources/supporting-young-people-online

A Parents' Guide to Technology: The UK Safer Internet Centre has created this guide to answer commonly asked questions and introduce some of the most popular devices used by children, highlighting the safety tools available and empowering parents with the knowledge they need to support their children to use these technologies safely and responsibly. www.saferinternet.org.uk/parent-tech

Internet Parental Controls: The four big internet providers - BT, Sky, Talk Talk and Virgin Media - provide their customers with free parental controls that can be activated at any time. Video tutorials on how to activate and use these controls are available on the UK Safer Internet Centre website.
www.saferinternet.org.uk/parental-controls

Safety Tools on Social Networks and Other Online Services:
Information and advice on the safety tools, age requirements and terms and conditions for a variety of online services popular with young people. www.saferinternet.org.uk/safety-tools

3. SOCIAL NETWORKING

Young People & Social Networking Sites: Aims to help parents understand the positive and creative ways young people are using social networking spaces (e.g. Facebook, Snapchat and Instagram). It also points out the potential risks of using these sites and ways to minimise these risks.
www.childnet.com/sns

Social Network Checklists: Free guides produced by the UK Safer Internet Centre that contain detailed instructions and information on privacy and account settings on Facebook, Twitter, Snapchat and Instagram. www.saferinternet.org.uk/checklists
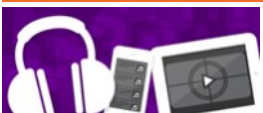
4. MOBILE PHONES

PhoneBrain: A site created by the Phone-Paid Services Authority to educate young people and parents about phone-paid services such as calls and texts to premium rate numbers and in-app purchases.
www.phonebrain.org.uk

5. FILE SHARING & DOWNLOADING

Music, Film, TV and the Internet: Childnet has developed this guide with the music, film and television industries to inform parents, teachers and young people about how to stay safe and legal when enjoying entertainment on the internet or via a mobile device. www.childnet.com/downloading

Get It Right From A Genuine Site: A UK based website created by industry representatives to help teachers, parents and other consumers know which sites are legal for streaming and downloading films, tv, ebooks, music, games and sports broadcasts. www.getitrightfromagenuinesite.org

6. ONLINE GAMING

Ask About Games: Information and advice for parents and gamers about the PEGI age rating system for video games and how to play games responsibly and safely.
www.askaboutgames.com

7. OTHER USEFUL SITES FOR PARENTS & CARERS

NetAware: NSPCC and O2 have created a guide with information and advice for parents and carers on the most popular social networks and interactive apps and games used by children and young people. The information is also available in an app for Apple and Android devices. www.net-aware.org.uk

Common Sense Media: A US non-profit organisation that provides independent reviews, age ratings and other information about movies, games, apps, TV shows, websites, books and music for families and children. www.commonsensemedia.org

Digital Parenting: The Digital Parenting website and magazines, created by Vodafone and Parent Zone, offer parents information and advice about the latest digital technologies and the challenges young people might face in their digital world. www.vodafone.com/content/parents

Internet Matters: Launched by the four major UK internet service providers (BT, Sky, TalkTalk and Virgin Media), Internet Matters is an independent, not-for-profit organisation that provides information and advice on online issues and technologies to help parents keep their children safe online. www.internetmatters.org

8. WHERE TO GET HELP & ADVICE

Need help? Information about what to do if a child comes to you for help and advice about how to report online concerns such as cyberbullying, inappropriate content or illegal behaviour. www.childnet.com/parents-help

Tackling difficult conversations: The Parents and Carers section of the Childnet website includes advice and resources on how to talk to children and young people about online safety issues. This section also includes a template family agreement and conversation starters that can be used to help families discuss how to stay safe online. www.childnet.com/have-a-conversation

NSPCC: The NSPCC has partnered with O2 to provide an online safety helpline for parents and carers to answer questions and address concerns about a child's online safety: 0808 800 5002

Children can talk to someone for advice and support at any time by contacting Childline on 0800 1111 or chatting to a counsellor online at www.childline.org.uk

Family Lives: A national family support charity providing help and support in all aspects of family life. Useful advice and information is available online at www.familylives.org.uk and they provide a free confidential helpline on 0808 800 2222.

Young Minds: The UK's leading charity committed to improving the wellbeing and mental health of children and young people. Information and advice for young people and parents/carers can be found at youngminds.org.uk and they also offer a free confidential helpline for parents on 0808 802 5544.

9. WHERE TO REPORT

Child Exploitation and Online Protection (CEOP): A police agency tackling child abuse on the internet. This website includes a unique facility that enables parents and young people to make reports of actual or attempted abuse online. www.ceop.police.uk
CEOP's Think U Know website contains information for children and parents, as well as a link for children to report abuse online. www.thinkuknow.co.uk

Internet Watch Foundation: Part of the UK Safer Internet Centre, the IWF is the UK's hotline for reporting illegal content found on the internet. It deals specifically with child abuse and criminally obscene images hosted in the UK and internationally. www.iwf.org.uk

ParentPort: A website run by the UK's media regulators, allowing you to report content unsuitable for children found in a programme, advert, film, video game, newspaper/magazine or other forms of media. www.parentport.org.uk

Email us: education@childnet.com

Follow us: childnetinternational @childnet childnet www.childnet.com

To give feedback and obtain online access to our presentation, please visit: surveymonkey.com/s/childnet-parents

Cyberbullying conversation starters: Talking to 6-10 years olds

Before you start the conversation

Think about when and where best to talk to them - in the car or a neutral place where they feel safe

Jot down what you want to say to focus your mind, and make the conversation relevant to them

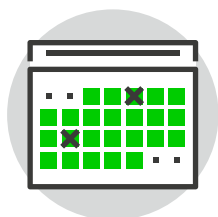Be open and encouraging to make them feel supported

Have a few bite sized conversations to give them time to process

What you need to know

Think carefully about allowing your child on social media as the minimum age on most networks is 13 years old

Cyberbullying can take place 24/7 and happens repeatedly on a range of apps, games and devices

Younger children can confuse any nasty comment or opinion as 'bullying' so their understanding of bullying can be different to that of adults

Bullying is a learnt behaviour - so it's important to set a good example and regularly reinforce being a good digital citizen

Tips to prevent cyberbullying

Be engaged
Talk to your child about what they like to do online and what they know about how to stay safe

Be kind online
Being positive and respectful online is key to using the internet safely.

Know how to report
Make sure your child knows how to report cyberbullying if it happens to them or someone else

Tips to deal with cyberbullying

Make sure your child knows they can share anything that upsets them online with a trusted adult. Watch Childnet's Captain Kara video '**T for Tell**'

Never retaliate – remind your child that saying mean things back to a bully makes the situation worse

Save the evidence – encourage your child to save messages, photos and screenshots of online bullying as proof to show to a trusted adult
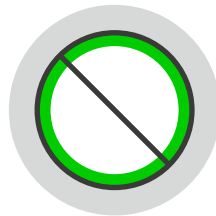
Explore the games and apps your child uses together and find report and block buttons to understand what they do

Actions you can take to support them

Listen and help
Allow your child to explain what has happened and talk about it before making judgements

Don't deny access
It can be tempting to ban devices or using the internet to prevent the bullying but this isn't a solution and can make a child feel worse

Know how to get help
Your child's school can help you deal with cyberbullying and provide support and advice. If you feel the law has been broken then online bullying can also be reported to your local police force

Want more help?

For more information visit:.internetmatters.org/issues/cyberbullying

Helping parents keep their children safe online.

internet matters.org

Cyberbullying conversation starters: Talking to 11-13 years olds

Before you start the conversation

Think about when and where best to talk to them - in the car or a neutral place where they feel safe

Jot down what you want to say to focus your mind, and make the conversation relevant to them

Be open and encouraging to make them feel supported

Have a few bite sized conversations to give them time to process

What you need to know

Typically 11-13 year olds will:

Have access to a smartphone or tablet

Use the internet to play games

Do homework online

Watch videos on YouTube or socialise with friends

There has been a rapid growth in the number of 11-13 years olds using social media - often with accounts on multiple social networks

Children as young as 11 post an average of 26 times a day, attract 100 followers to every one of their profiles

Over two thirds of 11-12 year olds have a Facebook profile despite a minimum age of 13

Bullying is a learnt behaviour - so it's important to set a good example and regularly reinforce being a good digital citizen

Want more help?

For more information visit:.internetmatters.org/issues/cyberbullying

Helping parents keep their children safe online.

Tips to prevent cyberbullying

Set parental controls on devices your child can access

Talk to your child about what it means to have friends and followers online. Are they real friends? Can they trust them?

Be aware that your child might start exploring romantic relationships. Talk about what they can safely share and who to trust

Encourage your child to be kind to others and think about the impact of words and actions

Set parental controls on devices your child can access

Talk to your child about what it means to have friends and followers online. Are they real friends? Can they trust them?

