

10 Top Tips for Respect Online: A DIGITAL WORLD FOR EVERYONE

Even *before* lockdowns inflamed the situation, one in every five 10- to 15-year-olds was experiencing bullying online: abusive messages, having rumours spread about them or being excluded from group chats, for example. Through smartphones and tablets, we're used to being able to communicate from anywhere, at any time – but digital devices became commonplace so quickly that it caused a problem: as a society, we haven't properly adjusted to how different they've made life. Our tips can help you to build positive relationships online and avoid some of the potential issues.

WHAT IS NETIQUETTE?

Etiquette is a set of rules to help us interact with others: like a code of respect. People follow this code every day (mostly without even thinking about it) and it can help us decide how to act in certain situations. 'Netiquette' (etiquette on the net – we see what they did there!) is the same, except it's designed to help us interact with others online, which is sometimes a whole different ball game.

1 SEE THE OTHER SIDE

Usually when we're online, we can't use the other person's body language or tone of voice to give us clues about what we can say to them, or how to say it. Try to think what the situation might be like for them, how they're feeling and whether we'd say the same thing if they were actually there with us.

2 HIT THE PAUSE BUTTON

Without a person physically there in front of us, it's easy to send something quickly – before we've really thought about whether it's helpful or kind. Just because we *can* do things quickly doesn't mean we *should*; it's better to pause for a second and think it through, instead of simply reacting.

3 MIND YOUR LANGUAGE

People have invented loads of different ways to communicate online (emojis, abbreviations like LOL, TBH and so on). Some of these can be triggering to other people (such as USING CAPS SO IT LOOKS LIKE YOU'RE SHOUTING!), so it's important to stay aware of the style of language you're using.

4 BE SURE BEFORE YOU POST

On social networks like Instagram or Facebook, vast numbers of people might see what you've posted. So if that's something negative about a person, it can feel hugely painful for them. If you're ever tempted to post something like that, ask yourself "do I really need to go public with this?"

5 PROTECT YOURSELF

Always think very carefully before sharing any personal information with someone else or in a group. Once something's been put online, the sender loses any control over where it goes and who might see it. If you've got any uncertainty at all, it's a good idea to talk to a trusted adult about this first.

6 KINDNESS IS CATCHING

Negative communication can spread rapidly online, but so can being kind and helpful (this happened quite a lot during lockdowns, for instance). A friendly, positive message can make a big difference to someone as well as helping us feel good about ourselves – so share the love!

7 WAITING CAN BE HARD

When we've sent a message or posted something online, waiting for a reply or for someone to respond can make us anxious. It could be helpful to think whether you really *have* to message or post right now – or if you could wait until a better time when it will cause you less anxiety.

8 THE NET LOVES ATTENTION

Most apps, games and sites use sophisticated technology that's designed to keep us coming back for more. It's important to keep this in mind when you feel the need to reach for your phone, tablet or console – once we understand this fact, it becomes easier to control how we use our digital devices.

9 REPLY WISELY

Sometimes it's tempting to fire back an instant response to a post or message we don't like. *How* we respond is important, however – whether we reply privately to the person or on a platform where lots of people will see it, for example, makes a big difference to how whoever is receiving the message will deal with it.

10 FORGIVE AND FORGET

Even though we try to avoid them, mistakes can – and *do* – happen online. They can sometimes feel like a bigger deal than they actually are. It's important to remember that we're all only human, and sometimes we mess up. Learn to forgive others and – just as importantly – to forgive yourself.

Meet Our Expert

Dr Carole Francis-Smith is an experienced counselling psychologist who, through her research, specialises in promoting safe and ethical online communications. She consults with businesses and organisations to support positive and effective communication online, often by considering some of the more hidden aspects of the mediums.



Source: <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/onlinebullyinginenglandandwales/yearendingmarch2020>
<https://truecenterpublishing.com/psychber/blackhole.html> | https://www.researchgate.net/publication/8451443_The_Online_Disinhibition_Effect

LONELINESS ONLINE:

What Causes It and Ways to Feel Better

Have you ever been online and felt a little bit lonely?
In a recent study, 14% of 10–12-year-olds said they often felt lonely, so you're not the only one who sometimes feels that way. We spoke to a group of children and teenagers, who told us some of the things that make them feel isolated when they're online.

CAUSES OF LONELINESS ONLINE

-  Seeing photos or videos of friends having fun without me
-  Being excluded from group chats or games with friends
-  Friends or family not replying to texts or answering my calls
-  People being unkind to me online
-  When friends leave my group chat

WHAT CAN YOU DO?

So if these things happen to you and you start to feel down, what can you do? The same young people also told us how they make themselves feel less lonely when they're online – and we've collected some of their advice to share with you.

- ☒ Tell a friend or a trusted adult that you feel lonely
- ☒ Watch funny videos of cats and pandas
- ☒ Watch yoga videos and do some exercises
- ☒ Play single-player games you enjoy
- ☒ Listen to happy music
- ☒ Listen to your favourite audiobooks
- ☒ Send nice messages to your friends and family
- ☒ Play games with friends who you trust, if they're online too



FURTHER SUPPORT

Remember, it's normal to feel a bit lonely sometimes – but if it's really upsetting you, and you have no-one to talk to, you can call Childline for free on

 **0800 1111**



TAKE A BREAK

Sometimes the best thing you can do is to take a break from technology and do something offline that makes you feel happy.

Here's what our group suggested!

- ☒ Paint or draw pictures
- ☒ Play with a pet
- ☒ Write about your feelings
- ☒ Hang out with your family
- ☒ Get outdoors & enjoy nature



What Parents & Carers Need to Know about PHONE SCAMS

In a three-month period during 2021, no fewer than 45 million people in the UK experienced a suspicious attempt at being contacted via their mobile. Phone scams are a common form of cyber-attack where fraudsters engage directly with their intended victim through their smartphone. As our phones carry so many sensitive (and therefore potentially valuable) details about us, it's vital that trusted adults are alert to the tactics that scammers use to get access to user accounts, personal data and private information for financial gain.

WHAT ARE THE RISKS?

SMISHING

SMS phishing, or 'smishing' is one of the most common forms of mobile-based cyber-attack. Smishing is when a scammer texts their target, pretending to be a reputable person or organisation. They aim to trick the victim into supplying sensitive data such as bank details and personal information, so that they can then access the target's bank accounts and remove money.

IMPERSONATION

Fraudsters often impersonate someone else to trick the victim into actually transferring money directly. They might claim, for example, to be a friend or relative using a different number who urgently needs funds. Other common cons include sending fake texts informing the target that they have a package which requires a fee to be delivered, or that they have an unpaid bill to settle.

NUMBER SPOOFING

Here, the scammer takes impersonation cons a step further by cloning the phone number of a genuine company. So when the target receives a call or text, their phone recognises the sender's number as legitimately belonging to Amazon, HMRC, the NHS or the DVLA (who have all been impersonated in these cons). This makes the scam far harder to spot and the victim much more inclined to comply.

FAKE TECH SUPPORT

Attackers contact a target, pretending to work for their employers' IT support team. They then advise them to download some software to fix 'a technical issue' with their device. In reality, however, the software grants the scammers access to the victim's private data and sensitive information. This con is more common on desktop and laptop devices, but is still possible to accomplish on mobiles.

SIM HIJACKING

SIM hijacking switches control of a phone account from the victim's SIM card to one in the scammers' possession. Criminals use personal details pieced together from social media (birthday, address, pet's name and so on) to pose as you, then instruct your phone network to transfer your number to *their* SIM – giving them access to all calls and texts meant for you, including one-time login passcodes.

Advice for Parents & Carers

DO SOME DIGGING

If you've received a call or text asking for specific information, research the caller's number. There are several websites that allow you to enter a phone number and will then display any relevant information about it – this usually includes feedback and comments from other people, so you can easily see if that particular number has been implicated in potential scams.

TRY A CALL BLOCKER

If a suspicious call comes through on your mobile, you can manually block the number if you believe it to be dubious or a nuisance caller. Alternatively, you could consider installing a call blocker service on your phone. They automatically stop calls getting through from numbers which have been reported as suspicious, halting potential scammers in their tracks before they can reach you.

VERIFY THE SOURCE

Never disclose confidential details to an individual or organisation you're unfamiliar with. If the caller claims to represent a company you trust but is *still* asking for personal information or payment on an outstanding charge, end the conversation. Then find the company's genuine number on a bill or on their website and call them directly to confirm if there really is an issue you need to address.

BREAK OUT THE TECH

Lots of anti-virus software now also protects mobiles. Some anti-virus apps can detect phishing links in text messages and alert you to the risk. When you're out and about, try not to use public WiFi for sensitive transactions: it's far less secure than your home WiFi network. Instead, you could consider installing a VPN (virtual private network), which encrypts all data travelling to and from your phone.

REPORT INCIDENTS

If you or a family member does give out confidential information to a caller you aren't sure about, contact the actual company mentioned to check if the call was genuine. If they confirm that the call was *not* made by their organisation, you should report it as a potential scam via the Action Fraud website and (depending on exactly what information was divulged) consider involving the police.

BE WARY OF LINKS

If you get a message from an unknown number asking you to click on a link, report it as spam and **do not open the link**. One recent example 'warned' victims they'd been exposed to the Omicron variant and needed to click a link to buy a special test – only to find they had paid their money to scammers. Links can also install malware onto your device, so always treat them with extreme caution.

Meet Our Expert

Formed in 2016, KryptoKloud provides cyber security and resilience solutions to its customers. With offices in the UK, the company offers managed service operational packages including cyber security monitoring and testing, risk audit, threat intelligence and incident response.



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Sources: <https://www.ofcom.org.uk/news-centre/2021/45-million-people-targeted-by-scams> | <https://www.cprcallblocker.com/blogs/news/shocking-new-uk-fraud-statistics-financial-scam-committed-every-15-seconds> | <https://www.which.co.uk/news/2022/01/the-five-biggest-scams-of-2021/>

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What Parents & Carers Need to Know about GROUP CHATS

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Occurring through messaging apps, on social media and in online games, group chats are among the most popular ways that young people engage with their peers online. Involving, by definition, three or more individuals, these groups allow users to send messages, images and videos to everyone in one place. While they are useful for helping friends, people with shared interests or members of a club to communicate and coordinate activities, they can also leave young people feeling excluded and bullied – as well as providing opportunities for inappropriate content to be shared and viewed.

WHAT ARE THE RISKS?

BULLYING

Unkind comments or images which are purposely aimed at an individual can be shared freely in a group chat – allowing and often encouraging others to join in the bullying behaviour. If this content is shared in a group of their peers (especially a larger group), it serves to amplify the hurt, embarrassment, anxiety and isolation that the victim feels.

EXCLUSION AND ISOLATION

This common issue with group chats can happen in several ways: starting a new group, for instance, but deliberately excluding a certain child. Likewise, the chat may take place on an app which one child doesn't have access to, meaning they can't be involved. A child can also feel isolated when a group chat is used to discuss or share images from an event that everyone else but them attended.

INAPPROPRIATE CONTENT

Some discussions in group chats may include inappropriate words, swearing and unsuitable images or videos. These could be viewed by your child if they are part of that group, whether they actively engage in it or not. Some chat apps have a disappearing message function, so your child may be unable to report something they've seen because it can only be viewed once or for a short time.

SHARING GROUP CONTENT

It's important to remember that – while the content of the chat is private between those in the group – individual users can easily share a message, photo or video with others outside of the group or screenshot what's been posted. The risk of something your child intended as private becoming public (and potentially going viral) is higher if there are people they don't know well in the group.

UNKNOWN MEMBERS

Within larger group chats, it's more likely your child will be communicating with people they don't really know. These strangers may be friends of the host, but not necessarily friendly toward your child. It's wise for young people not to share personal details and stay aware that they have no control over the messages and images they share after they've put them online.

NOTIFICATIONS AND FOMO

A drawback of large group chats is the sheer number of notifications. Every time someone in the group messages, your child's device will be 'pinged' with an alert: potentially, this could mean hundreds of notifications a day. Not only is this highly distracting, but young people's fear of missing out on the latest conversation results in increased screen time as they try to keep up with the chat.

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Advice for Parents & Carers

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CONSIDER OTHERS' FEELINGS

Group chats are often an arena for young people to gain social status. This could cause them to do or say things on impulse, which could upset others in the group. Encourage your child to consider how other people might feel if they engaged in this behaviour. If your child does upset a member of their group chat, support them to reach out, show empathy and apologise for their mistake.

GIVE SUPPORT, NOT JUDGEMENT

Remind your child that they can confide in you if they feel bullied or excluded in a group chat, instead of responding to the person who's upset them. Validate their hurt feelings and help to put them back in control by discussing how they'd like to handle the situation. On a related note, you could also empower your child to speak up if they're in a chat where others are being picked on.

BLOCK, REPORT AND LEAVE

If your child is in a chat where inappropriate content is being shared, advise them to block the users sending the material, report them to the host app or platform and exit the group. If any of this content could be putting a minor at risk, contact the police. Emphasise to your child that it's OK for them to simply leave any group chat that they don't feel comfortable being a part of.

PRACTISE SAFE SHARING

In any online communication, it's vital for young people to be aware of what they're sharing and who might potentially see it. Discuss the importance of not revealing identifiable details like their address, their school or photos that they wouldn't like to be seen widely. Remind them that once something is shared in a group, they lose control of where it may end up and how it might be used.

AVOID INVITING STRANGERS

Sadly, many individuals online hide their true identity to gain a child's trust – for example, to gather information on them, to exchange inappropriate content or to coax them into doing things they aren't comfortable with. Ensure your child understands why they shouldn't add people they don't know to a group chat – and, especially, to never accept a group chat invitation from a stranger.

