

## e-Safety Information for Parents and Carers

### What is e-Safety?

- E-Safety is concerned with safeguarding young people (and indeed adults!) in the digital world
- It is about learning to understand and use new technologies in a positive way
- E-safety is not about restricting children, but educating them about the risks as well as the benefits so they can feel confident and happy online
- It is about being educated ourselves to be able to support and help young people
- Click Clever, Click Safe: <http://clickcleverclicksafe.direct.gov.uk>

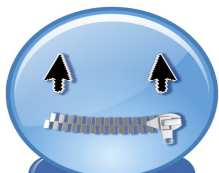
### Benefits of the internet (Please remember the benefits outweigh the risks!)

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

### Risks

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

### Click Clever, Click Safe



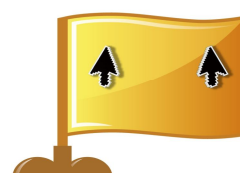
#### ZIP IT

Keep your personal stuff private and think about what you say and do online.



#### BLOCK IT

Block people who send nasty messages and don't open unknown links and attachments.



#### FLAG IT

Flag up with someone you trust if anything upsets you or if someone asks to meet you offline.

## Important Organisations

### CEOP: [www.ceop.police.uk](http://www.ceop.police.uk)



- The Child Exploitation and Online Protection Centre (CEOP) delivers a multi-agency service dedicated to tackling the abuse and exploitation of children in the real and the “e” world. CEOP was set up in April 2006 and has received over 15,000 reports of abuse to date.
- A key focus of CEOP is the Think U Know website and education strategy to teach young people, teachers and parents/carers about e-Safety and a “Report Abuse” button to report online abuse which can be used by adults and young people.
- The Think U Know Website [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk) is suitable for children aged 5- 16 and has a section just for parents/carers full of advice and information.
- CEOP have worked with Facebook to create a way to add the Click CEOP Report Abuse button to Facebook profiles. ClickCEOP [www.facebook.com/clickceop](http://www.facebook.com/clickceop) links young Facebook users (and parent/carers) directly to CEOP from their Facebook profile and news feed to help, advice and reporting abuse. Young people and parents can get support from CEOP on a range of issues - viruses, hacking, dealing with bullying online and they can report someone who is acting inappropriately towards them online.
- You can also install the “Report Abuse” tab into your web browser [www.ceop.police.uk/Browser-Safety](http://www.ceop.police.uk/Browser-Safety)



### The VGT

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



### The IWF

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



### Others

- Always make sure you check out the help and advice pages on any websites, services or technologies your child uses. This should include Social Networking sites, Instant Messenger, Gaming and Game Consoles, your internet Service provider and mobile phone providers. Many of these services have a section focused on advice for parents/carers.

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

### **What is Cyberbullying?**

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

- Cyberbullying can take place 24/7 and is not restricted by location; it can occur on a vast scale and can be very hard to control. Bullies often attempt to be anonymous and can feel "distanced" from the incident as "Bystanders" can easily become perpetrators and Cyberbullying can occur unintentionally, often due to a lack of awareness of consequences and empathy by children and adults over the internet
- Cyberbullying can occur in many forms: Mobile Phones (Texting/Videos/Photos), Social Networking sites, Websites, Chatrooms, IM etc
- Cyberbullying can be considered a criminal offence under several laws, depending upon the content and severity of the incident
- BUT Cyberbullying incidents can be used as evidence – ensure this content is saved and that children/adults do not reply or retaliate (this can make the situation worse and harder to resolve)

### **Key Advice to Young People**

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

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

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

## **e-Safety Information for Parents/Carers**

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

#### **Ground Rules**

- Establish how the internet and technology will be used in your house - know what your child is doing online much like you would offline
- Discuss what will be kept private online (information, credit card details, photos etc) and decide rules for meeting online friends (Take a trusted adult, during the day, always use a public place)
- Use appropriate websites with your children (e.g. age appropriate) and always role model positive online behaviour

#### **Online Safety**

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

#### **Location**

- Ideally locate the computer/laptop in a family room and don't allow webcams to be used unless with your consent and under supervision
- Consider other devices in your home that allow internet access such as Mobile Phones and Games Consoles and ensure you discuss the boundaries for safe use outside the home (at friends/family houses and at school )