Be aware that your child might start exploring romantic relationships. Talk about what they can safely share and who to trust

Encourage your child to be kind to others and think about the impact of words and actions

Tips to deal with cyberbullying

Don't jump to conclusions. Gently explore with your child what has gone on before the message or the post

Be aware the cyberbullying can be a continuation of, or a response to bullying already happening at school or elsewhere
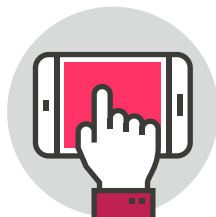
Don't encourage your child to retaliate in any way that is angry, offensive or threatening

Be aware that all forms of bullying can make you feel very sad, afraid and alone. Reassure your child that together you will sort it out

Think carefully before taking away your child's access to their phone or tablet (this can increase loneliness)

Help your child to report any offensive content to the social media provider

Encourage your child to broaden their network of friends and to take part in activities that make them feel good about themselves

Seek help. You could talk to your child's school or if your child feels harassed or threatened, the police. There are also charities like Kidscape that can give advice

Cyberbullying conversation starters: Talking to 14+ years olds

Before you start the conversation

Think about when and where best to talk to them - in the car or a neutral place where they feel safe

Jot down what you want to say to focus your mind, and make the conversation relevant to them

Be open and encouraging to make them feel supported

Have a few bite sized conversations to give them time to process
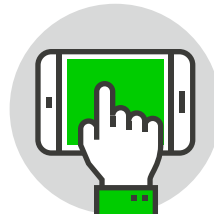
What you need to know

Ditch the Label research found that those who have experienced bullying themselves are also twice as likely to go on and bully others

Having an honest relationship with your child is the first step in being able to tackle cyberbullying

Talk to them about their digital lives, just as you would their offline lives

A large majority of young people that have experienced bullying will never tell anyone or report it because of fear that it will not be taken seriously

Bullying is a learnt behaviour - so it's important to set a good example and regularly reinforce being a good digital citizen

Key warning signs

Aggressive behaviour

Self-isolation

Lack of appetite

Hesitancy to go to school

Over consumption of the internet and online games

Sudden behavioural changes

Visible signs of self-harm

Tips to prevent cyberbullying

Bring digital experiences up into normal, everyday conversations

Remember, there is often little distinction between what your children do online and offline

Remind your child that they should always treat others as they want to be treated

Talk to them about any prominent cases of cyberbullying in the media or about new trending apps or platforms

Discuss the potential consequences of what they say and do online, along with the 'stickiness' of the web. Once it's out there, it's very difficult to remove content

Talk about how they would deal with seeing someone else being bullied and what steps to take

Help them to understand that their behaviour in online environments should reflect their offline behaviour

Check to see if they're aware of how to report or block people on the apps they use and encourage high privacy seetings and not to connect with anybody they don't know

Tips to deal with cyberbullying

Listen to what they have to say and make sure they know you are taking it seriously
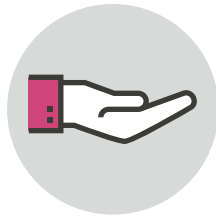
Help them feel empowered and supported to deal with the situation

Ask them how you can help them, or what steps they want to take next
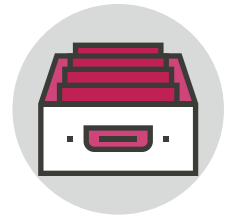
Collect evidence and together assess how serious the cyberbullying is

Report and block the perpetrator to the site's administrators/ moderators

Help them feel empowered and supported to deal with the situation

Want more help?

For more information visit:. internetmatters.org/issues/cyberbullying

Helping parents keep their children safe online.

internet
matters.org

Set Up Safe checklist

We've designed a simple checklist to give you peace of mind regarding your child's safety on the internet.
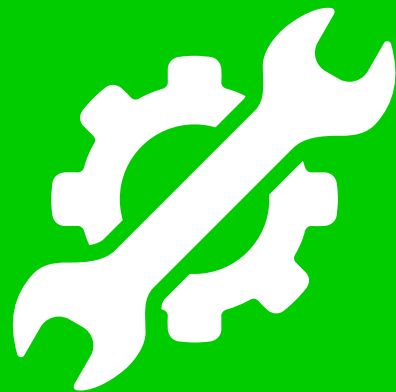
Set your children's device up before you give it to them so you know they're safe online as soon as they start playing.

Get started

Set parental controls on your broadband to prevent your children seeing things they shouldn't

Visit our step-by-step guides to find out how

For smart phones check parental controls are also set up on the mobile network

Set up the device safely

13 Use the device setting so you can only download age appropriate apps and games

Disable location services so your child doesn't unintentionally share their location with others

Set up password control or disable in-app purchasing so big bills are not run up accidentally

Download age appropriate apps you're happy for your child to use

Talk about staying safe

If your children are 8-10 years old, download our parent / child Internet Matters app to help you talk about e-safety issues in an interactive way.

Be aware of key issues and how to discuss them with your children so they know how to stay safe online

Click here to learn about key issues

If your child is using social networking apps check their profile and privacy settings, making sure they are not sharing personal or private information with people they do not know

Visit our handy social networking how to guides for checking privacy settings

internet matters.org

Helping parents keep their children safe online.

Top Internet Manners

Teaching manners to children in the digital world is not as easy as "please" and "thank you". As the online world becomes a bigger part of our everyday lives, it's important to make sure we all, especially our children learn the difference between good and bad behaviour online.

To get started, here are some top internet manners that will help both adults and children make the internet a safer and kinder place to be.

1 Treat others as you would like to be treated

2 If you wouldn't say it to someone in person, don't say it online

3 People can't see your body language, facial expressions or hear the tone of your voice online so don't over-use icons and punctuation to convey meaning

4 Don't make a situation worse by provoking people even more
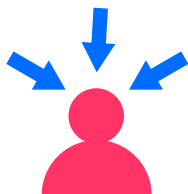
5 Don't start rumours or spread gossip about someone online

6 Don't make fun of someone in an online chat

7 Post things that will inspire and motivate people in a positive way

8 Make sure you don't create a negative environment in an online world or game through name calling

9 Include people in online games and social forums, and don't intentionally leave people out

10 You can't retrieve material once it's sent or posted online so if it might embarrass you or someone, don't put it online

11 Respect other people's privacy

12 Respect other people's time and bandwidth by avoiding posting too much information

blah blah blah blah blah blah

Online safety tips for parents of pre-school children
0-5 Year Olds

Checklist

☑ **Put yourself in control**
Make use of the parental controls available on your home broadband and any internet-enabled devices. You can find out how at your broadband provider's website or by visiting internetmatters.org.

☑ **Search safely**
Use safe search engines such as swiggle.org.uk or kids-search.com. Safe search settings can also be activated on Google and other search engines as well as YouTube. You can find out more at google.co.uk/safetycentre.

☑ **Set boundaries**
It's never too early to start setting rules about when and for how long your child can use devices and start to introduce the subject of internet safety at the same time. Encourage children to use devices in a communal area, keep other devices out of reach and use passwords so they can't go online without asking you first.

Pre-school children are online for an average of 71 minutes a day*

½

Over half of 3-4 year olds use tablets*

☑ **Explore together**
Set your homepage to a child-friendly site such as CBeebies and give them a user account which only allows access to sites and apps you've chosen.

☑ **Help them learn through games**
Games are a great way for young children to explore the internet and learn about the world around them. You can choose safe, fun and educational games free of charge from providers such as Fisher Price or about their favourite characters like Peppa Pig.

Children can now have a digital footprint before they learn to speak and often before they're even born.

Internet Matters is a free online resource for every parent in the UK. We'll show you the best ways to protect you children online as they grow up – with information, advice and support on all the big e-safety issues.

internet matters.org

*Source: Ofcom Children and parents: media use and attitudes report 2016

Online safety tips for parents of primary school children
6-10 Year Olds

Checklist

☑ **Put yourself in control**
Make use of the parental controls on your home broadband and any internet-enabled devices. You can find out how at your broadband provider's website or by visiting internetmatters.org.

☑ **Search safely**
Use safe search engines such as swiggle.org.uk or kids-search.com. Safe search settings can also be activated on Google and other search engines as well as YouTube. You can find out more at google.co.uk/safetycentre.

☑ **Agree boundaries**
Be clear what your child can and can't do online – where they can use the internet, how much time they can spend online, the sites they can visit and the type of information they can share. Agree with your child when they can have a mobile phone or tablet.

Over 65 % of parents are most concerned about their 6-10 viewing inappropriate content online*

☑ **Explore together**
The best way to find out what your child is doing online is to ask them to tell you about it. Encourage them to use devices in communal areas so you can see what sites they're visiting and share with them.

☑ **Check if it's suitable**
The age ratings that come with games, apps, films and social networks are a good guide to whether they're suitable for your child. The minimum age limit is 13 for several social networking sites, including Facebook and Instagram.

Know this stuff matters, but don't know where to turn?