SILENCE NOTIFICATIONS

Having a phone or tablet bombarded with notifications from a group chat can be a massive irritation and distraction – especially if it's happening late in the evening. Explain to your child that they can still be part of the group chat, but that it would be healthier for them to turn off or mute the notifications and catch up with the conversation at a time which better suits them.

Meet Our Expert

Dr Claire Sutherland is an online safety consultant, educator and researcher who has developed and implemented anti-bullying and cyber safety policies for schools. She has written various academic papers and carried out research for the Australian government comparing internet use and sexting behaviour of young people in the UK, USA and Australia.



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Sources: <https://www.thinkuknow.co.uk/118/lets-talk-about/socialising-online/group-chats/> | <https://www.nspcc.org.uk/keeping-children-safe/online-safety/social-media/chat-apps/>



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What Parents & Carers Need to Know about CROSS-PLATFORM SHARING OF INAPPROPRIATE CONTENT

Creepy characters like Slender Man or Huggy Wuggy. Dangerous online challenges. Songs or videos that aren't suitable for youngsters. When things like these begin trending online, it can be difficult to prevent children accidentally stumbling across them – especially if they use a range of platforms, like online games, social media, streaming sites or messaging apps. A trend can originate in one online space and rapidly spread to other platforms or via chat apps. The frightening Huggy Wuggy character, for instance, first emerged as part of a game on Steam; now there are parody songs on TikTok, videos on YouTube and more than 45,000 results for #huggywuggy on Instagram.

WHAT ARE THE RISKS?

UNSUITABLE VIDEOS AND IMAGES

Anyone can upload footage to a video-sharing platform, which has resulted in clips that *appear* age-appropriate but actually aren't so innocent. The audience for Peppa Pig, for instance, is very young – but there have been reports of Peppa cartoons with extreme violence spliced into them. Likewise, footage of the razor-toothed game character Huggy Wuggy has been inserted into numerous child-friendly videos (even on YouTube kids), scaring many young viewers.

CENSORED

INAPPROPRIATE LANGUAGE

On a similar theme, there is always the possibility that user-uploaded video content could include language which really isn't suitable for children. The on-screen imagery may *look* child friendly, but if your child is wearing headphones, then you'll remain unaware of what is being said: some videos have featured songs containing explicit language or characters graphically describing violence.

De*#!

COPIES OF LIVE STREAMS

Social media and messaging apps can inadvertently spread extremely harmful content very quickly. Footage of violent attacks (such as the recent Buffalo supermarket shootings) can often be viewed on multiple platforms as people start to share the video. Moderators try to react swiftly to remove upsetting content, but the rate at which it goes viral makes it difficult to prevent the spread completely.

ACCIDENTAL EXPOSURE

Even if your child doesn't have access to social media platforms or video-streaming platforms (where the majority of issues arise), they might still use messaging apps to communicate with family and friends. There is always going to be a risk, therefore, of them seeing something which isn't child friendly: either shared by one of their peers or sent accidentally by a relative.

Advice for Parents & Carers

USE SAFETY FEATURES

Enable safety settings like Google SafeSearch and the optional restrictions on video-sharing platforms like YouTube. Whenever possible, stick to YouTube Kids for young children, as the software will help to filter out unsuitable content. Remember that filters aren't always enough to block all inappropriate material – especially when child-friendly videos have been edited maliciously.



LESS IS BEST

Manage the number of online platforms your child has access to, based on their age and maturity. Just because their friends use a certain game or app, it doesn't mean your child must have it too. Follow the age guidelines for games and apps, and check regularly that privacy settings are in place.



KEEP IT COMMUNAL

Encourage your child to stay in a communal family space when they're watching videos or playing online games on their devices – without headphones, if possible. This will make it far easier for you to keep one eye (and ear) on what they are seeing and hearing while they're online.



AVOID FAN-MADE CONTENT

If your child watches cartoons and shows on YouTube, spend time with them making a playlist of videos that you're comfortable with them watching. Always source videos from official channels, as opposed to fan-made content: you can never be completely confident about material that another user has created or uploaded.



REACT CALMLY

If you hear or see anything unsuitable on your child's device, calmly ask them to turn off the game or video in question. Explain that they haven't done anything wrong, but that you didn't like what you saw or heard and you would much rather they watched or played something else instead.



SUPPORT AND REASSURE

Remind your child regularly that *anyone* can post *anything* online – and that not everything online is real. If your child is sent something that scares or worries them, ask them to show you. Watch it alone (to avoid unnerving them further), then praise them for coming to you and talk about what upset them. Recommend a break from their device to do something which helps them feel calm and happy.



Meet Our Expert

Dr Claire Sutherland is an online safety consultant at BCyberAware, who has developed anti-bullying and cyber-safety workshops and policies for schools in Australia and the UK. She has written various academic papers and carried out research for the Australian government, comparing the internet use and sexting behaviours of young people in the UK, USA and Australia.



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Sources: <https://www.kidspot.com.au/parenting/youtube-fail-makes-peppa-swear-like-a-sailor/news-story/38c040b8a26c926dd2d00309ac16a4d7>



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ONLINE SAFETY FOR UNDER 5s

10 Top Tips for Parents and Carers

According to Ofcom's most recent research, a significant proportion of children are already online by the time they start school, with 17% of 5-year-olds owning their own mobile phone and 50% using messaging platforms. As becoming familiar with technology is generally encouraged in younger children – and has been essential for education during the pandemic – it is crucial that trusted adults recognise both the benefits and the risks of infants and toddlers using digital devices. We've compiled our top tips to help the under-5s start their online safety journey.

1 USE DEVICES TOGETHER

This lets you monitor and control what your child is using the device for. It also provides the interaction that supports children's understanding of what they're seeing – allowing them to ask you questions, and so on.

1

PARENT CODE:

6 BLOCK IN-APP PURCHASES

If your child uses a device that's linked to a payment method (such as a bank card), use the parental controls to block buys from app stores, as well as in-app purchases. That will prevent your child from accidentally spending money while on your device.

SPOTTING ADS ON SOCIAL MEDIA

Do you always know when you're seeing an ad on your social media feed? You might not! Some ads look just like any other post – they might be funny or cool, but really they're trying to sell you something without you realising. But here are some ideas for spotting ads like a pro!

Look closely at the profile picture

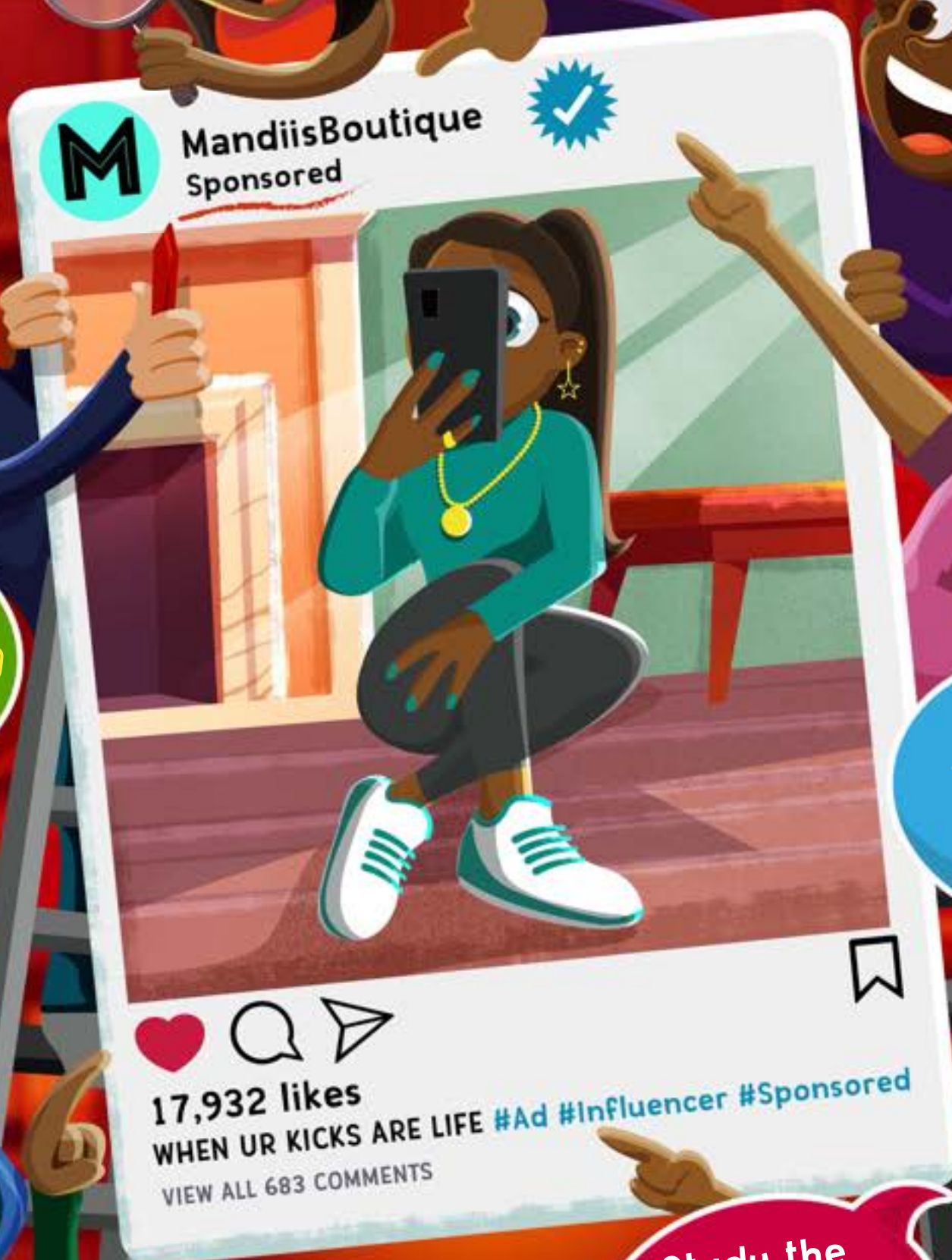
Pay attention to the account name

Check if it says "sponsored"   or "promoted" 

A 'verified' tick can still mean it's an ad

Study the hashtags for clues about the post's purpose

Be savvy with high numbers of likes and shares



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SUPPORTING CHILDREN TO DEAL WITH UPSETTING CONTENT

A Guide for Parents and Carers

Raising children in the digital age seems to be getting tougher, with the world currently experiencing so many uncertainties. From the continuing impact of COVID-19 to the war in Ukraine, right now children across the globe can scarcely go online without being exposed to unsettling stories, images and ideas. Reassuring a concerned child can be difficult, especially when bad news feels omnipresent. We've put together some advice to help you in discussing upsetting events with young ones.

1 FIND OUT WHAT YOUR CHILD KNOWS

There are many ways that children are exposed to upsetting content in the media, both online and offline. Before swamping your child with information, find out what they know already. Show them you're interested in what they have to say, practice active listening and try to gauge how much your child has been impacted by what they have seen.

2 RIGHT TIME, RIGHT PLACE

Starting a conversation about upsetting content probably isn't the best idea when your child is studying for an exam or about to go to bed. Choose a time when they're relaxed and open to talking, to make sure you have their full attention. Remember, these conversations can become emotional, so choose somewhere your child feels safe and comfortable.

3 KEEP IT AGE APPROPRIATE

With younger children, try and keep the conversation more general and avoid leading questions and complex detail. You can go slightly deeper into the specifics with young teenagers but keep monitoring their emotional response. With older teens, you can be more open about the realities and consequences of what is happening – but again, do stay aware of their emotional state.

4 EMPHASISE HOPE

Upsetting content can make us feel angry, scared. Upsetting content can make anyone feel angry, scared, sad or overwhelmed. Try to find stories of hope, generosity and strength related to the content you're discussing. Children often feel reassured when they know they can do something to help, so encourage your child's sense of control through activities which make them feel they're positively impacting the events they're concerned about.

5 MONITOR REACTIONS

All children react differently, of course, and young people might not directly say that they're scared, angry, anxious, confused or uncomfortable. Emotional reactions are natural when discussing upsetting topics, so take note of your child's body language and reactions. Allow them to express their feelings in a non-judgmental space and try to stay mindful of how they might be feeling.

6 CONSIDER YOUR EMOTIONS

It's not only young people who find upsetting news difficult to process: adults also have to deal with strong emotions in moments of stress. Children develop coping strategies by mirroring those around them, so staying on top of how you appear to be regulating your emotion on the outside is important for supporting your child through worrying times.

7 SET LIMITS

Managing screentime and content can be difficult at the best of times, but especially in unusual or stressful periods (at the start of the pandemic, for example). It's virtually impossible to keep children away from upsetting content completely, but it's important to try and at least limit exposure by using parental controls, talking about the dangers of harmful content and enforcing screentime limits.

8 TAKE THINGS SLOWLY

Try not to overwhelm your child with information all at once: instead, take the discussion one step at a time. You could make the first conversation a simple introduction to a potentially upsetting subject and then wait until your child is ready to talk again. Opening the door to the conversation and demonstrating that your child can talk to you about this type of issue is a vital first step.

9 ENCOURAGE QUESTIONS

Online, troubling images, posts, videos and stories are shared across multiple platforms, many of which your child might access. Even if the content is actually inappropriate, encourage your child to discuss what they saw instead of being angry at them for seeing it. Children are still learning that not everything online is accurate – you want to be their ultimate source of information, not their device.

10 FIND A BALANCE

There's often a tremendous compulsion to stay right up to date with events. Our phones frequently send us push notifications urging us to read the latest article or view the most recent video on social media. It's essential to remind your child that it's healthy to take regular breaks, and to focus on positive events instead of 'doomscrolling' and risking becoming overwhelmed by bad news.