#### **Dialogue**

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

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

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

## Social Networking: ideas to consider and share with children and young people

- Never share any personal information
  - Don't use full names (use nicknames) – this is especially important for vulnerable children and adults.
  - Never share contact details such as phone numbers, email, addresses etc
  - Don't share "unsafe" photos e.g. pictures in school uniform and carefully consider profile photos
  - Consider using an "avatar" – an online representation of ourselves
- Discuss the idea of being a good online friend and that "if you wouldn't say it offline then you shouldn't say it online"
- Carefully consider the age limits/recommendations etc for any social networking site and what any breaches could expose your child too. Always remember that if your child can lie about their age online, so can anyone else.
- Make sure they use privacy settings to control the information they post and who can see it.
- Make sure they understand that once they've posted a comment or picture etc they can't take it back, if someone else (even a friend) can see it, they can copy, save it and potentially use it.
- Explore the sites together and make sure you understand how the sites and technologies they are using work
- Make sure they know how to block unwanted contact from strangers or unsafe people
- Make sure you and the child understand how to report a problem – to the site and/or using the CEOP Report Abuse button
- Only add "friends" you actually know IRL (in real life)

## Mobile Phone Safety

- Visit the phone providers website for advice for parents/carers e.g. how to block adult content online
- Make sure you know how their phone works (e.g. does it have Bluetooth, Internet access etc)
- Agree the type of content that you would be happy for them to download, knowingly receive or send on to others
- Keep any abusive messages or inappropriate images for evidence purposes and make sure you know how to report a problem.
- Decide together acceptable bills and encourage balanced use e.g. switching off at mealtimes and bedtime.
- All the leading UK mobile network providers have procedures in place to deal with nuisance calls and other concerns about misuse of a mobile phone, such as cyberbullying or theft – make sure you and your child know how to contact these teams.
- [www.childnet.com/downloads/factsheet-mobiles.pdf](http://www.childnet.com/downloads/factsheet-mobiles.pdf)
- [www.thinkuknow.co.uk/Parents/FAQ/Mobiles](http://www.thinkuknow.co.uk/Parents/FAQ/Mobiles)

## Gaming

- Make sure you understand the games ratings and how these could affect your child: [www.pegi.info](http://www.pegi.info)
- Always look for parents advice or help section on online gaming sites (a child focused or appropriate site will have information for parents/carers)
- Visit the game console providers and industry websites for advice and information on setting controls, time limits and safe family use
  - Playstation: [www.ps-playsafeonline.com/en\\_GB](http://www.ps-playsafeonline.com/en_GB)
  - Nintendo: [http://www.nintendo.co.uk/NOE/en\\_GB/information\\_for\\_parents\\_2113.html](http://www.nintendo.co.uk/NOE/en_GB/information_for_parents_2113.html)
  - Xbox: [www.xbox.com/en-GB/playsmart/](http://www.xbox.com/en-GB/playsmart/) and [www.xbox.com/en-GB/support/xbox360/familysettings/consolefamilysettings.htm](http://www.xbox.com/en-GB/support/xbox360/familysettings/consolefamilysettings.htm)
  - [www.getgamesmart.com](http://www.getgamesmart.com)
  - [www.askaboutgames.com](http://www.askaboutgames.com)
  - [www.thinkuknow.co.uk/parents/faq/gaming](http://www.thinkuknow.co.uk/parents/faq/gaming)

## Technical Tips for Parents/Carers

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

- Visit [www.getsafeonline.org](http://www.getsafeonline.org) for Internet security advice
- **Know how to remove a programme from your computer:**
  - Start>control panel>add or remove programmes> Select the programme to remove
- **Ensure Windows automatic updates are turned on and a firewall is in place**
- **Learn how to check your internet history on your browser**
- **Ensure you use anti-virus and spyware removal software:** Update and run regularly (whenever you use the internet if possible) – Windows Security Essentials, MacAfee, Norton etc
- [www.microsoft.com/protect/default.mspix](http://www.microsoft.com/protect/default.mspix) = Guidance from Microsoft on Home security and safety
- **Secure your Wireless connection** - Check with your router manufacturer and/or ISP provider
- **Visit your Internet Service Provider's (ISP) website** for information from them about internet safety – many offer free parental controls, security software, filtering and parental information.
- **Use Hector Protector's Safety button** for young children to get them used to seeking help  
[www.thinkuknow.co.uk/5\\_7/hectorsworld/safetybutton.aspx](http://www.thinkuknow.co.uk/5_7/hectorsworld/safetybutton.aspx)