Internet Matters is a free online resource for every parent in the UK. We'll show you the best ways to protect your children online – with information, advice and support on all the big e-safety issues.

internet matters.org

Learn about it:
Teach your child some simple rules

- Make sure your child knows not to share personal information like their phone number or email address online
- Only talk to real life friends or family if they are on sites with a social media element like Moshi Monsters or Club Penguin
- Use privacy settings wherever they exist to keep their information private
- Be a good online friend and don't say nasty things even if it's just a joke
- Use secure and legal sites to download music and games
- Check attachments and pop ups for viruses before they click or download anything
- Use Public Friendly WiFi when they're out and about to filter inappropriate content
- Help them to better understand the different online platforms they use and judge the quality and reliability of online resources

Talk about it:
Tips for a meaningful conversation

- Start conversations when your children won't be embarrassed, for example in the car going home from school
- Ask them for advice on how to do something online and use this as a conversation starter
- Make sure they know they can come to you if they're upset by something they've seen online
- Be sensitive and praise them when they share their online experiences with you
- If your child comes to you with an issue, stay calm and listen without judging them
- Talk about online grooming as you would stranger danger and explain that people they meet online might not be who they say they are
- Ask them about things online which might make them uncomfortable

Deal with it

You can find out where to get help and advice on the Report it page of internetmatters.org, where we include information on how to report problems – and which relevant organisations and agencies to turn to.

On this page, we also provide information on how to deal with any specific issues you may encounter with your child; such as finding inappropriate content and cyberbullying.

Stay safe at secondary school

Exposure to some of these issues increases when children move up to secondary school so make sure your child is prepared – find out more with our pre-teens age guide at internetmatters.org/ageguide10-13

internet matters.org

Online safety tips for parents of 11-13 Year Olds

Checklist

☑ **Put yourself in control**
Make use of the parental controls on your home broadband and any internet-enabled devices, including your child's mobile phone. You can find out how at your broadband or mobile network provider's website. Find out how to setup safe search in Google by going to google.co.uk/safetycentre.

☑ **Agree boundaries**
Have a family agreement about where they can use the internet, how much time they can spend online, the sites they can visit and the type of information they can share.

☑ **Have a conversation**
The best way to find out what your child is doing online is to ask them to tell you about what they do and what sites they like to visit. Discuss with them what they might come across.

> 62% of 11 year-olds and 69% of 12 year olds have a Facebook profile despite the minimum age of 13
>
> **13**

☑ **Check if it's suitable**
The age ratings that come with games, apps, films and social networks are a good guide to whether they're suitable for your child. The minimum age limit is 13 for several social networking sites, including Facebook and Instagram.

☑ **Get them clued up about social networking**
Talk to children about the benefits and risks of social networking before they join any sites. Let them know that anything they upload, email or message could stay around forever online.

Help them to be critical of things they see online and judge the quality and reliability of online sources.

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internet matters.org

Learn about it:
Teach your child some simple rules

- Make sure your child knows not to share personal information like their phone number or email address online
- Only talk to real life friends or family on social media sites and in chatrooms
- Use privacy settings wherever they exist to keep their information private
- Don't arrange to meet people in real life that they've only talked to online
- Use secure and legal sites to download music and games
- Check attachments and pop ups for viruses before they click or download anything
- Use Public Friendly WiFi when they're out and about to filter inappropriate content
- Don't post things online that they wouldn't want you to see

Talk about it:
Tips for a meaningful conversation

- Ask them for advice on how to do something online and use this as a conversation starter
- Make sure they know they can come to you if they're upset by something they've seen online
- Be sensitive and praise them when they share their online experiences with you
- Make sure they know how to block abusive comments and report content that worries them
- If your child comes to you with an issue, stay calm and listen without judging them
- Tackle peer pressure by explaining that if they are talked into bullying someone online or sending inappropriate images it may get reported to their school or even the police
- Teach them to treat others as they'd like to be treated online and set a good example with your own internet use

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On this page, we also provide information on how to deal with any specific issues you may encounter with your child; such as cyberbullying, finding inappropriate content, your child's online reputation and online grooming.

Learn more about apps
It can be difficult to stay on top of what apps your child is using and who they are talking to online – find out more about the latest apps at internetmatters.org/apps

internet matters.org

Online safety tips for parents of teenagers
14+ Year Olds

Checklist

☑ **Adjust controls**
Adjust the parental controls on your broadband and internet-enabled devices, depending on your child's age. Your broadband provider can tell you how. Find out how to setup safe search in Google by going to google.co.uk/safetycentre.

☑ **Keep talking**
Stay interested in what they're doing online and discuss what they might have come across. Don't be afraid to tackle difficult subjects like cyberbulling and sexting.

Help them to be critical of things they see online and judge the quality and reliability of online sources.

☑ **Privacy matters**
Make sure they set high privacy settings on social networks. Encourage them to regularly change their passwords and never to share or put online any of their personal details like phone number, address or their school.

Average child posts 26 times a day on social media - but only 6 - out of 10 followers are really friends

☑ **Manage their online reputation**
Let them know that anything they upload, email or message could stay online forever. Remind them that they should only post things online that they wouldn't mind you, their teacher or a future employer seeing.

☑ **Stay safe on the move**
Make sure safety and privacy settings are activated on their mobile devices and they aren't sharing private information. Be aware that using public WiFi might not filter inappropriate content, so look for friendly WiFi symbols when you're out and about.

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internet matters.org

Learn about it:
Teach your child some simple rules

- Make sure your child knows how to block abusive comments and report content that worries them
- Teach them to respect others online and think about comments before they post them
- Don't arrange to meet people in real life that they've only talked to online and remind them that some people may not be who they say they are
- Use secure and legal sites to download music and games
- Check attachments and pop ups for viruses before they click or download anything
- When using the internet for homework, make sure they use information appropriately and explain things in their own words rather than copying

Talk about it:
Tips for a meaningful conversation

- Make sure your child knows they can come to you if they're upset by something they've seen online
- Tell them you trust them to do the right thing rather than over monitoring their internet use
- If your child comes to you with an issue, stay calm and listen without judging them and don't threaten to take away their devices
- Tackle peer pressure by explaining that if they're talked into bullying someone online or sending inappropriate images it may get reported to their school or even the police
- Talk to them about how much time they spend online and make sure this is balanced against other activities

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Learn more about apps
It can be difficult to stay on top of what apps your child is using and who they are talking to online – find out more about the latest apps at internetmatters.org/apps

internet matters.org

KEEPING YOUNG CHILDREN SAFE ONLINE

Children love using technology and are learning to navigate websites, online games and consoles, and touch screen technology like iPads and smartphones from a younger and younger age.

Latest Ofcom research has shown that 91% of 5-15 year olds live in a household with internet access and over a third of all 3-4 year olds are now accessing the internet in their homes. We know that children need support in these environments, to get the best out of using the internet, and there are real advantages in making sure that children are supported in their internet use right from the start.

These eight frequently asked questions will provide you with useful information and tips that you can put into place at home, to help keep your youngest children safe online.

1. Where do I start?

The best way to keep your family safe online, and to understand your children's internet use, is to use the internet together. Active engagement and conversations with your children are key. Be positive and embrace the technologies that young children enjoy and look for family activities or games. Take time to explore the games and services that your children are using, or want to use, and look out for any safety features that may be available. This will give you a better understanding of the different ways that children are engaging with technology and help you to feel more confident.

2. Should I set any rules?

In the same way that you set rules for most areas of your children's lives, establish your expectations regarding online activities. Creating a family agreement is a useful step, which might include time spent online, sites that can be visited, and behaviour expected; remember, what's right and wrong offline is also right and wrong online. It's a great idea to agree these rules from the outset, so that you and your children are aware of their boundaries.

3. How can I supervise my child?

Placing your computer or laptop in a busy part of the house e.g. the living room or kitchen can be helpful. This can make it easier for you to be involved in their technology use. But remember, the internet can be accessed from a number of portable devices, for example smartphones, iPod Touch, games consoles and tablets. Portable devices may allow you to ensure your children are using them where you can see them and your children can still be supervised. To find out more about the internet capabilities of smartphones, gaming consoles and other devices, check out our Parents' Guide to Technology.

4. How much time is too much time?

Children can be enthusiastic users of technology. The challenge can be to harness this enthusiasm and ensure a balance, so that the use of technology does not negatively impact on other important areas of young children's lives. There are some strategies that can be used to help manage the time online issue, such as agreeing time limits or using time limiting tools, designating weekly times to use the internet together, or removing portable devices from your child's bedroom at night to avoid tiredness.

5. Are there tools to help?

There are free parental controls and filters available, to help you set safer boundaries for your children, but you will usually be required to set them up. Your internet service provider (such as BT or TalkTalk) will provide free filters to help block age inappropriate content for children, and on the UK Safer Internet Centre website you can watch video tutorials that show you how to find and set these up. All mobile phone operators (such as O2 or Vodafone) also provide such parental controls for free. The websites of device manufacturers (such as games consoles) should also outline the controls to which you have access.