11 BUILD RESILIENCE

News has never been more accessible. While our instinct may be to shield children from upsetting stories, it's important that they're equipped with the tools to manage this content when they are exposed to it. Talk about upsetting content more generally with your child and emphasise that they can always tell you or a trusted adult if something they see makes them feel uneasy.

12 IDENTIFY HELP

It's hugely important that children know where to find support if they encounter upsetting content online. Encourage them to open up to an adult that they trust, and make sure they're aware of who their trusted adults are. It is essential that children understand that they're not alone, and that help is available if and when they need it.

Meet Our Expert

Cayley Jorgensen is the director of FaceUp South Africa, which is a reporting system that is currently being used by schools and companies to fight bullying around the world. FaceUp helps give a voice to bystanders by encouraging them to speak up and get the help they not only want but need.



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Sources: <https://www.bbc.co.uk/newsround/60417806> | <https://www.childnet.com/blog/supporting-your-child-with-upsetting-content/> | <https://www.unicef.org/parenting/how-talk-your-children-about-conflict-and-war>

What Parents & Carers Need to Know about THE OFCOM CHILDREN AND PARENTS: MEDIA USE AND ATTITUDES REPORT 2022

ONLINE LIFE

99%

of children went online in 2021

Who owns a mobile phone?

24%

of 3 to 7-year-olds

60%

of 8 to 11-year-olds

98%

of 12 to 17-year-olds

ONLINE BULLYING

4 in 10 children were bullied. How many of them were bullied online?

74% of 8-11s

92% of 12-15s

84% of 16-17s

FAKE NEWS

NEWS

Save the Tree Octopus!

72% of teens said they could tell real from fake – but in tests, only 11% chose reliable identifiers that a post was genuine.



GAMING AMONG CHILDREN



18% of 3-4s



38% of 5-7s



69% of 8-11s



76% of 12-15s



73% of 16-17s

ONLINE SAFETY

42%

AGE RATING
13+

of parents knew the minimum age requirement for using social media

90%

of parents had high awareness of parental tools and controls, but only 70% use them

89%

of children got online safety guidance from parents

69%

of children got online safety guidance from teachers

PARENTAL CONCERNS

4 in 10

parents were concerned about their child's screen time

18

CENSORED

7 in 10

were concerned about age-inappropriate content

6 in 10

were concerned about content promoting self-harm

5 in 10

were concerned about extremist content online

POPULAR PLATFORMS

What percentage of children used ...



YouTube: 89%



Facebook: 40%



WhatsApp: 53%



FaceTime: 32%



TikTok: 50%



iMessage: 15%



Snapchat: 42%



Zoom: 14%



Instagram: 41%

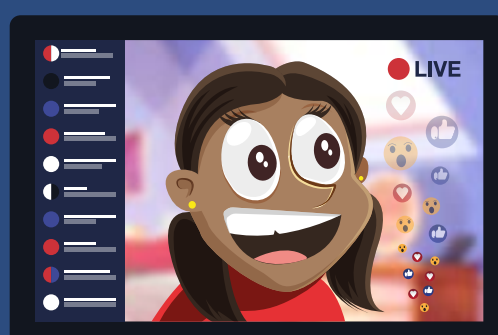


Twitter: 13%

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Sources: https://www.ofcom.org.uk/_data/assets/pdf_file/0024/234609/childrens-media-use-and-attitudes-report-2022.pdf

SOCIAL MEDIA AND LIVE STREAMING



Age groups	Children who use live streaming apps	Children who use social media
3 to 4-year-olds	32%	21%
5 to 7-year-olds	39%	33%
8 to 11-year-olds	54%	64%
12 to 15-year-olds	73%	91%
16 to 17-year-olds	79%	97%



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What Parents & Carers Need to Know about HOW TO COMBAT ONLINE BULLYING

Defined as "ongoing hurtful behaviour towards someone online", cyber-bullying makes its victims feel upset, uncomfortable and unsafe. In the digital world, it has numerous forms – such as hurtful comments on a person's posts or profile; deliberately leaving them out of group chats; sharing embarrassing images or videos of someone; or spreading gossip about them. Cyber-bullying can severely impact a young person's mental health ... so, in support of Anti-Bullying Week, we've provided a list of tips to help trusted adults know what to look for and how to respond to it.

1. GET CONNECTED

Playing online games together with your child or connecting with them on social media (providing they're old enough) is not only fun but also an excellent way of establishing some common ground to discuss things you've both seen or done online – as well as keeping an eye on who your child is communicating with in the digital world.

2. KEEP TALKING

Regular chats with young people about their online lives are good practice in general, but they can also be an excellent refresher to help prevent cyber-bullying situations. Topics you might want to revisit include why it's important to only connect online with people we know and trust, and why passwords should always remain secret (even from our best friends).

3. STAY VIGILANT

Observe your child while they're using technology and just after they've used it. Are they acting normally, or out of character? Possible signs of a problem may include seeming quiet or withdrawn, jumpy or anxious, angry or repeatedly checking their phone. When you feel it's the right time, you may want to check in with them to see if everything is OK.

4. MAKE YOURSELF AVAILABLE

If an online bullying incident does occur, it may take a while before your child is ready to open up about what happened. Just gently remind them that they can always come to you with any problems – and that they won't be in trouble. You might also suggest a trusted family member they could turn to, in case they feel too embarrassed to tell you directly.

5. BE PREPARED TO LISTEN

When conversations about online bullying do take place, they're likely to be difficult, emotional and upsetting for both you and your child. Actively listen to your child while they're bringing you up to speed, and try not to show any judgement or criticism – even if they haven't dealt with the situation in exactly the way you would have hoped.

FURTHER SUPPORT AND ADVICE

If you or your child need additional help with an online bullying issue, here are some specialist organisations that you could reach out to.

Childline: talk to a trained counsellor on 0800 1111 or online at www.childline.org.uk/get-support/

National Bullying Helpline: counsellors are available on 0845 225 5787 or by visiting www.nationalbullyinghelpline.co.uk/cyberbullying.html

The NSPCC: the children's charity has a guide to the signs of bullying at www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/bullying-and-cyberbullying/ and can be reached on 0808 800 5000

6. EMPOWER YOUR CHILD

Depending on their age, your child might not want a parent 'fighting their battles for them'. In that case, talk through their options with them (blocking the perpetrator, deleting the app and so on). By allowing your child to choose the path they take, you're putting them in control but are also demonstrating that you're there to support them along the way.

7. REPORT BULLIES ONLINE

Cyber-bullying often takes place through a particular app, social media platform or online game. If this is happening to your child, encourage them to report the offender to the app or game in question – ideally with screenshots to support their complaint. Most games and apps have reporting tools specifically to stamp out abusive behaviour and protect users.

8. ENCOURAGE EMPATHY

Protecting themselves online is the priority, of course, but young people should also feel empowered to help if they witness other people falling victim to cyberbullying. Even if they don't feel confident enough to call someone out on their abusive behaviour online, they can still confidentially report that person to the app or game where the bullying occurred.

9. SEEK EXPERT ADVICE

Victims of online bullying frequently experience feelings of isolation and anxiety, a loss of self-esteem and potentially even thoughts of self-harm or suicide. If you think that an incident of cyber-bullying has affected your child's mental wellbeing, then seek psychological support for them. There are some useful contact details in the central panel below.

10. INVOLVE THE AUTHORITIES

If the nature of any online bullying makes you suspect that your child is genuinely in imminent physical danger – or if there are any signs whatsoever of explicit images being shared as part of the bullying – then you should gather any relevant screenshots as evidence and report the incidents to your local police force.

Meet Our Expert

Dr Claire Sutherland is an online safety consultant, educator and researcher who has developed and implemented anti-bullying and cyber safety policies for schools. She has written various academic papers and carried out research for the Australian government comparing internet use and sexting behaviour of young people in the UK, USA and Australia.



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STAY SAFE ON NEW DEVICES

Whether you're an internet newbie or a pro at surfing the web, it's always important to keep online safety in mind. We've pulled together a list of top tips to make it easier for you to protect yourself and your devices in the digital world - helping you steer clear of hazards like misleading information and vicious viruses. There's never a bad time to refresh your internet safety knowledge, but it's an especially smart thing to do before you start using any shiny new devices!

Be suspicious of new information

SHOW
RESPECT
TO OTHERS

TELL A TRUSTED ADULT
IF SOMETHING UPSETS YOU

DON'T
CHAT WITH
STRANGERS

BE HONEST
WITH PARENTS
& CARERS

TAKE BREAKS FROM BEING ONLINE

ASK PERMISSION
before
downloading
anything

AVOID SHARING
PRIVATE PHOTOS

Stick to
trusted
apps

TAKE NOTICE
OF AGE
RESTRICTIONS

DOUBLE CHECK
YOUR NEWS
SOURCES

Don't give away
personal
information



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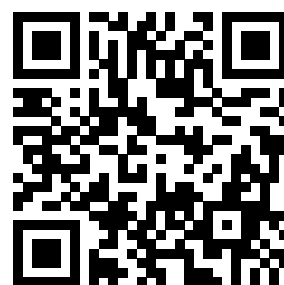
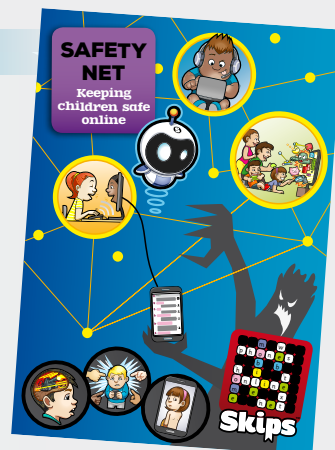
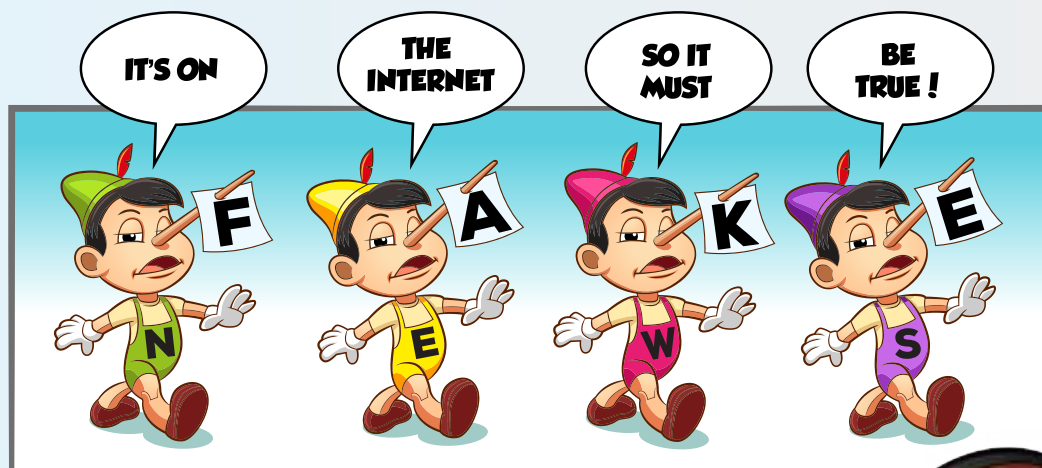


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A Parent's Guide to Fake News



scan the QR code with your phone's camera for Parent Guides on how to help keep your children safe online



Don't believe everything you see online!

Young people can very easily be dragged into things without parental guidance and support.

Online safety is when young people know who they can tell if they feel upset by something that has happened online.

Parents please contact your school to enquire attending their next e-safety workshop or have any concerns.

Working with Home Office 'PREVENT', The Police and Crime Commissioner and Children's Safeguarding Partnerships to help keep children safe online.

Skips Educational Email: info@skipsed.com Tel: +44 121 227 1941

Developed in partnership with



What Parents & Educators Need to Know about SCAMS AND FAKE NEWS

WHAT ARE THE RISKS?

"Fake news" refers to falsified or misleading material presented as a legitimate account of events. It's often used by malicious actors online to push an agenda, or even by criminals as a way of making scams more persuasive. Scammers can trick us into handing over personal information, security details and even our hard-earned cash.

"CLICKBAIT" PHISHING SCAMS

A message arrives saying "Have you seen this video of yourself?" or you might be sent an attention-grabbing headline about a celebrity that's been shared on social media. This kind of "bait" is produced by scammers to drive us to click on an unsafe link, where malware could be downloaded to our devices. These scams rely on our curiosity and our "need-to-know" instinct.

SALES, DEALS & DISCOUNTS

Some scams appear as adverts, offering a chance to buy something – such as designer products, expensive gadgets or tickets to a popular show – at a reduced price. Such plays often include a time limit or countdown, urging us to hurry so we don't miss out on the deal. This pressure encourages us to input personal details or payment information before pausing to check if it's legitimate.

YOU'RE A WINNER!

This kind of scam involves fake giveaways, opportunities or freebies. It could be a message saying we've won a prize draw or competition. Or it could be a gift, free trial, bonus credit, and so on. It might claim that a package or refund is waiting. All these techniques are used to prompt us to share our personal information, thinking that there's something to be gained by doing so.

FALSE FRIENDSHIPS

Scammers often pretend to be someone they're not to gain the victims' trust. They might attempt to convince any children they connect with that they're a child of similar age with shared interests. Warning signs include a high volume of messages (often with an intense tone), secrecy, inappropriate levels of intimacy, guilt tripping, emotional manipulation, threats or blackmail.