### Parental Controls/Filtering

- **Use parental controls/filtering** (either pre-installed, free or purchased) where possible e.g.
  - Windows 7: [www.microsoft.com/windows/windows-7/features/parental-controls.aspx](http://www.microsoft.com/windows/windows-7/features/parental-controls.aspx)
  - Windows Vista: [www.microsoft.com/windows/windows-vista/features/parental-controls.aspx](http://www.microsoft.com/windows/windows-vista/features/parental-controls.aspx)
  - Windows XP: Windows Live Family Package <https://fss.live.com/Default.aspx>
  - Mac: [www.apple.com/macosx/features/parentalcontrols.html](http://www.apple.com/macosx/features/parentalcontrols.html)
  - [www.netnanny.com](http://www.netnanny.com)
  - [www.opendns.com/familyshield](http://www.opendns.com/familyshield)
  - [www1.k9webprotection.com](http://www1.k9webprotection.com)
  - [www.chatshield.com](http://www.chatshield.com)
  - [www.gomcgruff.com](http://www.gomcgruff.com)
- **Remember to put Parental Controls on Games consoles, mobile phones and any internet enabled devices** (Contact your provider or visit company websites for guidance on how to do this)

### Web Browsers

- **Try using different internet browsers** (Mozilla, Chrome, Opera, Internet Explorer 7 or 8) some have built in security features or useful security or parental control add-ons you can use
- **Use child focused web browsers** – There are specific browsers you can use just for kids but these are usually better for under 10s
  - [www.zoodles.com](http://www.zoodles.com),
  - <http://pikluk.com>
  - [www.kidzui.com](http://www.kidzui.com)
  - <http://kidrocket.org>
  - [www.zacbrower.com](http://www.zacbrower.com)

### Safer Searching:

Try these websites as an alternative search engine

- [www.bbc.co.uk/cbbc/find](http://www.bbc.co.uk/cbbc/find) - excellent child friendly search engine
- [www.askkids.com](http://www.askkids.com)
- <http://kids.yahoo.com>
- [www.kidsclick.org](http://www.kidsclick.org)
- [www.cantufind.com](http://www.cantufind.com)



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

### **Kent Resources**

[www.kent.gov.uk/esafety](http://www.kent.gov.uk/esafety) - Advice for Parents  
[www.kscb.org.uk](http://www.kscb.org.uk) – Kent Safeguarding Children Board  
[www.kent.police.uk/internetsafety](http://www.kent.police.uk/internetsafety) - Kent Police Information

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

[www.ceop.police.uk](http://www.ceop.police.uk) – Child Exploitation and Online Protection Centre  
[www.iwf.org.uk](http://www.iwf.org.uk) - Report illegal content  
[www.thinkuknow.co.uk](http://www.thinkuknow.co.uk) - Register in the Parent/carer area for free advice and monthly emails  
[www.childnet.com](http://www.childnet.com) – Resources includes factsheets, activities and web links for parents and children and young people  
[www.childnet.com/KIA](http://www.childnet.com/KIA) – Excellent free resource, Know It All for parents - an online interactive guide  
[www.bbc.co.uk/onlinesafety](http://www.bbc.co.uk/onlinesafety)  
[www.digizen.org](http://www.digizen.org)  
[www.kidsmart.org.uk](http://www.kidsmart.org.uk)  
[www.getsafeonline.org](http://www.getsafeonline.org) – Security advice  
<http://learn.go-on.co.uk/> – Free online Computer Courses  
[www.common sense media.org](http://www.common sense media.org) – Reviews of websites, games etc by age  
<http://computer.howstuffworks.com>  
[www.bbc.co.uk/webwise](http://www.bbc.co.uk/webwise) - Online Basics from the BBC  
[www.easywhois.com](http://www.easywhois.com) - Look up where websites come from  
[www.netlingo.com](http://www.netlingo.com) – Common Online acronyms and text speak e.g. LOL, POS  
<http://sexperienceuk.channel4.com/protect-from-porn> (warning - adult content)  
<http://clickcleverclicksafe.direct.gov.uk> – Click Clever Click Safe Campaign (Zip it, block it, Flag it)  
<http://safely.yahoo.com/> Yahoo Safety Tips  
<http://www.microsoft.com/en-gb/security/default.aspx> Microsoft Safety and Security  
[www.vodafone.com/parents](http://www.vodafone.com/parents) - Excellent guide for parents on digital technologies

### **Cyberbullying:**

[www.cybermentors.org.uk](http://www.cybermentors.org.uk) – Online advice and support by young people for 8-25s  
[www.beatbullying.org](http://www.beatbullying.org)  
[www.bullying.co.uk](http://www.bullying.co.uk)