Filtering options can be found within websites and services themselves, for example on YouTube or 'safe search' settings can be applied to search engines such as Google or Bing. There are even some search services designed for children (such as Yahoo! Kids). Parental controls can be password protected, so it's advisable to choose a strong password and not share it. Parental controls and filters are a good starting point but it is important to recognise that they are not 100% effective. They are a great help, but not a solution, and work best in combination with parental supervision and engagement, to help your children understand how to stay safe online. As children grow and develop, so do their online needs, therefore you may want to periodically review your parental controls to accommodate this.

What advice can I give my child?

Education is the best tool that a child can have, so discuss with your child the importance of telling an adult immediately if someone, or something, upsets them online. Make sure that your children know that they can come and talk to you (without necessarily getting into trouble) if they see anything that worries them on the internet, and encourage them to feel confident enough to do so. Other immediate strategies to deal with unwanted content or contact could include; switch the screen off, close the laptop, exit the website, or turn the iPad or phone over and put it down.

Younger users may be distracted by advertising and pop ups and with just a couple of clicks, or a spelling mistake, may find themselves on a different website. Children are naturally curious and will innately push boundaries. Bookmarking sites or creating a 'favourites' list is a simple way to help your children find the content they want without having to search the internet for it. It is also important whilst beginning to explore the internet that your child realises that other internet users may not be who they say they are and that 'friends' made online are still strangers, so personal information should be kept safe, including their name, address, phone numbers and passwords etc. Encourage the use of screen names and nicknames where possible. This is where a family agreement can be incredibly useful, to establish rules and good online behaviour in advance.

What games are okay for my child to play?

There are many different online games and playing experiences currently available to children e.g. via computers, consoles, internet games and apps. Gaming may be the very first way that your child encounters life online. Some games however are for adults or older audiences and contain images and language that are not suitable for children. Therefore it is important that the games your children play are the correct age rating. Like film classifications, these ratings are determined by the game's content, and all video games sold in the UK are clearly marked with age ratings set by PEGI (Pan European Games Information). Some online games may also be age rated or be classified 'PEGI OK.'

Many games allow children to play with other internet users and may have chat features enabled. Some games provide a "safe chat mode" where simple predetermined phrases can be used. Playing these games yourself can be fun and will also enable you to identify the safety features provided, such as reporting to a moderator. Reading online reviews of games can be a really useful way to hear other parents' experiences and feedback, and highlight potential safety issues like whether 'in-app' adverts are present, and whether the adverts displayed are suitable for the audience for which the app is intended. There have been news stories of young children running up large bills by inadvertently making 'in-app' purchases whilst playing, so do look out for whether you can spend real money during the game; it should be in the app description in the app store. You can also disable 'in-app' purchasing on a number of devices within the settings.

Where can I report?

Reports can be made to websites through safety/help centres and moderation services. If you are suspicious about the behaviour of others online, reports can be made to CEOP and inappropriate media content, online and offline can be reported via Parentport. Criminal content online can also be reported to the IWF. For more information regarding reporting, visit our Need Help? section on the Childnet website.

Useful Links:

www.childnet.com/parents-and-carers/need-help
www.saferinternet.org.uk/parent-tech
www.saferinternet.org.uk/parental-controls
www.ceop.police.uk
www.parentport.org.uk
www.iwf.org.uk
www.pegi.info

Be smart on the internet

S — **SAFE**
Keep safe by being careful not to give out personal information when chatting or posting online. Personal information includes your email address, phone number and password.

ZIP IT

m — **MEETING**
Meeting someone you have only been in touch with online can be dangerous. Only do so with your parents' or carers' permission and even then only when they can be present. Remember online friends are still strangers even if you have been talking to them for a long time.

a — **ACCEPTING**
Accepting emails, IM messages, or opening files, pictures or texts from people you don't know or trust can lead to problems – they may contain viruses or nasty messages!

BLOCK IT

r — **RELIABLE**
Someone online might lie about who they are, and information on the internet may not be true. Always check information with other websites, books or someone who knows.

t — **TELL**
Tell your parent, carer or a trusted adult if someone or something makes you feel uncomfortable or worried, or if you or someone you know is being bullied online.

You can report online abuse to the police at www.thinkuknow.co.uk

THINK U KNOW .CO.UK

FLAG IT

www.kidsmart.org.uk

KidSMART

Visit Childnet's Kidsmart website to play interactive games and test your online safety knowledge. You can also share your favourite websites and online safety tips by Joining Hands with people all around the world.

ONLINE GAMING:
An introduction for parents and carers

Childnet
International

1: Online gaming, an introduction

Online gaming is hugely popular with children and young people. Recent research shows that gaming is one of the top activities enjoyed by 9-16 year olds online, with gaming more popular than social networking.

From sport related games to mission based games and quests inspiring users to complete challenges, interactive games cater for a wide range of interests, and can enable users to link up and play together.

Games can provide a fun and social form of entertainment often encouraging teamwork and cooperation when played with others.

Just like offline games, they can have educational benefits, and be used, for example, to develop skills and understanding.

Traditionally, games could be bought from shops, often in the form of a disk for use on a PC or console. Now, games can also be downloaded online. Games are played on many platforms, with those bought in shops often having an online component to them.

Internet connectivity in a game adds a new opportunity for gamers as it allows players to find and play against, or with, other players from around the world (in a multi-player game).

We know that parents and carers do have questions and concerns about games, often about the type of games their child plays, and for how much time their child is playing.

This leaflet provides an introduction to online gaming and advice for parents specifically related to online gaming.

2: Online gaming, where and how?

There are many ways for users to play games online. This includes free games found on the internet, games on mobile phones and handheld consoles, as well as downloadable and boxed games on PCs and consoles such as the PlayStation, Nintendo Wii or Xbox.

Some of the most common devices on which online games are played are listed below.

Consoles: These games are played on home entertainment consoles designed to work with a TV. Games for consoles are mostly boxed products bought in shops and also online, containing a game disc and usually a manual. According to Ofcom, nearly three quarters of children aged eight and over, have a games console, in their bedroom. Consoles like these are capable of connecting to the internet via a home network just like other computers. This allows users to download games or 'expansions' to existing games as well as playing online, although a subscription may be required for this. All of the three main manufacturers (Nintendo, Sony and Microsoft) include parental control functions in their consoles that are linked to age ratings systems (FAQ 2).

PC Games: These games are played on a personal computer the same way as other software programmes. They can be bought from shops or purchased and downloaded directly from the internet. Many PC games make use of the internet, and many 'Massively Multiplayer Online' (MMO) games, where gamers interact together in virtual spaces, are PC games.

Web Games and Applications (apps): Some games are accessed through a unique website, and there are also websites hosting hundreds of different games. Many of these games are free of charge online, although some may have paid-for components. Applications can be accessed through, and downloaded to, social networking profiles which allow users to play games on their profile as well as enabling them to play games with their friends, generally for free. Smart phones with internet connectivity also enable users to download games to play, some free, some charged for. In contrast to console and PC games, many web games and downloadable app games are not rated.

Mobile Games: Mobile games can be free or chargeable. There may be costs associated with mobile gaming, as within some games, even free ones, there are opportunities to purchase added functionality such as 'in-app' purchases. These functions however can be de-activated, usually through the phone settings.

Handheld Games: Handheld games are played on small consoles. Two of the current popular handheld consoles are the Nintendo DSi and the Sony Playstation Portable (PSP). Handheld games can also be played on other devices like the iPod Touch or iPad. These devices can also access the internet wirelessly, and allow for playing games with others online.

3: Online gaming, the risks

Internet safety advice is directly applicable to the games environment because risks of **Content**, **Contact**, **Conduct** and **Commercialism** also apply to games.

C **Content: inappropriate material is available to children online.**

The quality of graphics in many games is very high. Some games might not be suitable for your child's age – they might contain violent or sexually-explicit content.

C **Contact: potential contact from someone online who may wish to bully or abuse them.**

If your child takes part in multi-player games on the internet (where they play against other people, potentially from all around the world) they might be at risk of hearing offensive language from other players, being bullied, or making themselves vulnerable to contact by those with a sexual interest in children if they give out their personal details. Bullying on games is known as 'griefing'. This is when players single out others specifically to make their gaming experience less enjoyable.

C **Conduct: children may be at risk because of their own and others' online behaviour, such as the personal information they make public.**

Specific conduct risks for gamers include excessive use to the detriment of other aspects of their lives. This is sometimes referred to as 'addiction'. Some websites might not have the game owner's permission to offer a game as a download i.e. copyright infringement, the same as for music and film, and by downloading it the user might be breaking the law.

C **Commercialism: young people's privacy can be invaded by aggressive advertising and marketing schemes.**

Children and young people can get themselves into difficulty by inadvertently running up bills when playing games online. Some online games, advergames, are designed to promote particular products.

4: Online gaming, Top-tips

» It may seem daunting, but one of the best things parents and carers can do is to engage with the gaming environment and begin to understand what makes it is so attractive to young people as well as the types of activities that they enjoy!