PANIC MODE

To trigger a sense of panic, scammers may claim that a child's account has been hacked, or a virus has been installed on their device, or any number of other scary scenarios. They may claim to be able to fix the problem or offer a solution – if the child hands over control of the device or sensitive information. Similar scams involve impersonating a friend or relative, claiming that they're in trouble and need help.

FAKE CELEBRITY ENDORSEMENTS

Impersonating influential people online is a common tactic for scammers, who can use technology to create fake photos, audio and even videos that look authentic. These can be used to convince us, for example, to buy products, sign up for so-called "business opportunities" or invest in cryptocurrency schemes – all of which are fake or otherwise malicious. Many scams also involve the impersonation of popular companies' social media accounts, as well as those of individuals.

Advice for Parents & Educators

STAY INFORMED

Stay up to date with the latest information and best practice on cyber-security. See what scam stories are reported in the news and make note of what tactics were used. Keep up with young people's digital lives: talk about what they're doing online and use properly endorsed resources to learn what risks certain sites and apps pose to their younger users.

ENCOURAGE HEALTHY SCEPTICISM

Most scams rely on emotional or psychological manipulation, tapping into our human instincts – whether that's to keep ourselves safe, help others, find answers, make friends, avoid losing out or to secure something we really want. Encourage children to recognise that pressure to act and to always consult with an adult – especially if what's on offer sounds too good to be true.

TALK TOGETHER

Chat often and openly with young people about fake news, online scams and how they both work. Encourage them to talk to you about anything they're unsure of or worried about online. If a child claims to have been scammed, don't pass judgement. Blaming the victim may deter young people from asking you for help. Remember: adults are scammed just as often, if not more.

BE PROACTIVE

Children increasingly use digital devices for education, socialising, shopping and play. Don't wait for a problem to arise before you discuss the risk of scams, false information and fake news. Highlight what to look out for and clearly communicate under what circumstances the child ought to speak to an adult. Finally, ensure that they're aware of the support services that are available to them (such as Childline).

Meet Our Expert

Dr Holly Powell-Jones is the founder of Online Media Law UK and a leading expert in digital safety, media law and young people. Her PhD investigates children's understandings of risk online. She works with schools, businesses, and universities to provide award-winning education on the criminal, legal and ethical considerations for the digital age. Visit OnlineMediaLaw.co.uk for more.



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Source: See full reference list on guide page at <https://nationalcollege.com/guides/fake-news-and-scams>

10 Top Tips for Parents and Educators EDUCATING CHILDREN ON SPENDING AND SAVING

Evidence shows that children's spending habits begin to form as early as seven years old. With primary schools in England not required to teach financial literacy, many young people are reaching adulthood without knowing the basics of budgeting. This guide explains how to teach young people about money in a practical way, giving them the understanding to become savvy spenders and savers.

1 PROVIDE POCKET MONEY

Giving children money – even a small amount – can help them learn to make their own budgeting decisions about how to spend or save it. Research shows that youngsters who receive pocket money are more likely to become adults with strong financial skills and significantly less debt.

2 USE A PREPAID CARD

Being able to pay by card is essential these days, with some retailers not accepting cash since the pandemic. Prepaid debit cards are available for children from the age of six, allowing them to get used to spending the way they will as adults with no risk of dipping into an overdraft. Learning about money is life learning to swim – you need to get in the pool and have a go!

3 PRACTISE BORROWING

Although official borrowing is only available to over 16s, kids need to understand how debt and interest works before they become adults and are exposed to credit cards or buy now, pay later schemes. For a safe means of teaching them about this, parents could offer them extra pocket money but explain that it needs to be paid back by a certain date, plus an extra couple of pounds as interest.

4 ENCOURAGE OPEN CONVERSATION

Chatting about money and how much things cost will teach children that finance is a part of everyday life and not some "icky adult thing". Parents can involve them in budgeting for the weekly shop, for example, working together to get everything on the list while keeping the total below a certain number. Letting young ones make spending decisions in a safe space can build up their confidence regarding money.

5 DISCUSS THE PRESSURE TO SPEND

Whether it's YouTube ads or a hint of envy at a friend's recent purchase, spending triggers are everywhere. Encourage children to notice how clever shop designs (like placing sweets at the checkout) and adverts such as "but it doesn't seem to spend more" challenge them to make impulse buys by getting them to sleep on it before deciding to spend.

6 TELLING 'NEED' FROM 'WANT'

Learning how to prioritise spending is an important life skill. The difference between the essential and "nice to have" is key to budgeting. If children prefer you for treats while shopping, it's the perfect time to say "that's a want. We're getting our needs first." You could show them your budget for food, electricity and so on before buying fun things.

7 ENCOURAGE SAVING

Getting children saving early can set them up with a useful habit for their adult life. Suggest that they set something aside every time they receive money and they'll soon see it grow. For more money to put away, so they feel motivated to continue. For example, encouraging them to save for a friend's birthday gift can get children much more invested in what they buy.

8 SPARK INTEREST IN INTEREST

Motivate children by telling them about interest, you can describe it as a reward for saving money. Explain how everything they put away will grow over time. An excellent example, explain that by investing every day for a month would amount to approximately £1 million. Some prepaid cards for young people also offer interest; parents and carers could also add a little to equipment what their child saves and show how it works.

9 PAYING FOR CHORES

This is a complex debate with no right or wrong answer. It depends on what works for each individual family. However, it can be one of the best ways to teach children that money needs to be earned and helps to create more mindful spenders. If parents aren't keen on paying for everyday chores, they could ask the children to suggest their own ideas for earning a little extra.

10 PROTECT CHILDREN FROM SCAMS

Scams are a terrifying way to lose money, and children are generally more likely to be taken in due to a lack of experience with these financial criminals. As a minimum, make sure they're aware of the most common scams they could be exposed to – by text, email and phone. For instance, young people should not be fooled into about any unexpected message or call and never give out their personal information.

Meet Our Expert

Savemy is a prepaid debit card and financial education app with a mission to make every young person smart with money. Co-founder and CEO Louise Hill is a personal finance expert and better financial literacy writing without children and strongly believes that money management is a crucial life skill.



Source: See full reference list on guide page at <https://nationalcollege.com/guides/spending-saving>

10 Top Tips for Parents and Educators ENCOURAGING CHILDREN TO CHOOSE RESPECT

Sometimes, differences between children can escalate into bullying, potentially impacting their mental health in a way that can persist into adulthood. While it's natural to disagree sometimes, teaching children the importance of respect is essential – especially in difficult situations. This guide provides strategies for encouraging considerate behaviour, even during a dispute, to foster a kinder, more inclusive environment for everyone.

1 LEAD BY EXAMPLE

As adults, we play a crucial role in modelling respectful behaviour for children: they observe and learn from our actions every day. Be mindful of the way you interact with others in front of children. Keep in mind that you should always approach others with an attitude of mutual respect, even if you disagree with them. Demonstrating this behaviour can influence young people and help them to handle their own conflicts in a healthy way.

2 AGREE TO DISAGREE

Make sure children know that it's fine to have differing opinions – and that disagreeing with someone doesn't mean you can't get along or respect each other's point of view. Help them understand that sometimes we can 'agree to disagree'. Using active listening skills when doing this can also help to build empathy and understanding of others.

3 PROMOTE ACTIVE LISTENING

Teach children about the importance of active listening: that is, making a genuine effort to listen to the other person's perspective without interrupting, before responding in a way that shows you understand their viewpoint, even (or perhaps especially) if you disagree with it. This makes people feel respected and allows for a better comprehension of their point of view, which in turn can make it easier for you to communicate your own opinions to them.

4 ENCOURAGE THE USE OF "I" STATEMENTS

If a child finds themselves in a disagreement with someone, it can be useful to encourage them to use "I" statements during the discussion, framing their thoughts and feelings using statements like "I feel..." or "I think...". This can help them avoid an accusatory tone and encourages them to take responsibility for their own emotions.

5 FOCUS ON BEHAVIOUR, NOT CHARACTER

When disagreements happen, encourage children to focus on criticising and addressing the specific actions or behaviours that caused this upset, rather than attacking the person's character. For example, "I didn't like how you interrupted me" is better than "You're so rude". This can help children avoid hurting someone's feelings, which is likely to inflame the situation.

6 STAY CALM AND TAKE BREAKS

It's perfectly normal to feel upset during a disagreement – especially if it's getting heated. Remind children that if they feel overwhelmed, they should try to take deep breaths or even go for a short break to help them stay composed. If a conversation becomes too intense, remind them it's OK to suggest continuing it later or in a different setting. This can prevent things getting out of hand, allowing cooler heads to prevail.

7 START CONVERSATIONS ABOUT RESPECT

Talk openly to children about what respect means – to you and to them. Discuss how they might show respect to each other, to friends, to strangers and even to people we might disagree with. You could use examples of considerate or inconsiderate behaviour in books, films or TV to open discussions about the importance of giving others due regard.

8 SEEK COMMON GROUND

When a disagreement has occurred between children, they may find it hard to move past it. You can support them in finding a more positive way forward by helping identify areas of agreement or common ground with the other party. This can help to build bridges between differing opinions and foster a more cooperative atmosphere, as well as preventing those involved from demonising each other.

9 AVOID MAKING THINGS PERSONAL

It's important that we make it clear to children they must avoid name-calling, swearing or derogatory remarks in a disagreement with others. Respectful language sets a positive tone and helps keep the conversation productive. Reminding children to stay calm and take breaks – as mentioned previously – can help them avoid getting too emotional and saying or doing something hurtful.

10 REFLECT AND LEARN

After a child has had a disagreement, encourage them to reflect on the experience and think about what they can learn from it. What did they handle well? How might they improve their communication skills to handle conflicts more effectively in the future? You could use role play, writing and drawing pictures, or hypothetical examples to further develop their skills in showing respect during a disagreement.

Meet Our Expert

The Anti-Bullying Alliance (ABA) co-ordinate Anti-Bullying Week each year. ABA is a unique coalition of organisations and individuals, working together to achieve their vision to stop bullying and create safer environments in which children and young people can live, grow, play and learn. They welcome membership from any organisation or individual that supports this vision and support a free network of thousands of schools and colleges.



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Source: See full reference list on guide page at

10 Top Tips for Parents and Educators

SUPPORTING YOUNG PEOPLE TO BUILD EMOTIONAL RESILIENCE

With increasing societal pressures, many children struggle with managing emotions, facing challenges and processing failure in a healthy way. This is why building emotional resilience in young people is vital for their mental health and personal success. This guide provides practical strategies for parents and educators to help children develop resilience and foster confidence, adaptability and a positive mindset.

1 ENCOURAGE OPEN COMMUNICATION

Regularly engaging children in open dialogue fosters trust and emotional expression. Encourage them to share their thoughts and feelings freely without judgment. Set aside time daily, perhaps during dinner, to ask open-ended questions such as, "What's made you happy today?". This encourages children to express themselves openly.

2 MODEL POSITIVE BEHAVIOUR

Children often learn how to manage emotions by observing adults. By modelling calm and positive responses to challenges, you can teach them valuable emotional management skills. If you've had a difficult day, verbalise how you're feeling and explain how you plan to handle it, such as "I'm a bit worked-up, so I'm going for a walk to clear my mind."

3 TEACH PROBLEM SOLVING SKILLS

Helping children break down challenges into manageable steps encourages a proactive mindset. Explain that every problem has a solution, even if it's not immediately obvious. For example, if a child is stuck on homework, support them in breaking the task into smaller steps, saying things like "Let's focus on just this first question for now."

4 FOSTER A GROWTH MINDSET

Encourage young people to view mistakes as learning opportunities. A growth mindset helps them see setbacks as part of the process, rather than something to be upset about. After a child loses a game or performs poorly on a test, for example, ask them what they've learned from the experience. This reinforces the idea that effort – and even failure – leads to improvement.

5 PROMOTE SELF-CARE PRACTICES

Teaching children about self-care helps them understand the importance of balancing work with relaxation to maintain emotional wellbeing. Parents and carers could start a screen-free hour before bedtime where the family engages in relaxing activities like reading, setting an example to the child for how to unwind.

6 BUILD HEALTHY RELATIONSHIPS

Strong relationships with peers and adults provide a support system that enhances resilience. Encourage positive, respectful interactions to develop social skills. Playdates or group activities can be instrumental in teaching children how to resolve conflicts with friends by modelling and practising calm communication.

7 SUPPORT EMOTIONAL AWARENESS

Helping children to identify and name their emotions allows them to manage those feelings more effectively. When a child is upset, encourage them to talk to you about what they're feeling in an empathetic and supportive manner, and ask them why they might be experiencing these emotions.

8 ENCOURAGE INDEPENDENCE

Giving children opportunities to make their own decisions boosts confidence and problem-solving skills. A good example of this would be letting children choose and pack their own lunches for school, guiding them with options but allowing them to assume responsibility for the task to help them take ownership.

9 DEVELOP COPING STRATEGIES

Teaching children techniques like mindfulness, deep breathing or journaling can help them to manage stress. Show them how to perform breathing exercises when they're feeling anxious, and practise this regularly. Reinforcing this behaviour in young people will make it easier for them to use these techniques of their own accord during stressful moments.

10 CELEBRATE SMALL WINS

Recognising effort, no matter how small, reinforces perseverance and encourages children to keep trying. After a child completes a difficult task, makes progress on a project or reaches another type of personal goal, praise their efforts. Emphasise the hard work they've put in and be sure to let them know how proud you are!

Meet Our Expert

Adam Oblett is Associate Vice Principal for Personal Development at Penistone Grammar School and works on secondment one day a week for Minds Ahead, which works with schools on improving their mental health provisions.



