



FYLING HALL SCHOOL

Parental Guide to Keeping Children and Young People Safe On-line

The aim of this guide is to provide a central resource to answer your questions and provide guidance about e-safety.

The guide has been assembled using the following websites:

www.childnet.com

www.saferinternet.org.uk

www.nspcc.co.uk

www.internetmatters.org

These websites are excellent resources designed to help you understand the complex issues surrounding e-safety. They contain a lot of information, advice, ideas, help and support. They provide interactive resources for parents and children to help promote e-safety and I would strongly recommend you spend some time looking at them with your child.

Parents and Carers Role in E-Safety

Parents and carers play a key role in supporting children to learn about how to stay safe online, and they are one of the first people children turn to if things go wrong. It is difficult to stay on top of the wide range of sites and devices that young people use but the following 4 steps will help to create dialogue and a safe environment for your child to use the internet.

1. Have ongoing conversations with your children:

Have ongoing conversations with your children about staying safe online. The following are some useful starting points for conversations about e-safety with your child:

- Ask your children to tell you about the sites they like to visit and what they enjoy doing online.
- Ask them about how they stay safe online. What tips do they have for you, and where did they learn them? What is OK and not OK to share?
- Ask them if they know where to go for help, where to find the safety advice, privacy settings and how to report or block on the services they use.
- Encourage them to help someone! Perhaps they can show you how to do something better online or they might have a friend who would benefit from their help and support.
- Think about how you each use the internet. What more could you do to use the internet together? Are there activities that you could enjoy as a family?

2. Safety tools on social networks and other online services:

Most online services offer some safety features that can help you manage access to age-inappropriate content, report concerns or protect privacy. It is a good idea to think about the sites and services your family uses, and check out which features these sites have that might be helpful for you. Talk to your children and make sure they know how to use the tools on the sites and services they use.

3. Use Parental controls offered by your home internet provider:

The 4 big internet providers in the UK – BT, Sky, TalkTalk and Virgin Media - provide their customers with free parental controls which can be activated

at any time. They have come together to produce these helpful video guides to help you to download and set-up the controls offered by your provider.

Use this link or type it in to the address bar of your search engine to view these videos:

<http://www.saferinternet.org.uk/advice-and-resources/parents-and-carers/parental-controls>

4. Keep up to date with technology:

Try to understand the capabilities of the latest technology so you are aware of what your child could be doing online. Research the safety features and parental controls of the technology your child has access to.

For information about the latest technology please use the following link or type it in to the address bar of your search engine:

<http://www.saferinternet.org.uk/advice-and-resources/parents-and-carers/parents-guide-to-technology>

Young people need to protect their online reputation

Young people use social networking sites for many different purposes; to communicate with their friends, to share content and to find out new information. You need to remind your child that they need to be careful about what they're posting online. Children can sometimes believe that social networking sites are a private space for them and it can be difficult for them to realise that what they're posting online may be publicly visible and can be spread very quickly to a large audience.

The blur between public and private expression can potentially put a child at risk in two main ways:

Content

Content which is uploaded online can be copied, altered and reposted by anyone and it is very difficult to 'take back' what may be later regretted. Children who [create or post inappropriate, offensive or even illegal content](#) on their own or others' web pages could get them into trouble with their school, friends and even the police, depending on the nature of the material.

Contact

Young people need to be aware of how much personal information they upload onto these sites. If a user of a social networking site doesn't protect their information by enabling the correct privacy settings, they could be exposing their information to adults with a [sexual interest in children](#). Posting or chatting about personal details might enable someone to identify and contact your child online or in person. Sharing personal information may also increase the risk of [cyberbullying](#).

Cyberbullying

Cyberbullying is when someone uses technology, such as the internet or a mobile device to bully others.

Being a victim of cyberbullying can be very distressing for a young person and occasionally they don't know who is bullying them. Cyberbullying includes things such as sending nasty text messages or emails, or setting up a hate group on a social networking site. The bullying may also happen 24/7 and the victim is often targeted even when they are in the comfort of their own home. Images and text messages can be circulated very quickly and widely on the internet which can make it difficult to combat cyberbullying.