» Talk with your children about the types of game(s) they are playing. Are they role-playing games, sports games, strategy games or first person shooters? If you're not sure what they are, ask them to show you how they play and have a go yourself.

» Some games may offer children the chance to chat with other players by voice and text. Ask them who they are playing with and find out if they are talking to other players. If chat is available, look at the type of language that is used by other players.

» Remember that the same safety rules for surfing the net apply to playing games on the internet. Familiarise yourself with the **SMART rules**, and encourage your children and young people to as well.

5: SMART rules

S **Safe:** Keep safe by being careful not to give out personal information when you're chatting or posting online. Personal information includes your e-mail address, phone number and password.

M **Meeting:** Meeting someone you have only been in touch with online can be dangerous. Only do so with your parents' or carers' permission and even then only when they can be present. Remember online friends are still strangers even if you have been talking to them for a long time.

A **Accepting:** Accepting e-mails, IM messages, or opening files, pictures or texts from people you don't know or trust can lead to problems – they may contain viruses or nasty messages!

R **Reliable:** Someone online might lie about who they are and information on the internet may not be true. Always check information with other websites, books or someone who knows. If you like chatting online it's best to only chat to your real world friends and family.

T **Tell:** Tell your parent, carer or a trusted adult if someone or something makes you feel uncomfortable or worried, or if you or someone you know is being bullied online.

6: Online gaming, frequently asked questions

1: What are the ways in which my child might be communicating via online video games? What tools are available to help my children here?

Many games offer users the ability to chat with other gamers during the game. Players can 'talk' by using Instant Messenger type messages typed in the course of the game and also by voice conversation (made possible through headsets) which is similar to talking on the phone.

Parental control tools are provided on PCs and consoles, and these can limit gameplay functionality, including chat. Make sure your children know how to protect their privacy. Advise them never to give out any personal information, pictures of themselves, or agree to meet someone in person, when using online chats or sharing information in their user profile.

Make sure they know how to make the most of privacy features built into gaming, internet and mobile services. These could include using a voice mask to disguise their voice in a multi-player game as well as how to block and report other players and use the mute function which can disable chat in many games.

Encourage your child to use an appropriate screen or character name (also called gamertags) that follow the rules of the game site. These names should not reveal any personal information or potentially invite harassment.

In addition to chatting within a game, many gamers chat on community forums and content sites related to the games they are playing. Gamers use these sites to exchange information about the games as well as to provide tips and hints to others. It is important to encourage your child to remember to respect their privacy on these sites too and locate the means for reporting any issues they encounter.

2: How do I know which game is appropriate/ suitable for my child?

The Pan European Game Information (PEGI) age rating system exists to help parents make informed decisions on buying computer games, similar to the BBFC ratings for films. The rating on a game confirms that it is suitable for players over a certain age, but is not indicative of the level of difficulty.

PEGI age labels appear on the front and back of games packaging. Additional 'descriptors' shown on the back of the packaging indicate the main reasons why a game has received a particular age rating. Parents should particularly be aware of the 'online gameplay' descriptor which indicates whether a game can be played online. With online games, use of this descriptor indicates that the game or site is under the control of an operator who has signed up to the PEGI rating system.

Encourage your child to only access online games that are appropriate for their age and always check the age rating on any game before buying it for your child, as well as considering whether it has an online component.

3: Are there parental controls that I can apply?

There are parental controls that you can set based on your child's age and maturity, so make the most of parental controls and privacy features provided by games, console, internet and mobile companies to help protect young gamers. However, these controls aren't a substitute for parental involvement.

4: How can I report inappropriate behaviour by another user?

Sadly cyberbullying by 'griefers' can occur in online games. If your children are being harassed by another player on a game, follow the game's grief-reporting guide to report this behaviour. Inappropriate behaviour can also be reported to the moderator on a moderated game and in many instances you can contact the customer support team for further assistance. If your child does encounter inappropriate behaviour in an online game, encourage them to block that user. If you are suspicious of the behaviour of another user towards a child, you can report them to the police at **www.ceop.police.uk**.

5: How long should I let my child play online games for?

Consider what is appropriate for the users in your house and their gaming needs. This may depend on the type of game they are playing, as quest based games for example are unlikely to be completed within ½ hour. Agree together rules of playing games online, which as well as covering safety considerations could include play time limits. You may find it more appropriate to set a weekly quota for their internet use or to agree that certain games should only be played at a weekend. UKIE, the body that represents the interactive entertainment industry in the UK recommends that all games should form part of a healthy and balanced lifestyle and as a guide games players should take five minute breaks every 45 – 60 minutes.

6: What else should I consider?

As well as staying safe when playing online games, it's also important to stay legal. It may be tempting to download cheat programmes to skip to a higher level, but these, and downloading uncopyrighted games, can expose users to unsuitable content and viruses affecting your computer.

7: Online gaming, support and more information

Childnet's **Chatdanger** site, **www.chatdanger.com** offers guidance about chatting on the internet.

Video games trade body **UKIE** offers advice about how to play games safely and sensibly from the '**playsafe**' area of their website **www.ukie.info/playsafe**.

Visit the **Pan European Game Information** and **Entertainment Software Rating Board** websites **www.pegi.info/en/** to find out more about age ratings.

Check out the websites of the games companies such as **Microsoft**, **Nintendo** and **Sony** to look at the parental support they offer.

Co-funded by the European Union

UK Safer Internet Centre

Online Safety Guide

Children's use of the internet is becoming more mobile and interactive offering young people more opportunities to interact and meet new people, so it's never been more important to make sure you are helping your child stay safe in the digital world.
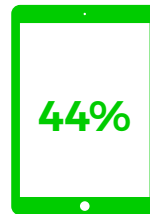
15 hours a week

Children's internet use has reached record highs, 5-15 year olds spend 15 hours a week online

2x

The number of children with a social media profile doubles between the age of 10 and 11. 43% of 11 year olds have a social profile

44%

44% of 5-15 year olds have their own tablet and together with smartphones are the most popular for going online.

Get in control of parental controls

If using a smartphone, check content lock is set

Set parental controls on your home broadband

Control app downloads and purchases

Make the games console safe and secure

Use safety mode on YouTube and Google

If using social networks, check privacy settings

Go to **internetmatters.org/controls** for step-by-step guides

Managing privacy settings on apps

11-15 year olds use on average 5 different websites and apps to communicate with friends at home, the most popular being Instagram (60%).

Whatsapp   Snapchat   Instagram   YouTube

If your child is using these networking sites and respective apps, get up to speed on how they can manage their privacy settings with our "How to guides".

Go to **internetmatters.org/back-to-school** to download our "How to guides".

Helping parents keep their children safe online.

internet matters.org

Get familiar with regular conversations

- ☑ Start a conversation when your children will be more receptive and engaged, such as on the way to or from school

- ☑ Ask them for advice on how to do something online and use this as a conversation starter

- ☑ Make sure they know they can come to you if they're upset by something they've seen online

- ☑ Be sensitive and encourage them when they share their online experiences with you

- ☑ If your child talks about an issue with you, stay calm and listen without judging them

Check they know the rules

- ☑ Don't share personal information like their phone number or email address online

- ☑ Only talk to real life friends or family if they are on sites with a social media element

- ☑ Explain that people they meet online might not be who they say they are

- ☑ Tell them to be a good online friend and not to say nasty things even if it's just a joke

- ☑ Use secure and legal sites to download music and games

- ☑ Make sure they check with you before downloading any programs to avoid viruses

Key issues you may want to discuss

Cyberbullying

Prevention is always better than the cure when it comes to this issue. Help your child understand the consequences of what they share online and encourage them to be "kind online". If they are the target of cyberbullying, be sure to keep all messages as evidence and block the bullies on social networks.

For more advice about cyberbullying visit **internetmatters.org/issues/cyberbullying**

Sexting

There are many reasons why young people get involved in sexting; exploring sex and relationship or pressure from a partner or friends. Having an open and honest conversation about it can help them understand the implications of sending a nude image and highlight that it is illegal.

If your child has sent a nude image and it has been put online; report it to CEOP and contact Childline who can help you get all known copies removed from the internet **internetmatters.org/issues/sexting**

Want more help?

For step by step guides and advice go to **internetmatters.org**

To report an issue around a sexual image of a child visit **ceop.police.uk/Ceop-Report/**

Statistics were sourced from: Ofcom's Children and Parents: Media Use and Attitudes report 2016, Techknowledge for Schools: How Children use Mobile Devices at School and at Home report 2015.

Helping keep children safe online

internet matters.org

The internet is perhaps the greatest innovation of our time, and it offers children endless possibilities to learn, create, and communicate, but with that comes the inevitable challenge of ensuring children stay safe.

Internet Matters provides parents and schools with a comprehensive set of resources and advice so we can all work together to protect children in the digital world.