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What Parents & Educators Need to Know about HORROR FILMS & AGE RATINGS

The 'on-demand' availability of streaming platforms in many homes creates extra possibilities for young viewers to be exposed to age-inappropriate content. Material which features horror or violence can cause anxiety and nightmares for children, especially since it can be hard for young ones to grasp that what they're watching isn't real.

CLASSIFICATION BREAKDOWN

The British Board of Film Classification has the following age ratings:

U: Suitable for all ages

PG: For children aged 8 and above; this content shouldn't unsettle them

12A: Children under the age of 12 should not watch without an adult; this content potentially features bad language, nudity or sexual references

15: Suitable only for 15-year-olds and above

18: Exclusively for an adult audience, with potentially explicit themes of violence, nudity or sex

WHAT ARE THE RISKS?

STREAMING IS EVERYWHERE

Modern mobile devices make it very easy for children to watch streamed films without the need for a TV. The availability of inappropriate content has risen significantly on streaming platforms, almost all of which host 18-rated content. If not restricted by parental controls, this could be viewed by children who aren't quite ready for such adult themes, concepts and imagery.

FACT VS. FICTION

Many children have no trouble separating fact from fiction. However, with modern day technology making pretend violence and horror look ever more realistic, it's becoming harder for youngsters to tell the difference. For instance, consider remakes of older films, where dated special effects (making it easy to discern that something wasn't real) have been replaced by far more convincing monsters and gore.

PEER PRESSURE

Friends encouraging each other to watch the latest film featuring violence or horror can lead to children consuming content that they're not ready for. As 18+ content is available on many streaming platforms, youngsters can watch these together - potentially without their parents' or carers' knowledge.

CHILDREN SCARE DIFFERENTLY

It can be difficult to decide what content is appropriate for children. What's fine for one child could be extremely frightening for another. As many children admit to not sharing or discussing the content they watch with their parents, encouraging an open dialogue around the kind of media that young people consume can help avoid exposing them to any inappropriate content.

PSYCHOLOGICAL IMPACTS

Horror prides itself on its ability to startle or induce genuine fear in the viewer - so it's no surprise that this genre isn't usually intended for children. A natural side-effect of this is that 'jump scares' or a creepy, suspenseful atmosphere can have lasting effects on younger minds. The resulting anxiety can impact a child's sleeping patterns or eating habits.

Advice for Parents & Educators

WATCH THE FILM FIRST

If you're concerned that a film might be unsuitable for children (whether it's their first dive into the horror genre or a step up in age classification), then take a look for yourself. There's no better way to judge whether this content is something you'd deem appropriate for a child - and if a parent, for example, has actually seen the film (or at least a portion of it), they can construct a far more credible case if they decide it's inappropriate.

DISCUSS THE CONTENT OF FILMS

If a child has seen a film that you think may have exposed them to potentially uncomfortable themes and ideas, don't shy away from talking about it, and answer any questions they may have. This is especially important if they watched the film without an adult present. Ask them to summarise the story for you, as this will give you an understanding of what they've learned from watching it.

REMEMBER - IT'S NOT REAL

Emphasise to children that the content they're viewing is entirely fictional and has no chance of affecting them in real life. If a child is upset after watching a film, try to understand what exactly has unsettled them; this can help you approach the topic in a healthy and informative manner, to dispel any fears or anxieties they may have.

USE PARENTAL CONTROLS

Most streaming platforms have the option to put age ranges on children's accounts. This means that films and shows that are inappropriate for children won't be advertised while they're browsing and won't even appear if a child specifically searches for them. This can be changed any time at parents' discretion, but it's wise to protect these settings with a password, so a child can't alter anything on their own.

Meet Our Expert

John Inley is an assistant principal at a secondary school. He has been involved with e-safety in schools for over 10 years, writing policies and supporting various schools in developing their e-safety provision. John has introduced a range of strategies at multiple schools aimed at helping parents to better support their child in the ever-changing digital world.



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Source: See full reference list on guide page at: <https://nationalcollege.com/guides/horror-films-and-age-ratings>

What Parents & Educators Need to Know about IN-GAME CHAT

WHAT ARE THE RISKS?

Video games are continuing to grow in popularity – including, of course, among children and young people – and the emergence of gaming communities has been accelerated by the inclusion of chat functionality across many different titles. While in-game chat isn't inherently a bad thing, it can create some concerns about online safety and the people that children might be interacting with.

DIFFERENT TYPES OF CHAT

There are a number of ways that gamers commonly chat with one another online. As the name would suggest, in-game chat happens within the game itself. There's also party chat: a group voice conversation that console users can have with anyone on the same platform. This tends to be more commonly used by players who already know each other. Finally, many gamers – especially on PC – will chat via a third-party app such as Discord.

CONTACT WITH STRANGERS

Whether it's text- or voice-based, in-game chat is frequently open to all players to use. Many games default to making it an opt-in function, but some don't, meaning a child could start seeing messages within the game from people they're playing with, regardless of whether they know those individuals or not. While most strangers won't necessarily have ill intent, there are some who may behave inappropriately when chatting to a child – intentionally or otherwise.

DANGER OF GROOMING

It's been reported that some young gamers have encountered older players online who pretend to be a lower age to manipulate children, sending gifts in exchange for chatting and sending photos. Just as on any messaging platform, it's good to advise young people to avoid speaking to strangers; emphasise that they shouldn't accept gifts from anyone online that they don't know.

BULLYING AND ABUSE

While some in-game chat can turn toxic because of how a match plays out, others turn that way because of people who engage in trolling – in essence, behaving in an offensive and abusive way simply to cause pain or get a rise out of whoever they're talking to. These 'trolls' often lean on racial slurs, anti-LGBT sentiment and other hateful rhetoric; they normally feel most confident preying on younger, more impressionable gamers.

POTENTIAL FOR PRIVATE CHAT

If a player would like a re-match with a stranger after meeting them in the game, they can send a friend request, or use the party chat together in the future. For the most part, this is harmless – but it might lead to messages being exchanged in private. This could then escalate to the sharing of private information, and potentially attempts to manipulate or scam younger players.

COMPETITIVE ATMOSPHERE

Certain games are very competitive, and players can sometimes get upset if they feel a teammate is underperforming, an opponent won unfairly, or they're just a bad loser. This can lead to unpleasant messages that stray away from playful 'trash talk' and wander into the territory of bullying. Some players have been known to get incredibly abusive in situations like this, and the impact of this on a young gamer's emotional wellbeing could be severe.

Advice for Parents & Educators

LOCK-DOWN IN-GAME CHAT

In-game chat can often be disabled in the game's settings. This allows children to play without risk of contact from strangers – but it will need to be done in each individual game. Text chat appears in the corner of the screen in many titles, so it's normally easy to take a quick glance and see what's being said. With voice chat, explain to children what behaviour is inappropriate, so they can spot the dangers themselves.

REPORT POTENTIAL OFFENDERS

Most games offer a robust means of reporting other players, so you can flag an account as potentially harmful. This normally leads to the account not being matched with yours in the future and, if that person's conduct breaks any of the game's rules, they may be banned from playing entirely. This is done within the game itself, so each title has a slightly different process, but these tend to be designed for simplicity.

CONSIDER OTHER CHAT OPTIONS

If a child wants to play with people they know, consider using party chat or a third-party service like Discord. This allows everyone involved to chat on a private server and even enjoy each other's company while playing different games. It's also far more secure, as anyone looking to join will need to request and be granted access – normally by whoever is hosting the chat.

COMMUNICATION IS KEY

Make sure children understand the differences between being competitive and being abusive. Talk about what constitutes unusual or inappropriate behaviour from strangers online. Be clear that if anything ever concerns or worries them, they should tell a trusted adult as soon as possible. Empower children to identify the risks of in-game chat for themselves and reassure them they won't get in trouble for seeking help if anything goes wrong.

Meet Our Expert

Lloyd Coombes is the Editor in Chief of GGRcon and has been working in the games media industry for five years. He's also a parent and therefore understands the importance of online safety. Writing mainly about tech and fitness, his work has been published at sites including IGN, TechRadar, and plenty more.



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The National College

Source: See full reference list on guide page at nationalcollege.com/guides/in-game-chat

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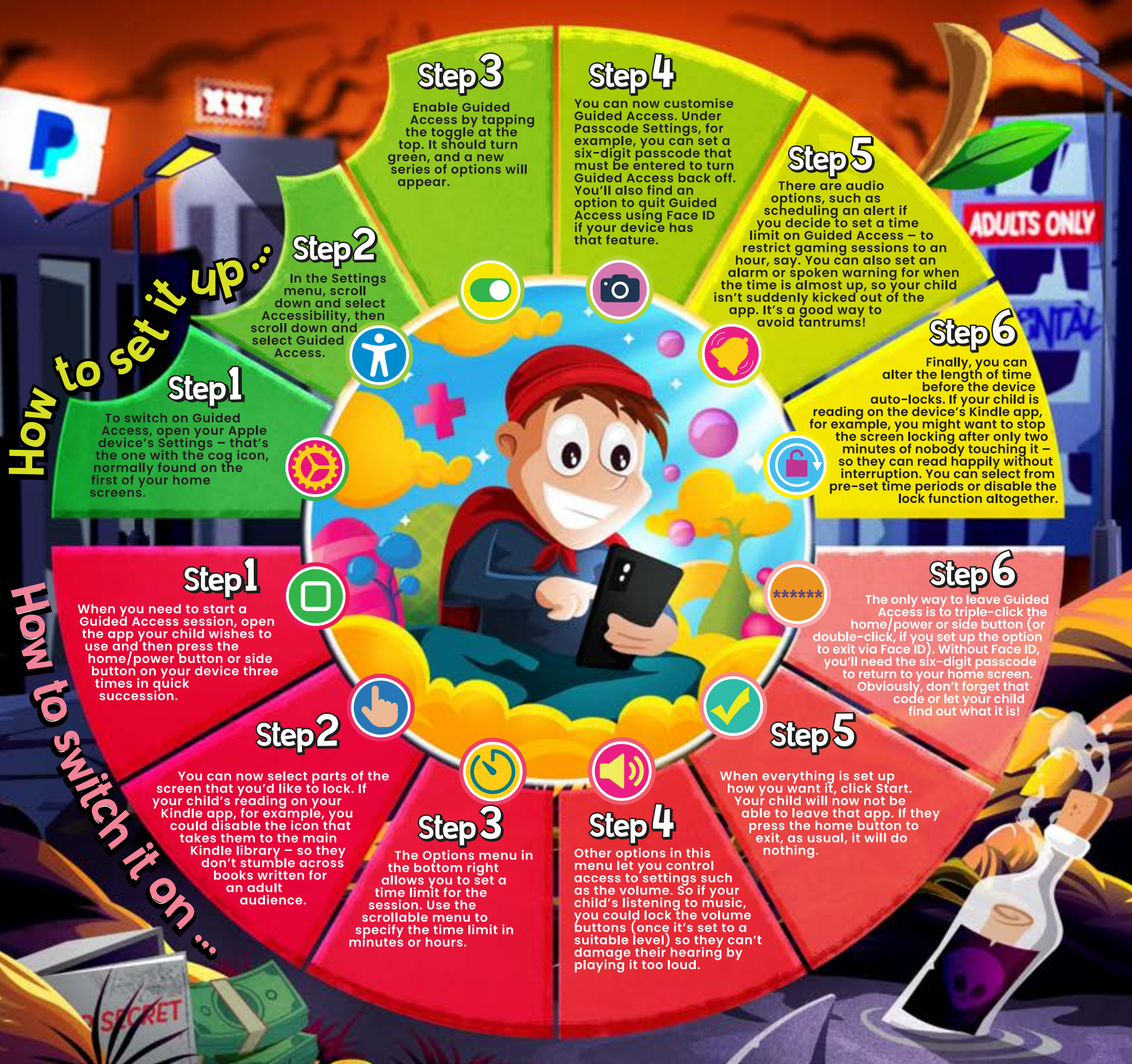
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What Parents and Carers Need to Know about APPLE GUIDED ACCESS

iPhones and iPads don't offer separate user accounts. So when you hand your Apple device to a child to play a game or watch a video, you're also handing them access to your email, the web, messaging and numerous other apps through which they could accidentally do something regrettable.

Apple Guided Access solves this potential problem by letting you restrict the iPhone or iPad to one particular app whenever your child uses the device. If they try and leave that app, they will be asked for a passcode or Face ID, meaning they can't access anything they shouldn't elsewhere on the device. Here, we show you how to find and set up the Guided Access feature, so you can confidently let your child borrow your iPhone or iPad.



Meet Our Expert

Barry Collins has been a technology journalist and editor for more than 20 years, working for titles such as the *Sunday Times*, *Which?*, *PC Pro* and *Computeractive*. He's appeared regularly as a technology pundit on television and radio, including on *Newsnight*, *Radio 5 Live* and the *ITV News at Ten*. He has two children and has writes regularly about internet safety issues.



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What Parents & Carers Need to Know about CRYPTOCURRENCY

What is cryptocurrency?

Cryptocurrency is software enabling the exchange and storage of digital 'coins' representing financial value. To monitor who owns which coins, platforms save an online record of every transaction, called a 'ledger' or 'blockchain'. This is secured by cryptography: a set of methods for protecting sensitive information. Bitcoin, released in 2009, was the first cryptocurrency; other platforms have since launched such as Ethereum, Tezos and Filecoin. As cryptocurrency becomes a more established part of digital life, young people are bound to encounter it – so it's vital that trusted adults understand its risks, and how it can be explored and used safely.

COMPLEX TECHNOLOGY

Like any new software, cryptocurrency comes with bugs, flaws and limitations. Broadly, it hasn't yet evolved to be as user friendly as web browsing or social media. Using it safely means spending time learning about the complicated technology it uses. We would strongly suggest anyone considering getting involved in cryptocurrency should consult specialised tutorials to learn about it properly in advance.

