

Supporting young people online

Information and advice for parents and carers



The internet – an inspiring and positive place

The internet is an amazing resource which enables children and young people to connect, communicate and be creative in a number of different ways, on a range of devices. However, the internet is always changing, and being able to keep up to date with your children's use of technology can be a challenge. You may sometimes feel that your children have better technical skills than you do, however children and young people still need advice and protection when it comes to managing their lives online.

Issues that your child may encounter on the internet will vary depending on their age and online activities. We have grouped potential online risks into these 4 categories.

Conduct: Children need to be aware of the impact that their online activity can have on both themselves and other people, and the digital footprint that they create on the internet. It's easy to feel anonymous online and it's important that children are aware of who is able to view, and potentially share, the information that they may have posted. When using the internet, it's important to keep personal information safe and not share it with strangers. Discuss with your child the importance of reporting inappropriate conversations, messages, images and behaviours and how this can be done.

Content: Some online content is not suitable for children and may be hurtful or harmful. This is true for content accessed and viewed via social networks, online games, blogs and websites. It's important for children to consider the reliability of online material and be aware that it might not be true or written with a bias. Children may need your help as they begin to assess content in this way. There can be legal consequences for using or downloading copyrighted content, without seeking the author's permission.

Contact: It is important for children to realise that new friends made online may not be who they say they are and that once a friend is added to an online account, you may be sharing your personal information with them. Regularly reviewing friends lists and removing unwanted contacts is a useful step. Privacy settings online may also allow you to customise the information that each friend is able to access. If you have concerns that your child is, or has been, the subject of inappropriate sexual contact or approach by another person, it's vital that you report it to the police via the Child Exploitation and Online Protection Centre (www.ceop.police.uk). If your child is the victim of cyberbullying, this can also be reported online and offline. Reinforce with your child the importance of telling a trusted adult straight away if someone is bullying them or making them feel uncomfortable, or if one of their friends is being bullied online.

Commercialism: Young people's privacy and enjoyment online can sometimes be affected by advertising and marketing schemes, which can also mean inadvertently spending money online, for example within applications. Encourage your children to keep their personal information private, learn how to block both pop ups and spam emails, turn off in-app purchasing on devices where possible, and use a family email address when filling in online forms.

There are real advantages in maintaining an open dialogue with your child about their internet use. Not sure where to begin? These conversation starter suggestions can help.

- 1 Ask your children to tell you about the websites and apps they like to use and what they enjoy doing online.
- 2 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?
- 3 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.
- 4 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.
- 5 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?

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.

Sign up to our Childnet newsletter at www.childnet.com.

Help make sure that your children know how to stay safe online, by using our SMART Rules for primary aged children, or 5 Tips for Teens.

5 SMART Rules for primary aged children:

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

M Meet: 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, messages, or opening files, images 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 by looking at other websites, in books, or with someone who knows. If you like chatting online it's best to only chat to your real world friends and family.

T Tell: Tell a 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.

5 Tips for Teens:

1 Protect your online reputation: use the tools provided by online services to manage your digital footprints and 'think before you post.' Content posted online can last forever and could be shared publicly by anyone.

2 Know where to find help: understand how to report to service providers and use blocking and deleting tools. If something happens that upsets you online, it's never too late to tell someone.

3 Don't give in to pressure: if you lose your inhibitions you've lost control; once you've pressed send you can't take it back.

4 Respect the law: use reliable services and know how to legally access the music, film and TV you want.

5 Acknowledge your sources: use trustworthy content and remember to give credit when using other people's work/ideas.

Further advice and resources:

www.childnet.com
www.saferinternet.org.uk





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.



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.

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.



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.

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.



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