Tips to help with cyberbullying

1. **Don't deny access to technology:** this may prevent your child from speaking to you about cyberbullying. When we asked a group of pupils about why they wouldn't tell someone, if they were being cyberbullied, their main response was that they were worried the technology that they use on a daily basis would be taken away from them.
2. **Discuss cyberbullying with your child:** explore the tools available together and know [how to report](#) nasty messages.
3. **Save the evidence:** encourage your child to save the evidence of any messages they receive. This is so they have something to show when they do report the cyberbullying.
4. **Don't reply:** most of the time the bully is looking for a reaction when they're teasing or calling someone nasty names. Tell your child not to reply, if they do they're giving the bully exactly what they want. Instead, they should tell someone about what they have seen.

Social networking

Social networking sites such as Facebook and Twitter are very popular with young people, even those who are of primary age. These types of sites allow young people to be incredibly creative online, keep in touch with their friends as well as sharing photos and videos.

Try to become familiar with social networking sites. Ask your child about them, create an account yourself and find out about what it is about. Some sites have information and advice for parents. By understanding these sites you can help to support your children in choosing an appropriate site and using it in a safe and constructive way.

Many sites have a minimum user age of 13, although some interactive sites are designed specifically for younger children. Below is an explanation of some of the most popular sites, apps and games your child might be using.



Pinterest

Pinterest is an online interactive pin board. You can create collections of pin boards using your own images and you can also re-pin things from other people.



Snapchat

Snapchat is an app that lets you send a photo or short video to your friends. The 'snap' appears on screen for a matter of seconds before disappearing. There's also a feature called Snapchat Story that lets you share lots of snaps in a sequence for up to 24 hours.



Instagram

Instagram is a picture and video sharing app. Users can post content and use hashtags to share experiences, thoughts or memories with an online community. You can follow your friends, family, celebrities and even companies on Instagram.



Facebook

Facebook is a social network, which lets you create a page about yourself. You can add friends, share pictures and videos, write on people's pages, send instant messages and join online groups.



YouTube

YouTube is a place to watch, create and share videos. Videos can include things like music, animation, online blogs and clips from TV shows. You can create your own YouTube account, create a music playlist, and even create your own channel, which means you will have a public profile, and it allows you to comment on videos and create video playlists.



Twitter

Twitter is a messaging service that lets you post public messages called tweets. These can be up to 140 characters long. As well as tweets, you can send private messages. Brands and companies can also have Twitter accounts.



Facebook Messenger

Facebook Messenger is an app which allows users to communicate with their friends from either their Facebook account, or their phonebook. Users can instant message, create group chats, share photos and videos, record voice messages, have live video chats, or simply talk to their friends and family.



Whatsapp

Whatsapp is an instant messaging app, which lets you send messages, images and videos to friends. You can have one to one and group conversations.



Tinder

Tinder is a dating app, which has two separate communities – one for adults (18+) and one for young people aged 13-17. You're shown other people's profile pictures and you swipe left for 'no' or right for 'yes'. When you and another person both swipe right on each other's pictures you can talk to them directly. GPS settings mean you can search for people in the same area as you.



Skype

Skype is a computer programme and app, which lets you make audio and video calls to other users around the world. You can also send instant messages.



Ask.fm

Ask.fm is a social networking site where you can ask other people questions. It's up to you whether you want to ask the question anonymously or not.

There are many more sites, apps and online games your child might be using. You can use the following link if you wish to find out more information about specific apps, sites or games:

www.net-aware.org.uk/networks/?order=-popularity

What can I do right now?