WIDESPREAD EXAMPLES

Cryptocurrency software for smartphones is often free to download from app stores. Emails with links to cryptocurrency services can land in any inbox. Cryptocurrency is also advertised on search engines, on social media and in online games (for example to buy add-ons which help players level up). It can't be purchased easily without a credit card or bank account, but young people will still be exposed to cryptocurrency in various settings.

CHANCE OF SCAMS

Cryptocurrency provides another opportunity for scammers to extract personal data and money from unwary web users. Unlike credit card transactions or wire transfers, a bank can't reverse cryptocurrency transactions after a suspected fraud – making it an appealing channel for online extortion. These transactions do leave evidence in the blockchain, however, which means that cryptocurrency scammers can and do get caught.

BEING LOCKED OUT

If you forget your online banking password, you can reset it by proving your identity in another way. In the world of 'crypto', however, the private key to access your funds can't be reset. Cryptocurrency operates without intermediaries like banks – so no-one stores a copy of users' private keys. This has security benefits, but also presents the huge risk of permanently losing access to your account. Learn how to store private keys securely before purchasing any significant amounts of cryptocurrency.

RISKY INVESTMENT

Prices can be very volatile, so cryptocurrencies are considered high-risk investments. If you might need your savings soon, don't hold them in cryptocurrency as their value could drop suddenly and sharply. Sometimes, cryptocurrency may be a profitable investment – but note that any gains are taxable. You may even have to pay tax when exchanging one cryptocurrency for another if the currency you're exchanging is priced higher than it was when you bought it.

Advice for Parents & Carers

AVOID IF UNSURE

In the UK, cryptocurrency is considered risky, because users aren't well protected if something goes wrong. Most cryptocurrencies use software developed by decentralised communities, so there's no customer service and no support if your funds get stolen or you lose access to your mobile cryptocurrency wallet. Unless you understand cryptocurrency, it's probably best not to use it. After all, if you couldn't comprehend the highway code, it wouldn't be safe for you to drive.

CHECK CREDENTIALS

Buying cryptocurrency for the first time involves wiring funds from your bank to a cryptocurrency exchange – a business that converts your money into cryptocurrency. They can also store cryptocurrency for you, though this could present a security risk. Cryptocurrency businesses in the UK must now comply with money laundering regulations: the Financial Conduct Authority's website has a list of all business that are approved, and it's best to avoid dealing with any that aren't.

EXPECT EXPOSURE

If your child plays online games that involve some form of virtual currency, and has access to some kind of payment method, they may find themselves in a position to buy and use cryptocurrency. There's probably no immediate danger, but discussing the potential risks with them could be useful. If your child is old enough to understand the concepts of spending and saving or to grasp the basics of programming, then they're old enough to learn about cryptocurrency.

STAY CAUTIOUS, STAY INFORMED

Approach cryptocurrency with caution as well as curiosity. Don't click on links in unexpected emails referring to cryptocurrency and beware of promotions promising free cryptocurrency in exchange for personal information. Avoid mentioning on social media that you own cryptocurrency, as this can attract scammers. Stay informed of potential new risks and regulations by regularly checking specialised sources (such as CoinDesk).

Meet Our Expert

JP Vergne is an educator and associate professor at University College London's School of Management. His award-winning research on technology and organisation has been published in leading academic journals as well as in two books. JP is also a speaker and advises on startups. He tweets at @PirateOrg.



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What Parents & Carers Need to Know about AGE-INAPPROPRIATE CONTENT

"Inappropriate" means different things to different people. What's acceptable for one age group, for example, may be unsuitable for a slightly younger audience. Online, young people can chance upon inappropriate content in various ways – from pop-up ads to TikTok videos. The increasingly young age at which children become active in the digital world heightens the risk of them innocently running into something that they find upsetting or frightening. Trusted adults need to be able to help children be aware of what to do if they're exposed to age-inappropriate content.

WHERE IS IT FOUND?

SOCIAL MEDIA

Age-inappropriate content is easily accessible through many social media platforms. TikTok, for instance, is hugely popular with young people but is arguably best known for clips featuring sexualised dancing or profanity. Some social media users also express hate speech or promote eating disorders and self-harm, which could cause lasting damage to a child's emotional and mental health.

GAMING

Gaming is an enjoyable source of entertainment, but many popular titles can expose children to inappropriate material such as violence, horror, gambling or sexually explicit content. Playing games unsuitable for their age risks normalising to children what they are seeing. Some games also include in-game chat, where other (usually older) online players often use language that you probably wouldn't want your child to hear or repeat.

STREAMING

The range of video streaming services available online means that users can find almost anything they want to watch on demand. Children are therefore at risk of viewing TV shows and movies which contain nudity, drug and alcohol abuse, explicit language and extreme violence. Unfortunately, these streaming platforms can't always determine that it's not an adult who's watching.

ADVERTS

Online adverts frequently include age-inappropriate content: usually gambling and nudity or partial nudity, although adverts for alcohol or e-cigarettes are also common. Some search engines also feature adverts that are responsive to your search history: so if you've recently looked up a new horror movie, shopped for lingerie or ordered alcohol online, then the ads appearing on screen could reflect this the next time your child borrows your device.

Advice for Parents & Carers

TALK IT THROUGH

Embarrassment or fear of getting into trouble can make it difficult for children to talk openly about age-inappropriate content they've watched. Remind your child they can always come to you if they're troubled by something they've seen online, without worrying about consequences. Before offering advice, discuss what they saw, how they felt and how they came to find the content in question.

CONNECT, DON'T CORRECT

If your child's been particularly distressed by exposure to content that wasn't suitable for their age, it's important to offer guidance to prevent them from repeating the same mistake – but it's equally vital to help them deal with the emotions that the situation has raised. You could tell them about any similar experiences you might have had at their age, and how you dealt with it.

BLOCK, REPORT, CONTROL

After discussing the problem, you and your child can take action together. This could include blocking any inappropriate sites and reporting any content which violates a platform's rules. To further safeguard your child online, set up parental controls on internet-enabled devices that they use. This will significantly reduce the chances of your child being exposed to age-inappropriate content in future.

GET SPECIALIST HELP

Age-inappropriate content can potentially have a negative impact on a child's mental health, which is sometimes displayed through changes in their behaviour. If the problem becomes more severe, you might consider reaching out to a mental health professional or an expert in this field who can provide you and your child with the proper support.

STAY CALM

Even though it is obviously difficult to stay rational in a situation where your child has been put at risk, it's essential to think before you react. Your child may well have hesitated to open up to you about watching inappropriate content for fear of the consequences, so being calm and supportive will reinforce the notion that it would be easy to talk to you about similar issues in the future.

Meet Our Expert

Cayley Jorgensen is a Registered Counsellor with The Health Professions Council of South Africa, and she runs a private practice offering counselling to children, teenagers and families. Her main focus is creating awareness and educating the community on the mental health pressures of today's world, as well as resources and techniques to understand and cope better.



Sources: <https://www.education.vic.gov.au/Documents/about/programs/bullystoppers/sminappropriate.pdf> | <https://www.esafety.gov.au/educators/training-professionals/professional-learning-program-teachers/inappropriate-content-factsheet/> | <https://www.revealingreality.co.uk/wp-content/uploads/2021/04/childrens-media-lives-year-7.pdf>



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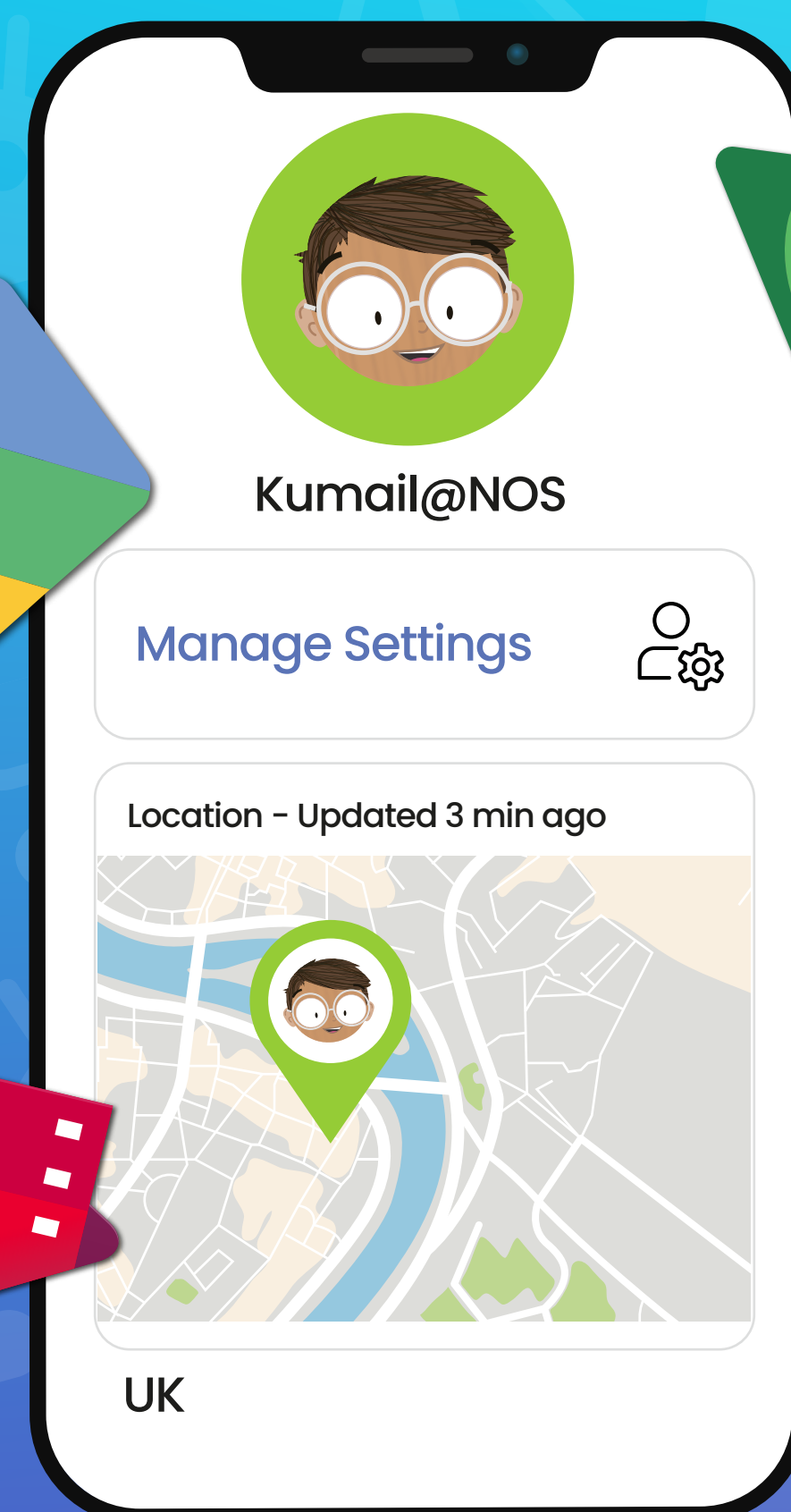
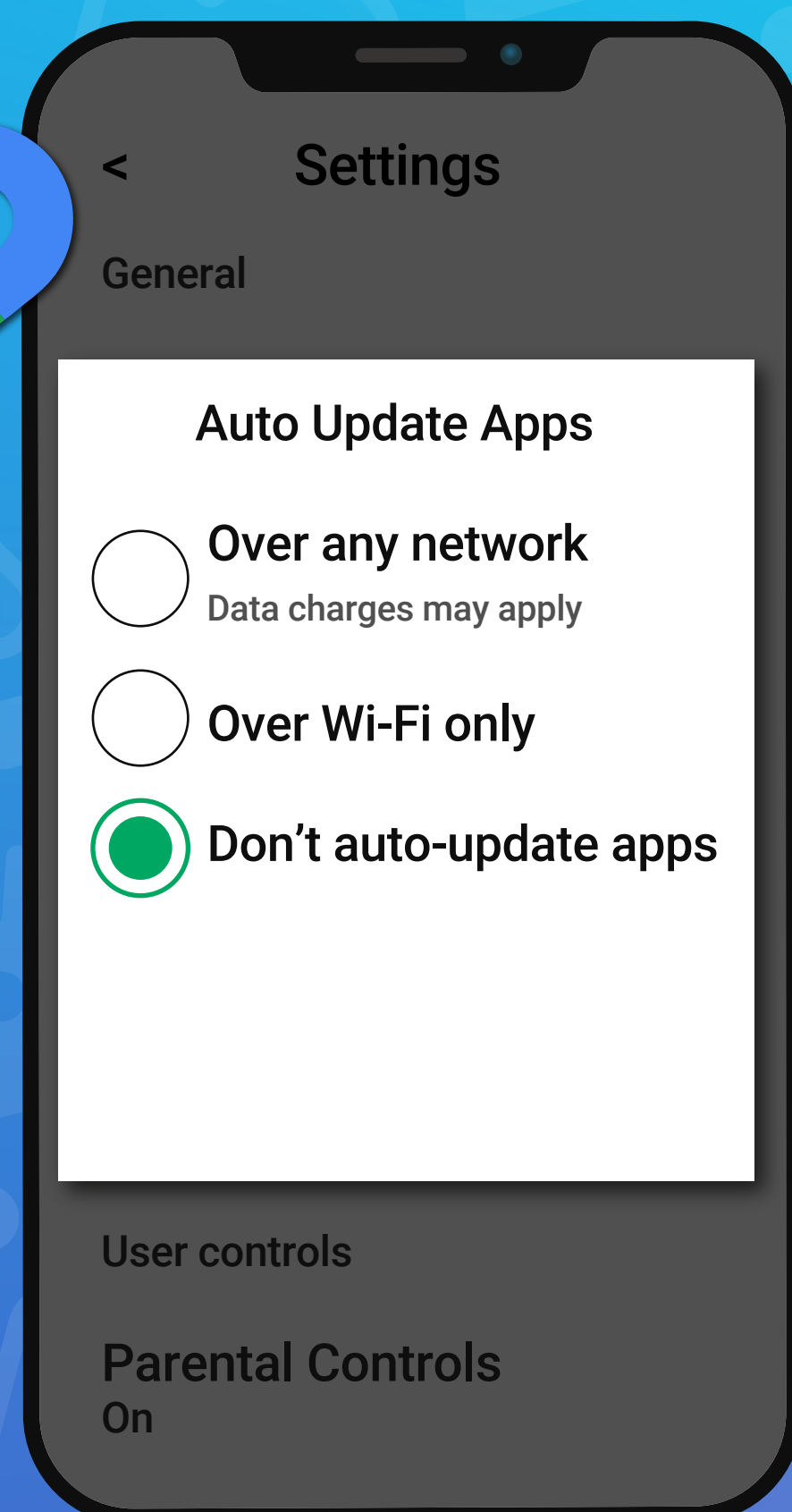
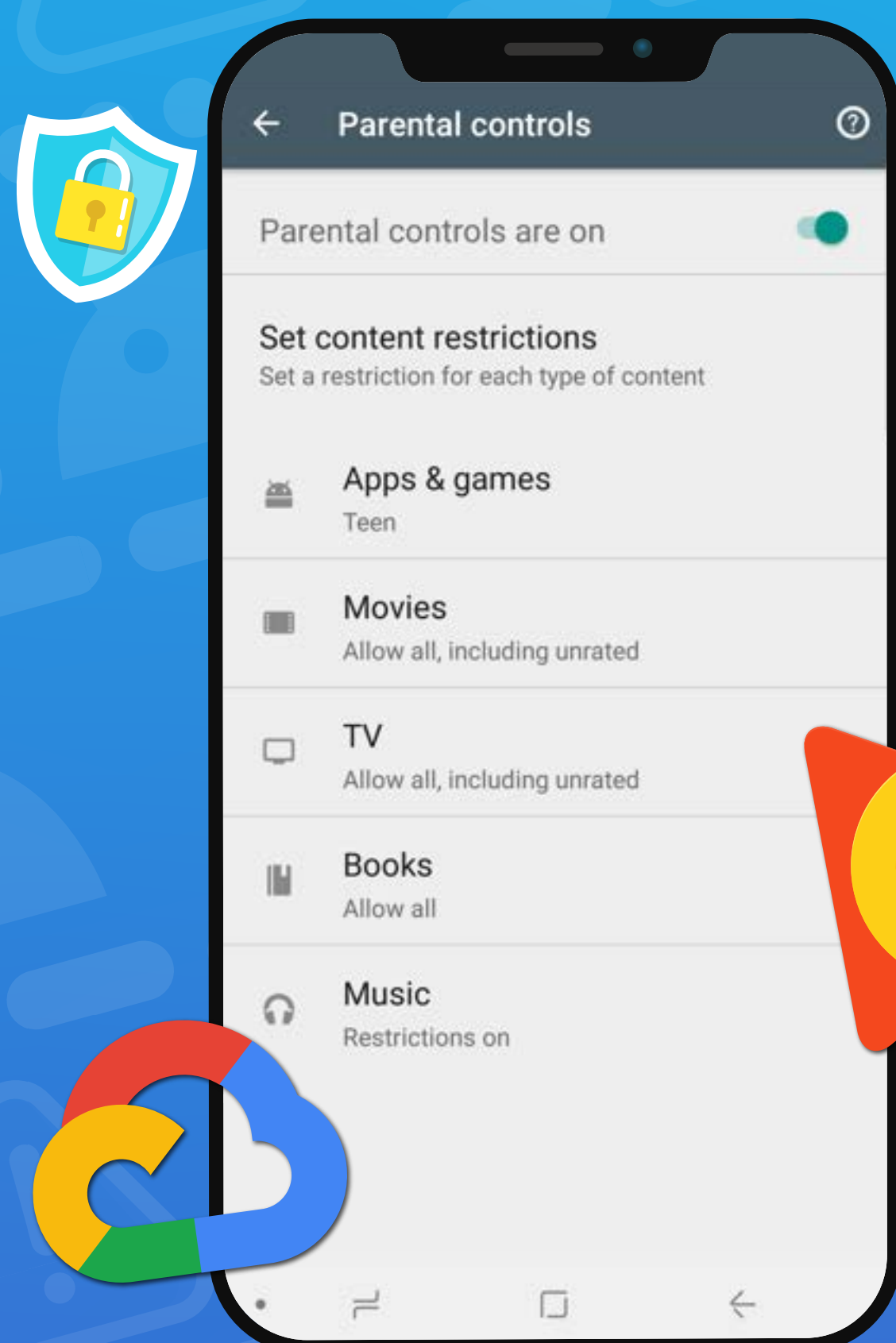