What issues could be affecting children

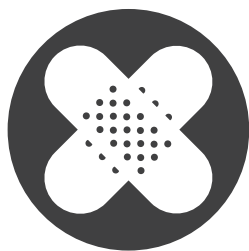Inappropriate Content

Cyberbullying

Online Grooming

Sexting

Online Reputation

Self-Harm

Online Pornography

Radicalisation

At Internet Matters we'll help you get to grips with the practical and simple actions you can take to help children enjoy the internet safely.

Learn about it
From sexting to cyberbullying, find advice on everything that matters when it comes to children's online safety.

Protect your child
We're encouraging parents to know more, talk more and do more to protect their kids curiosity on the Internet.

Deal with it
Discover other expert resources for specific issues your child might face online.

Backed by the UK's most prominent internet industry players and supported by leading child online safety experts, we're able to offer you the best advice and information available on tackling e-safety issues.

BT   SKY   TalkTalk For Everyone   Virgin media   BBC   Google   Dixons Carphone   facebook

We have brought together a selection of the best resources available for schools, from well-known providers, putting them all in one place to give you easy access to the materials you might find useful.

The tools and resources are split into the following three sections:

70%
of parents look to their child's school for advice about internet safety*

Classroom

Access to a range of resources organised by Key Stage and topic, from lesson plans to interactive games and quizzes. These are provided by leading experts such as Childnet and CEOP.

Send home

Making it easy to spread the word amongst parents and point them to internetmatters.org as a one stop-shop for information, advice and support. We have downloadable e-safety age guides for parents as well as downloadable banners and leaflets for your school communications.

With parents

Ideas and tools to get parents engaged, including materials for a parent's e-safety talk. You'll also find ideas to share with parents about fun things to do with their children at home to reinforce the simple rules to staying safe.

Educational apps

Working with Childnet, we have developed their Digiduck storybook into an interactive app aimed at 3-7 year olds. This charming storybook can help both parents and teachers show children how to be good friends online.

internet matters

To help parents get the conversation started at home, the internet Matters app is an interactive quiz and game which parents and children play together. It's designed to help parents talk about e-safety issues with their children and to ensure they make smart choices to stay safe online.

To find out more go to
internetmatters.org

internet matters.org

*Cybersafe Opinion Leader Report (Sept 2013)

so you got naked online...

A resource provided by the South West Grid for Learning

So you got naked online...

OK... so I guess if you have picked this up and started to read, it's likely that you have done something online that you are now regretting. Or perhaps you are trying to help someone who has done something? And if that something involved nakedness or something sexual, then that may look more serious than other things you see happening online.

But don't freak out just yet... you are

obviously keen to find out more about how you can help yourself or your friend and perhaps get some advice and a plan for how to improve things. Well, you're in the right place.

Read on and you will discover:

- **Why** these things happen and what different people **think** about it.
- When it has happened to **others** and what they have done.
- How the **technology** works and what the **possible** risks are.
- What the **first** things are you can do to begin to take **control**.
- Whether your **fears** of getting into **trouble** are realistic.
- The **impact** on you for the **future** and what you can **do** about it.
- How to get **support** and **advice** from organisations who are there to **help** you for just this sort of issue.

However, this isn't helping yet, so let's crack on. You don't have to read this whole thing through but it does help to browse each section to get a really good understanding of how and why this stuff causes problems. The more clued-up you are, the better decisions you are going to make for yourself (or friend).

"Knowledge is power"

Amanda's story... Amanda Todd committed suicide at the age of 15 at her home in British Columbia, Canada.

Prior to her death, Amanda posted a video on YouTube in which she used a series of flash cards to tell her experience of being blackmailed into exposing her breasts via webcam, being bullied and physically assaulted. The video went viral after her death resulting in international media attention. As of April 2014, the video has had more than 17 million views… Her mother Carol Todd has since dedicated her time to awareness raising on the issues which affected Amanda, and supports the work of the Safer Internet Centre.

Below Carol has some advice for any young people affected by sexting.

Amanda Michelle Todd

(November 27th 1996 - October 10th, 2012)

My daughter, Amanda Michelle Todd, took her life at the age of 15. It all started with a topless photo. She didn't know the person at the other end of her computer was taking a picture. She didn't know that he was showing it to other men. Then she started to get blackmailed into showing more of herself via her webcam. And if she didn't, then her image would be sent throughout the internet. What Amanda didn't do was tell an adult that this was happening to her. She kept it to herself. This image and what happened thereafter was the start to the emotional breakdown of Amanda. The loss of her confidence, her spirit and her friends. The embarrassment that followed was unbearable as was the name-calling, the slutshaming and the bullying online and offline that occurred. Eventually Amanda retreated into a shell, not being able to re-emerge as the girl she once was.
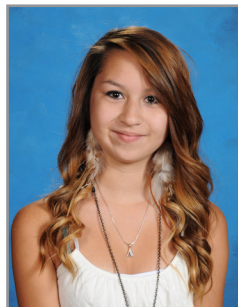
As a parent and Amanda's mother, it is important to me that young people understand what can happen online and also how to protect themselves online. 'So you got naked online' is a resource guide that was developed in the U.K. but will still have impact with its clear messages anywhere in the world, even in Canada where Amanda lived. The issues and concerns related to technology use among young people remain the same everywhere. It doesn't really matter where in the world we live.

As an educator and a parent, this guide is written in 'youth friendly language' that both encourages and acknowledges a young person to be responsible if they have done something regrettable online (eg – sexting, sending images out). It also reiterates how challenging the internet can be these days by how quickly images, words and files can be shared and where items are stored with and without our knowledge. Our young people need to know that and this is a perfect platform to share it.

We need to always tell our young people that it is okay to admit to making a mistake and then also to support them in talking to an adult. This action is so very important before things escalate. We all need to remember that making mistakes is normal and a part of growing up. The teen years is when a lot of these happen. Also that these experiences becoming learning experiences for the future years.

I applaud those that participated in the writing and development of this guide. It conveys the right messages in a way that is easily read and understood. I hope that it is read by all young people and their parents and goes beyond the school into the communities and cities we live in.

Sincerely, Carol Todd (Amanda's Mom)

For more information on Amanda's story, please visit:

http://amandatoddlegacy.org
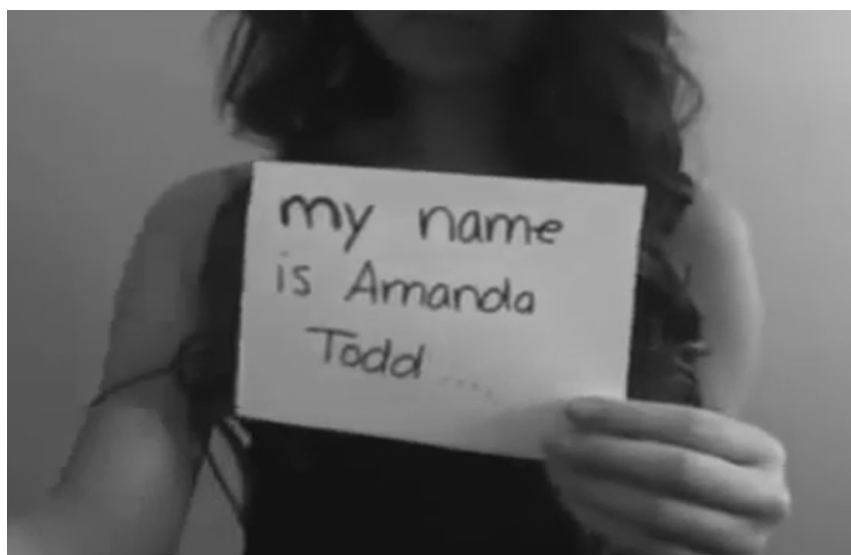
I see sexting mentioned in the newspapers. What does it mean?

"Teen sexting is a very rational act with very irrational consequences." danah boyd

"Sexting" is a term used to describe the sharing of intimate images or video with another person.

This content can be anything from texts, partial nudity right up to sexual images or video. Very often it is between partners, but can be between groups and can use a whole range of devices, technologies and online spaces. The most common ones are by **text**, **private message** on social networks or **apps** such as **Kik**, **Oovoo**, **Instagram** or **Skype**.

Deliberate and Accidental

Most sexting is deliberate; the person sending the content means it to happen. They will pose or act in a sexual way and will make a direct effort to send it to the person they want to see it, usually a boyfriend or a girlfriend.

Occasionally, if you have personal pictures of yourself on your phone it might be possible to accidentally "share" it via email, text or Bluetooth with the pictures have been spread after mobile phones have been stolen. Accidental sexting is more likely to happen if your judgement is clouded e.g. if you have had alcohol or taken drugs or are under pressure from those around you. This could result in you:

- getting confused and pressing the wrong send button
- feeling brave about risking a naughty photograph
- feeling more sexually confident
- feeling less inhibited, less aware of risk and the consequences
- being encouraged by mates to do it as a dare
- thinking that it is a good laugh and there is no harm in it

The accidental stuff happens once it has left your control, but more about this later.