- Maintain an open dialogue with your child and encourage them to talk to you about their internet use: for example who they're talking to, services they're using, and any issues they may be experiencing.
- Create a family agreement to establish your children's boundaries, and your expectations, when on the internet.
- Give your child strategies to deal with any online content that they are not comfortable with – such as turning off the screen, telling an adult they trust and using online reporting facilities.
- Consider using filtering software to block unwanted content. In addition to filtering, remember that discussion with your child, and involvement in their internet use, are both effective ways to educate them about the internet.
- Encourage your children to 'think before you post.' Online actions can impact not only yourself but the lives of others. Content posted privately online can be publicly shared by others, and may remain online forever.
- Understand the law. Some online behaviour may break the law, for example when downloading or sharing content with others.
- Be able to recommend legal services.
- Familiarise yourself with the privacy settings and reporting features available on popular sites and services.
- If your child is being bullied online, save all available evidence and know where to report the incident, for example to the school, service provider, or the police if the law has been broken.

- Familiarise yourself with the age ratings for games and apps which can help to indicate the level and suitability of the content.
- Also see if online reviews are available from other parents as these may be helpful.
- Set up a family email address that your children can use when signing up to new games and websites online.
- Encourage your children to use nicknames (where possible) instead of their full name online, to protect their personal information, and create strong passwords for every account.
- Set up a PIN or password on devices to help protect personal information.

What to do if a child has come to you and needs help

1. Communication with your child is essential. Talk to them and reassure them that they can always come to you if something upsets or worries them online.
2. Save the evidence wherever possible. You may be able to report what has happened to the online service being used when the incident occurred. Evidence may include screen shots taken on a laptop or mobile device, emails, texts or online conversation histories. If you do need to make a report, evidence gathered will make it easier to show exactly what has taken place.
3. Knowing who to report to is a really useful step to resolve many issues, so do familiarise yourself with the services available below. Depending on what has happened, it might be necessary to let your child's school know too.

Where to report online concerns or risks

Grooming or other illegal behaviour

If you want to report someone who is behaving suspiciously online towards a child, you should contact 999 if it is an emergency situation, or otherwise make a report to [CEOP](#), the Child Exploitation Online Protection Centre.

Criminal content online

If you see any criminal content online, you should report this to the [Internet Watch Foundation \(IWF\)](#). Criminal content in the UK includes child sexual

abuse images, criminally obscene adult content, as well as non-photographic child sexual abuse images.

Online content which incites hatred on the grounds of race, religion, disability and sexual orientation or transgender identity, should be reported to [True Vision](#), which tackles all forms of hate crime. True Vision will give you information on content which indicates hatred and how to report it.

Media content inappropriate for children

If you want to make a complaint about an advert, television or radio programme, film, newspaper, magazine, video game or other type of content online or offline, that you think is unsuitable for children, you can report it using [ParentPort](#).

Getting help/advice

Many popular online services have some really useful help and advice areas, as well as ways to [report](#) and block content that is not allowed on the site (eg cyberbullying).

Further Sources of Support and Information

Please feel free to contact us if you have a concern. We can arrange for you to talk to the Headmaster or the Schools Designated Safeguarding Lead who is responsible for Safeguarding and Welfare. We will be able to help and can access support for you and your child.

Useful websites:

www.childnet.com

Childnet's mission is to work in partnership with others around the world to help make the internet a great and safe place for children. The website provides information, fact sheets, advice and support for both adults and children on all elements relating to e-safety.

www.saferinternet.org.uk

The UK Safer Internet Centre is coordinated by a partnership of three leading organisations; Childnet International, the South West Grid for Learning and the Internet Watch Foundation. It is co-funded by the European Commission's Safer Internet Programme and is one of the 31 Safer Internet

Centres of the Insafe network. The centre has three main functions: an Awareness Centre, a Helpline and a Hotline.

www.internetmatters.org

This website has lots of information, advice and resources which can be used to help children stay safe online.

www.ceop.gov.uk

CEOP works with child protection partners across the UK and overseas to identify the main threats to children and coordinates activity against these threats to bring offenders to account, protecting children from harm online and offline.

For more advice on cyber safety visit:

www.childline.org.uk

www.cybersmile.org

www.childnet.com