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How to Set up PARENTAL CONTROLS for APPS Android Phone

On Android phones, restricting access to particular apps usually requires going onto Google Play. From there, it's fairly easy to navigate your way through the settings to manage the parental controls and authentications relating to any apps on the device. These features can prevent your child from downloading or buying anything unsuitable for their age. Updated versions of apps or games that your child has already installed may occasionally contain something inappropriate, so we've explained how to stop those, too.



How to Block App Downloads (This Also Disables In-app Purchases):

- 1 Open Google Play Store
- 2 Tap the profile icon in the top right
- 3 Tap Settings
- 4 Scroll down to the Family section and tap Parental controls
- 5 Toggle 'Parental controls are off' to 'Parental controls are on'
- 6 Create a PIN and tap OK
- 7 Confirm your PIN and tap OK again
- 8 Tap Apps & Games
- 9 Set the age limit you wish to set
- 10 Tap Save to apply your changes

How to Stop Auto-updates

- 1 Open Google Play Store
- 2 Tap the profile icon in the top right
- 3 Tap Settings
- 4 Tap Auto-Update Apps
- 5 Select 'Don't auto-update apps' and then tap Done

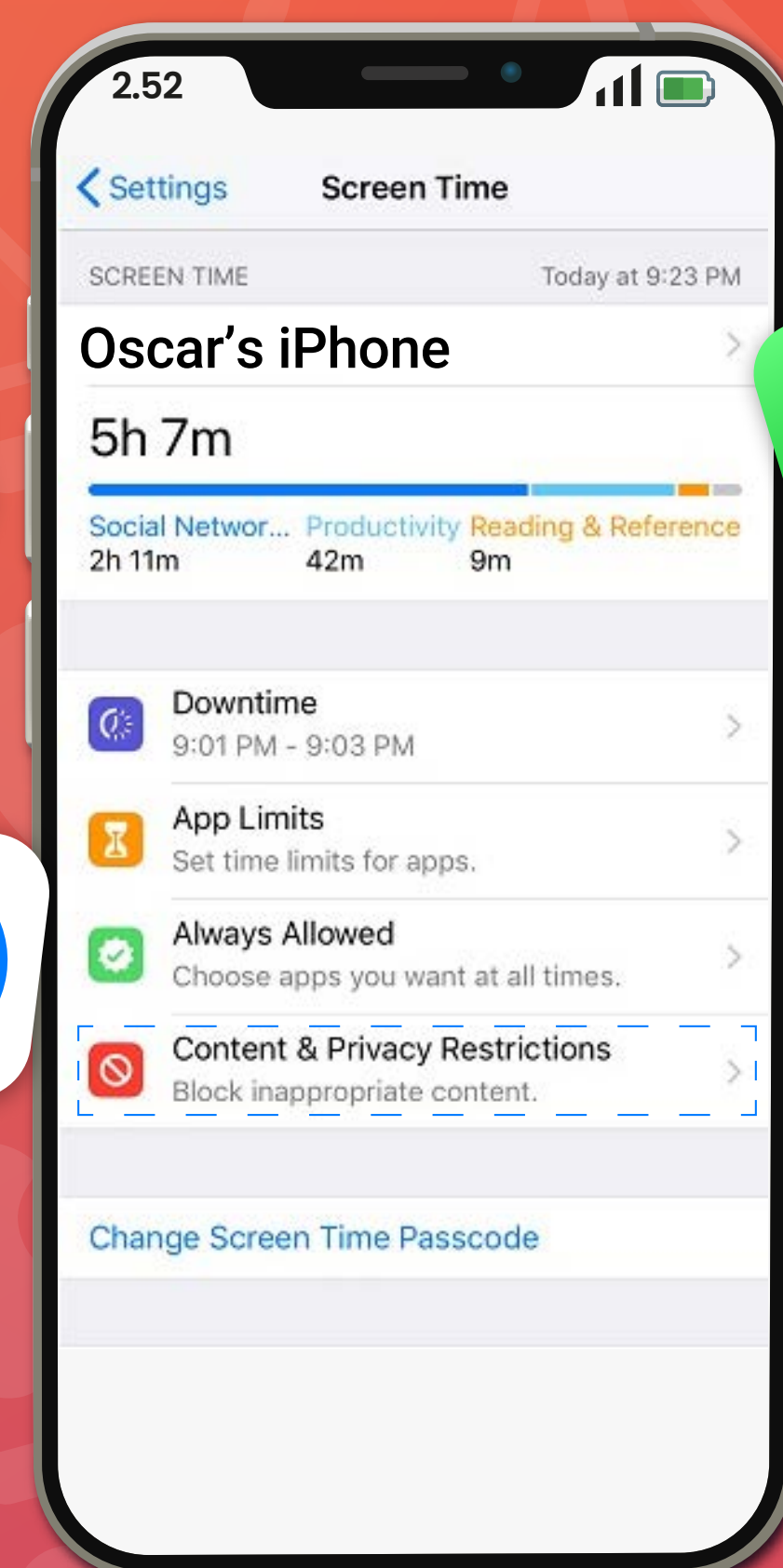
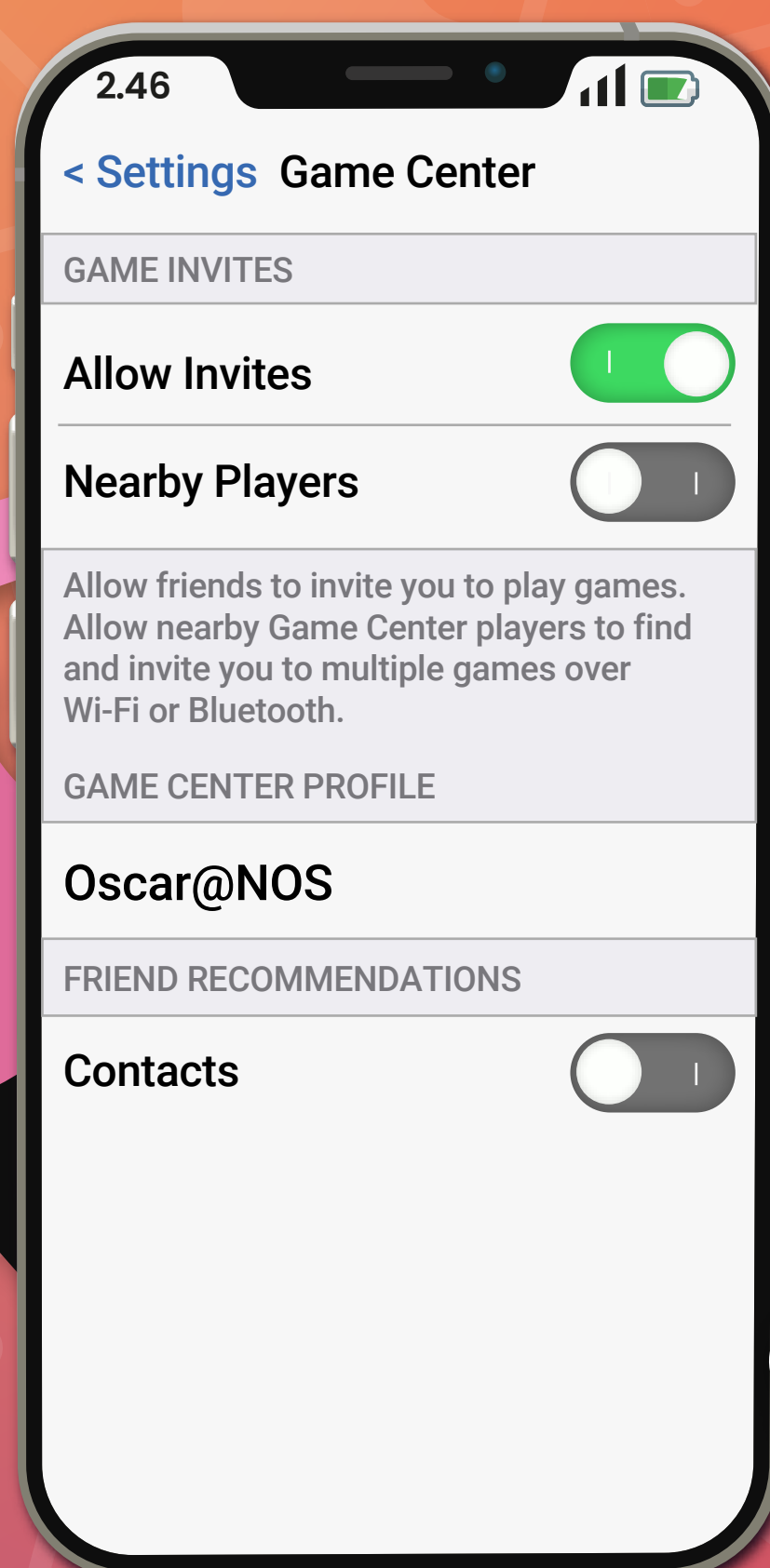
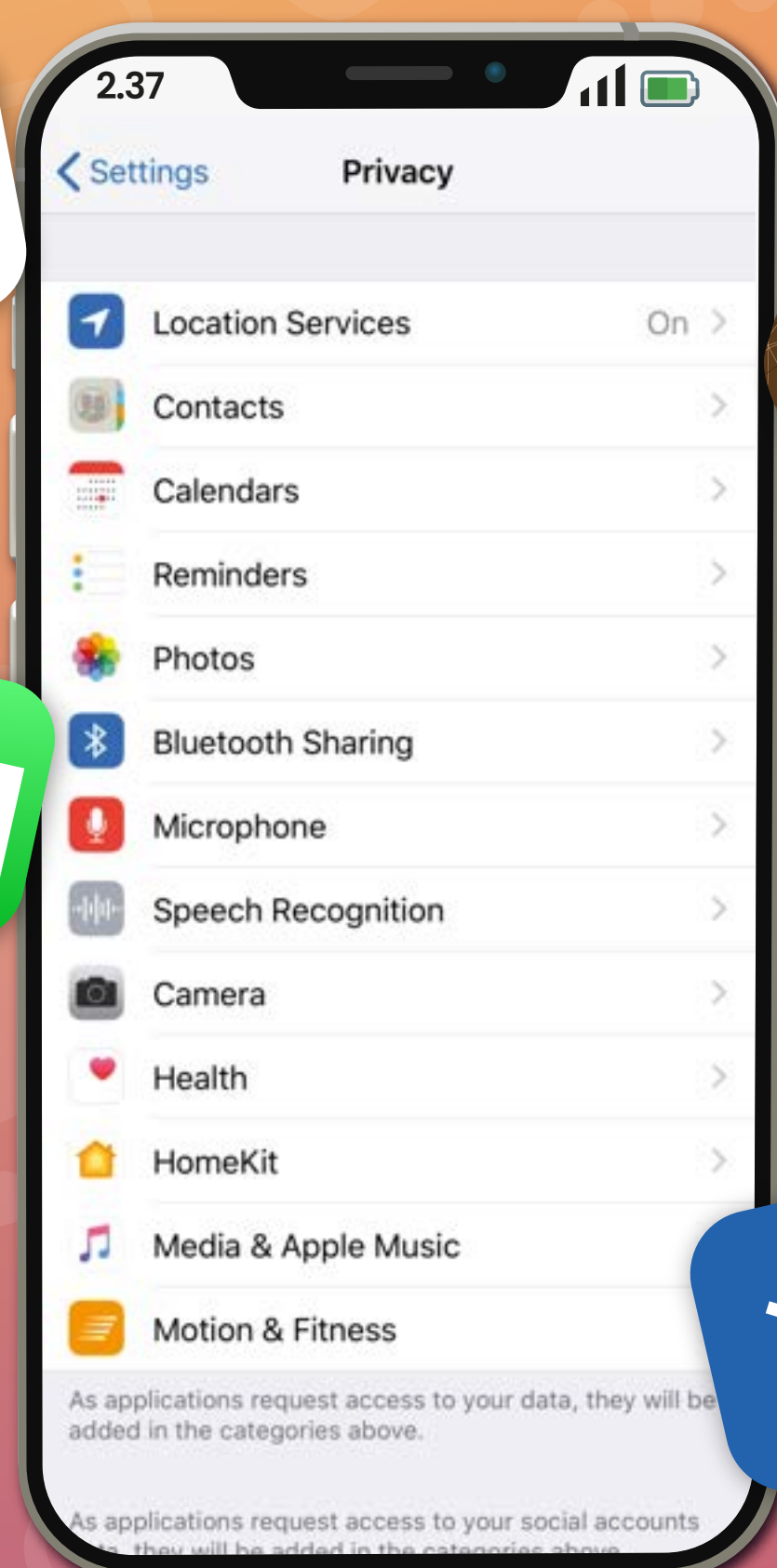
Restricting Apps Through Google Family Link