Both Deliberate and Accidental?

Some people think it's cool to copy what they see in the media but celebrities also get caught out! **Despite the concerns, sexting has become a part of modern life. We see references in popular culture such as the 2014 "comedy" film Sex Tape starring Cameron Diaz, or the song "Dirty Picture" by Taio Cruz and Kesha which reached no.6 in the UK charts.**

The media has been full of stories of leaked personal photos of celebrities such as the iCloud incident where actresses including Jennifer Lawrence and Kirsten Dunst had their images hacked and posted onto 4chan, or the "Snappening", where a third party app was hacked which was hosting thousands of Snapchat images. **Many of these were then re-posted onto sites such as Facebook and Tumblr and were of teenagers, technically indecent images of a minor.**

LOL or OMG?!

People sharing naked pictures as part of a safe relationship is not a new thing.

What has changed though is the speed with which you can share. Using webcams or sending mobile pictures can be a spontaneous decision, made without thinking about what could happen and what people might think. Once the picture leaves your control it can easily and quickly be shared with many people.

A study by the Internet Watch Foundation showed that up to 88% of self-generated images have been collected and put onto other sites!
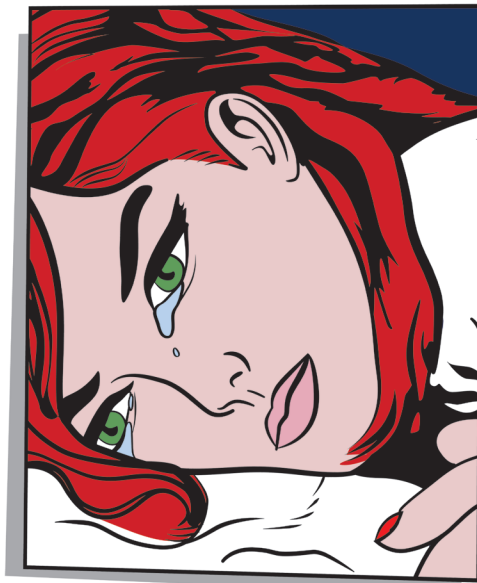
In your parents' younger years, the embarrassing stuff they did was rarely seen by anyone else. Today with mobile phones and the web that has changed. The World Wide Web means the potential of a huge audience and of course, if a photo is uploaded and shared, it can be on there forever. Pretty scary thought that something stupid you do at 14 can still potentially affect your adult life.

This is not the end of the world. It just needs some thought on how you can minimise the effect of your mistake.

Was I right to have trusted the person I sent it to? Was I being naive?

Most of the time, these intimate pictures are shared between boyfriend and girlfriend, and let's be honest, you wouldn't send them if you didn't trust the other person would you? There are probably many images shared which never leave the intended recipient, even when the relationship ends. **So ask yourself, if we break up, will this person respect me enough not to share my pictures?** How well do you really know them? Sadly, it is often only when we split up with someone that we see their true colours.

Sometimes yes you can trust the person you text.

But, and this is a big but, do you really need to send them pictures of your body? If the person asking for this acts up when you refuse, is this someone you can trust? If they accept your refusal without question they sound like a good partner.

Others letting you down...

Some of the problem will be around people you thought you could trust, sharing the image or joining in the negative comments. This might be the person who you sent the image to in the first place, or mates or others who then circulate it. People get caught up in gossip, banter or bitching sessions, often without meaning harm to the victim, either to impress other people, to "belong", or because it starts as a joke which escalates. Sometimes people do it to bully someone.

What if other people see it?

There is a big difference between worrying and understanding how far the image may have gone beyond your control. It depends how the image was published; if you sent it directly to someone's mobile and then had second thoughts, you need to have an honest conversation with them as soon as possible to get them to delete it.

WHO CAN I TRUST!?

Posting directly to social networks makes it harder to regain that control. Modern social networks and apps are designed to make publishing and sharing quick; the software makes those connections for you... and that's the trouble. **It's hard to know where the image has gone and who has got it. It can very quickly leave your social circle and spread to others.**

But there are ways in which you can challenge content about you that has been published by others using the site's **"report abuse"** option. It's important to draw their attention to it and why you think it should be removed. It's not enough to say "I don't like it"; your request needs to show that it breaks their terms and conditions of use. **Sites like Facebook and Instagram don't allow nudity so it should be easier to report. We've included some links to these reporting routes at the end of this booklet.**

It is also important to understand how you yourself can change or remove content that you have posted about which you have changed your mind. That profile pic of you in your underwear was funny at the time but ...

It's important in life to have friends around you that you can trust and on whom you can rely; this is no different online. It's less likely your close friends would want to do anything serious to hurt you; very often they're the first ones you might turn to for help.

I REALLY NEED A FRIEND RIGHT NOW!

Use those friends you can trust to help put out the messages we want and recover the situation where they can.

That's why it is important to think carefully about your social network friends lists and ask yourself "Who would stand beside me when things go wrong?"

What is your definition of a "friend" or a "friend of a friend"? We often add friends because our other friends know them. In reality the person may have been passed on through lots of lists like this. If they have, then this makes it more difficult to track who has seen a naked picture you may have posted, as it has spread across groups you don't belong to. It may even be public which could mean literally anyone on the internet could see it.

There are ways in which you can choose who sees what on your profile (privacy settings) and this might be something you would want to get up Here's a link to a "down and dirty" guide to how you can take control of your privacy on Facebook **www.swgfl.org.uk/FacebookChecklist**

TAKE CONTROL OF YOUR PRIVACY!
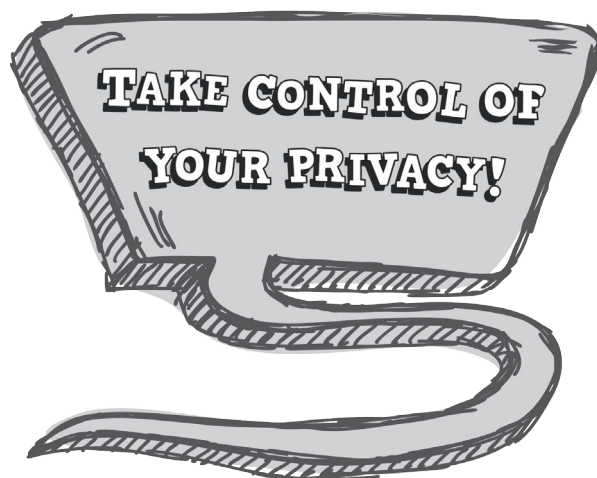
Where your picture might be:

Peer to peer sites - sharing files is a worldwide system used by all kinds of people. Images are exchanged in bulk and can become part of collections in folders that very often sit on other people's computers. This means adults and others you don't know viewing your personal naked pictures on the likes of Piratebay and Demonoid sites.

1 **Photo sharing sites like Flickr or Instagram allow open and unrestricted (as well as private) sharing of pictures.**
Your data could be on company's servers or copied to users' personal devices.

2 **Webcam sharing sites can also cause problems when people record your actions. Sites like Omegle and Chat Roulette often attract criminal elements.**
Sometimes these "anonymous" services encourage people to be more adventurous and risky, but being online is never completely anonymous. It only takes screen or webcam capture software to end up with a video clip.

3 **Online Groups and Communities also often contain sex offenders who will form close knit groups and share indecent images (many of which they will obtain from the web).**

4 **Cloud storage sites like iCloud, OneDrive, GoogleDrive, or Dropbox allow server space for people to store material such as images. Other users with permission can then access the files.**
Once again it is difficult to know where your content actually sits and where the cloud servers are based. Those that are based outside of the UK or European Union often don't have the same strict laws about personal data that we have and your content could be sold and shared with other networks across the world.

What are the first things I should do?

It might seem like the end of the world but try not to panic! Take a deep breath and give yourself a chance to think about how this might affect you.

First off, are you OK? Do you need support? If you do, find the best person to support you right now... friends, family, school? You choose. **There is also a list of organisations at the end of this booklet that can help.**

Sometimes that first step of asking for help is a difficult one. But you have to be honest with yourself. Real friends and professionals trying to help are only able to do so when they know all the facts and how you feel about it. If you know of a friend who is trying to deal with this maybe you could show them this!

If you decide you need to do something, don't wait. The quicker you deal with it the better chance there is of managing the spread.

Will I get into trouble?

The Law is on your side and was not designed to punish young people for making mistakes whilst experimenting with their sexuality.
The law is aimed firmly at those who choose to trade or profit from sexual pictures of children.

Even though (if you are under 18) the image(s) you have sent may constitute an indecent image of a child, the Association of Chief Police Officers have clearly stated that young people will be treated as victims in the first instance and only extreme cases may be reviewed or looked at differently. They clearly state "First time offenders should not usually face prosecution for such activities, instead an investigation to ensure that the young person is not at any risk and the use of established education programmes should be utilised".

The advice can be found at http://bit.ly/IX1pvk

Who can help me?

Parents

It may be your worst nightmare thinking of telling your parents you shared intimate pictures, and yes, they may kick off at first but they need to know; how are they going to support you if they don't know?

Use your discretion, if you don't think the pictures will go viral, then don't upset them for no reason. If you feel there is a risk, or if your picture has already been shared, then you need them on board. Yes, they will probably be very upset and disappointed, but they'll get over it! **And will probably respect you more for being upfront about it…**

School

You might want to consider telling someone at school. It might seem like a hard thing to do but your welfare is their number one concern. Trained staff will have access to a whole range of help that will be much more effective than dealing with it on your own. One service they can use is the Professionals Online Safety Helpline **www.saferinternet.org.uk/helpline**

CEOP

CEOP is the Child Exploitation Online Protection centre and was set up by the Government in 2006 to help protect children online across the UK from online predators. As well as helping UK police forces to bring these people to justice, CEOP can help provide advice to you and your parents when something like this happens. You can report at **http://bit.ly/p8kAKF** or by going to the CEOP website at **www.ceop.police.uk**. There is also a great film about Sexting called 'Exposed', it's on Youtube at **http://bit.ly/hePkDE**.

Local Police

Police could possibly be involved if it involves the well-being of other pupils, and could also offer effective support.

I NEED HELP!

Is this going to affect things for me in the future?

Hopefully in most cases your continuing digital life will 'bury' your mistakes as time goes on. There is however no guarantee that the pictures will not be seen by others later. Your reputation could be affected if future employers, college, or sixth-form friends see this. Being honest and open and admitting a mistake is the best approach, as it will be with any future relationships.

Knowing about reputation

Do you know what's online about you?

You should first check what others can see about you. Search for your name using Google or other search engines and see what information already exists about you. Although you may not have added anything new, your friends and family might have.

If you find anything offensive or require anything removed, report it to the hosting site immediately. Remember it will need to break the site's terms and conditions. If it is a naked or semi-naked image of you it is highly likely to breach these conditions and the legal implications mean the site host is likely to remove it quickly when made aware.

Bury the bad stuff! Increasing your positive online presence… Sadly there are some occasions where online content can't be removed, for example if your image is shared via an adult site hosted outside the UK we advise that you try and bury the content you don't want people to see. The best ways to do this are to set up social networking accounts, (you don't have to use them, just set them up and leave your name publicly searchable), to regularly comment on news articles and forums, and also to run a small blog. The more you add the further down the search lists this unwanted content will be.

Show me organisations that might be able to help me:

There are lots of places you can go to for help and advice, consider who is the best person to support you. It could be a Youth Club, Employment Advisor, Faith Leader, or Sports Coach. Anyone who is trained to support young people should have an idea what to do to help you.

Our partners at the Internet Watch Foundation and Childline are working together to help you remove sexting images. They won't judge you: they'll just help you. Get in touch at **www.iwf.org.uk**

There are also many national organisations who can help such as:

Childline   www.childline.org.uk

Get Connected   www.getconnected.org.uk

ThinkUknow   www.thinkuknow.co.uk

Or download the Zipit app from the Childline website (Supported by IWF)

Be prepared to explain:

As a final note, you should be prepared to explain the following things..

What if they ask questions?

- **I've made a mistake**

- **I've been really stupid**

- **I have learnt by it**

- **I have moved on**

About this resource:

This is a resource for children, young people and parents that offers advice and explores strategies to support the issues resulting from sexting incidents.

The resource will be available shortly in the following alternative formats:

• A printed resource

• A comic book style summary of key advice for young people

• Interactive web resource from the UK Safer Internet Centre

Visit **www.swgfl.org.uk/sextinghelp** for more information.

It is produced by the South West Grid for Learning and UK Safer Internet Centre and co-funded by the European Union.

The South West Grid for Learning Trust is a not for profit, charitable trust company, providing schools and many other educational establishments throughout the region with safe, secure and reliable broadband internet connectivity; broadband-enabled learning resources and services and help, support and advice in using the internet safely. Find more resources at **www.swgfl.org.uk**.

Video Chat and Webcams

Live video chat and streaming has become a key way for people to connect, communicate and share their ideas and experiences online. With every smartphone, tablet and laptop possessing a camera, and instant video chat with one person or many people available in a wider number of social media apps and services, it's never been easier to stay in touch with family and friends.

For specific advice on livestreaming, check out the Livestreaming hot topic:
www.childnet.com/livestreaming

What do I need to know?

There are a huge number of positive uses and potential for using video chat services and webcams as tools for communication and a number of sites, apps and services may wish to access your webcam. The advice below can help you minimise the risks associated with webcams and video chatting.

Top Tips

- **Think before you cam**
  Always consider who you are chatting to and what you are sharing with them. What you share on camera (including things in the background) can give away personal information . Be aware that webcam or live video footage can also be recorded by someone and then potentially shared and uploaded anywhere online.

- **Online friendship**
  On some services you may receive chat requests or invites from people you don't know. Think carefully about who you choose to chat to and why they might want to video chat with you. Live video can be faked so remember that the person you see on camera may not be the person you are actually speaking to. If a site or service has privacy settings, always make use of them to control who can contact you.

- **Webcam content online**
  Some video chat services allow you to chat to and see strangers online and may put you at risk of seeing pornographic or violent content or sexual behaviour on camera. You should always report this to the website/service and use blocking tools if available.

- **You can always say no**
  People may use video chat to convince you to take part in a dangerous dare, to appear naked on camera or perform sexually suggestive acts. This can then be recorded by the watcher and be potentially used to threaten or blackmail. If someone ever asks you to do or say anything on camera that makes you feel uncomfortable then say no, end the chat and tell an adult you trust.
  Remember it is never too late to tell someone. You can also block or report a user to the website/service if they continue to harass you.

- **Tell someone**
  If you have been the subject of inappropriate sexual contact or approach by another person via video chat or any other form of communication then it is vital to tell a trusted adult and to report it to the police via CEOP Command (www.thinkuknow.co.uk).

Technical Advice

- **Emails and links**
  Webcams and devices can be affected by viruses so be wary of emails and messages on social networks from strangers that invite you to click on a link or open an attachment. These may actually contain malicious programs which allow the stranger to control your webcam or device remotely.
  Always make sure that antivirus and firewall protection is kept up to date on devices that have cameras or use webcams.

- **Think where your webcam is in the home**
  Make sure that webcams connected to computers are not located in bedrooms or more private areas of the house. Although it is rare, there have been cases of webcams being hacked by programs/users to take pictures or video without the owner's knowledge. Unplugging the webcam, covering the lens or pointing it at a blank wall when not in use are good steps to take to minimise this risk, as is closing your laptop lid when not in use.

- **Know which services/sites use webcams**
  Sites, services and apps may ask for permission to use your webcam. Before you accept, always think carefully about why the service may want to use your camera and who may be able to see the video feed. If in doubt, it is best not to allow the app or site to have access.

- **End calls and log out**
  Always make sure you end a video chat when finished and log out of the site or service. This can help prevent anyone from accessing your account or webcam without your knowledge.

Useful Links

www.childnet.com/livestreaming
www.saferinternet.org.uk/young-people
www.saferinternet.org.uk/safety-tools
www.thinkuknow.co.uk

Useful Online Resources

1. We recommend visiting the following sites:

Safe Network
Safe Network provides safeguarding information related to activities outside the home – from after school art clubs to weekend reading groups:
http://www.safenetwork.org.uk/news_and_events/news_articles/Pages/whats-the-problem-guide-parents.aspx

NSPCC
http://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/sexting/
A short video from the NSPCC on how to stay safe online: I Saw Your Willy - Be Share Aware - NSPCC
www.youtube.com/watch?v=sch_WMjd6go

ChildLine
A private and confidential service for children and young people up to the age of 19.
http://www.childline.org.uk/explore/onlinesafety/pages/sexting.aspx

Child Exploitation & Online Protection (Thinkuknow)
http://www.thinkuknow.co.uk
Association of Child Police Officers guidelines on sexting;
http://ceop.police.uk/Documents/ceopdocs/externaldocs/ACPO_Lead_position_on_Self-Taken_Images.pdf

CEOP (Child Exploitation and Online Protection Centre)
CEOP work with child protection partners across the UK and overseas to protect children from harm online and offline:
www.ceop.police.uk
Video which shows the consequences of sharing images:
https://www.thinkuknow.co.uk/parents/Secondary/Conversation-Starters/Go-to-the-movies/Exposed/

2. Internet Parental Controls
Below are links to internet parental controls for some of the biggest internet providers:

BT
http://home.bt.com/tech-gadgets/internet/stay-safe-with-bt-parental-controls-11363887238413

Sky
http://www.sky.com/shop/broadband-talk/broadband-shield/staying-safe-online

Talk Talk
http://www.talktalk.co.uk/security/homesafe-demo.html

Virgin Media
http://store.virginmedia.com/discover/broadband/your-broadband/protect-family/parental-controls.html