- 1 Open Google Play Family Link for parents
- 2 Tap the three horizontal lines in the top left
- 3 Select your child's account
- 4 Tap Manage
- 5 Tap Controls on Google Play
- 6 Tap Apps & Games
- 7 Select the age limit you wish to set



How to Set up PARENTAL CONTROLS for APPS iPhone

Apple devices come with built-in apps already available: Mail, FaceTime and Safari, for example. However, you can choose which apps and features appear on your child's device and which ones don't. You can also manipulate the features in Game Centre to enhance your child's safety and privacy when playing games, as well as blocking iTunes or App Store purchases if you wish.



How to Restrict Built-in Apps/Features

- 1 Open Settings
- 2 Tap Screen Time
- 3 Tap Content & Privacy Restrictions
- 4 Tap Allowed Apps (you may need to toggle this to 'on' at the top)
- 5 Enable or disable the apps you wish to appear (or disappear) on your child's device

How to Restrict Game Centre

- 1 Open Settings
- 2 Tap Screen Time
- 3 Tap Content & Privacy Restrictions
- 4 Tap Content Restrictions (you may need to switch the toggle at the top to the 'on' position)
- 5 Scroll down to Game Centre
- 6 Choose between Allow, Don't Allow, or Allow with Friends Only in the settings for each feature

How to Restrict iTunes & App Store Purchases

- 1 Open Settings
- 2 Tap Screen Time
- 3 Tap Content & Privacy Restrictions
- 4 Tap iTunes & App Store Purchases
- 5 Select Allow or Don't Allow for each feature (you can also lock these settings with a password)

What Parents and Carers Need to Know about SOCIAL BOTS

WHAT ARE SOCIAL BOTS?

Bots are computer-generated accounts which sit on social media, masquerading as humans. While many are harmless or even have good intentions, others are designed to extort, sell products, spread propaganda or bully human users. Bots – short for ‘robots’, of course – are often confused with state-funded troll accounts; the two can be difficult to tell apart. However, if the results are the same, then both should be treated similarly.

KNOWING THE RISKS ...

ASTROTURFING

Propaganda and conspiracy theories are usually niche interests on social media. But with an army of thousands of bots amplifying posts through retweets and shares, people can make their messages travel further and appear to reflect mainstream opinion. Known as ‘astroturfing’, this can make children more susceptible to questionable beliefs.

CYBERBULLYING

Bots can be set to hunt for certain search terms or opinions and then automatically reply aggressively to anybody who uses them in a message. This means that if your child posts something that whoever programmed the bot doesn’t like, they may be deluged with angry messages from fake accounts – which can be overwhelming and comparable to cyberbullying.

EXTORTION

Criminals use bots to trap users into sextortion or online blackmail scams. The bot cultivates a flirtatious online relationship with the victim, then persuades them into a video chat during which they are tricked into posing inappropriately or carrying out a sexual act. This footage is recorded, and threats are then made to release it to the victim’s friends and family unless money is paid.

SHADY SELLING

Bots are often used for illicit advertising – that is, they spam social media platforms with links to commercial websites. Additionally, some unscrupulous influencers have been found to use bots to artificially inflate their number of followers and the engagement with their account – making them seem more popular and therefore able to charge companies more to work with them.

SPOTTING THE SIGNS ...

BEWARE PROLIFIC POSTING

Bots post a superhuman amount of content. A visit to their profile usually proves they’re responding to people far faster than a human could. Check their join date and number of followers. If the account has been around for ages and still doesn’t have any friends, it probably isn’t a real person. A brand-new page is also a red flag.

NOTICE Odd USERNAMES

Finding a social media username that isn’t taken can be difficult. People often end up with their name and some numbers – but not the way bots do it. A username like johnsmith5273 is either a sign of a random number generator or a site offering an unwieldy alternative because the preferred name is taken, which isn’t something most humans would accept.

VERIFY PROFILE PICS

Check a user’s authenticity by investigating their profile picture: bots obviously don’t have faces, so they tend to skim publicly available photos to try to fool people. Put suspicious pics through a reverse-image search like TinEye – you might find they actually belong to someone else or are stock images.

CHECK THE CONTENT

Bots can’t think for themselves and usually just exist to amplify somebody else’s message. Try copying and pasting the text into the search function on Twitter, for example, and see if it’s being said anywhere else. If a lot of similar-looking accounts are saying the same thing, you’re probably looking at a bot army.

Advice for Parents & Carers

SPOT THE BOTS

Forewarned is forearmed, so if your children aren’t that familiar with the world of bots yet, explain what to look for using the tips in this guide. At the moment, most bots still aren’t that sophisticated – so finding accounts which are designed purely to troll people or spread misinformation isn’t hugely difficult, even for an untrained eye.

BLOCK AND MOVE ON

Your child isn’t obliged to be friends with anyone online, bot or not. Pretty much every social media app has a block button, and you should encourage your child to use it whenever something or someone is making their digital lives less than pleasant. If everyone blocked malicious bots rather than engaging them, they wouldn’t pose a problem.

BE SUSPICIOUS

While many people have made lifelong friends over the internet, it’s important not to be too trusting. Random strangers adding you on Facebook could well be bots, so do some background checks: do they have any mutual friends? Is it a new account? Even if everything seems fine, encourage your child to be cautious: warn them of potential risks.

Meet Our Expert

Alan Martin is an experienced technology journalist and the former deputy editor of technology and internet culture website Alphr. Now freelance, he has contributed articles to publications including the *New Statesman*, CNET, the *Evening Standard*, *Wired*, *Rock Paper Shotgun*, *Gizmodo*, *Pocket Gamer*, *Stuff*, *T3*, *PC Pro*, *Macworld*, *TechRadar* and *Trusted Reviews*.



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10 Top Tips for Respect Online: INSPIRING CHILDREN TO BUILD A BETTER DIGITAL WORLD

Our ability to communicate with anyone in the world, at any time, via the internet has grown at breakneck speed. For teachers and parents, it can feel impossible to keep up. Worrying about our young people is understandable, and not unjustified: in 2020, for example, one in five 10- to 15-year-olds experienced bullying online. Our tips highlight ways that adults can support young people's positive online behaviours: by adopting and following 'netiquette', we can show them how to avoid getting into difficulty as they learn to negotiate the continually evolving digital landscape.

WHAT IS NETIQUETTE?

Just like etiquette is a set of rules which guides and governs our interactions with others in everyday life, netiquette – etiquette on the net – is the framework which helps inform how we communicate with people online. The rules of engagement often aren't the same as a face-to-face meeting, so it's important that we can accurately 'read' situations in the digital world and know how to act appropriately.

1 ACCEPT DIFFERENT RULES

A lot of our interaction with others is helped by non-verbal signals like body language and facial expressions. Online, of course, many of these clues are missing. Talk to your child about why this makes misunderstandings more likely to occur in the digital world and why keeping in mind that online communication is a very different process can help to prevent difficulties from arising.

2 PRESS 'PAUSE'

It's so easy to do things quickly online that most people (adults included) habitually send or respond to messages without considering the consequences. Pushing 'the pause button' buys a young person some time while they ponder the golden rule: "Would I still say this if the other person was right front of me?" You could practise this with your child on some made-up tricky situations.

3 THE INTERNET IS ADDICTIVE

Apps and sites use sophisticated algorithms and clever marketing to keep us engaged, while notifications to our devices are designed to draw us back in. It's no wonder that people continually return to the digital world, sometimes spending long periods of time there. You and your child could trial turning off notifications on certain apps and instead agree a time to check for updates manually.

4 BEWARE THE DARK SIDE

Getting a hurtful or unhelpful comment on social media or in a group chat can make the recipient feel publicly shamed. That's painful for anyone – but especially for a young person whose status in a group is integral to their sense of identity. Encourage your child to think about the best and safest way to send a message: for example, doing it as a private message rather than a public post.

5 HARMFUL INTERACTIONS

Unfortunately, it's very easy to send a hurtful message or to spread gossip and rumours online. We all know this happens regularly. Not having to deal with actually seeing the other person's distress usually doesn't help people to make a positive decision in the moment. It's important that trusted adults help children to visualise the potential consequences and have empathy for others.

6 APPRECIATE DIFFERENCES

We're all built differently; some people are simply more emotionally sensitive than others. Young people can be particularly affected by negative online communication, such as group shaming. Even a single message (which might seem trivial at face value) can cause deep anguish. Trusted adults should be prepared to be patient and listen to any difficulties their child might have had online.

7 ACCENTUATED ANXIETY

Young people's online lives create a lot of anxiety. Messages go into a 'black hole' until someone responds, there are more reasons to compare ourselves negatively, and social media can make us feel like we're missing out. Encourage activities such as sports and hobbies to balance this out, and remember that merely blocking out thoughts (by gaming, for instance) isn't the same as relaxation.

8 PRO-SOCIAL BEHAVIOUR

A huge positive for the internet is how it helps people to feel connected and makes being kind and helpful easy to spread. When young people get involved in pro-social behaviours online, it creates a positive feedback loop which makes them feel good. Show your child examples of when you've done or said something positive online, and praise and encourage them when they do the same.

9 BE A GOOD ROLE MODEL

One of the best things we can do as trusted adults is to role model positive online behaviour. Just letting your child see that you know when it's time to put your phone away and do something more productive can set a strong example. Some families set aside particular times of the week (such as mealtimes or a family walk) where digital devices aren't allowed and conversation takes precedence.

10 SHOW COMPASSION

Mistakes can feel much bigger online, because they're so public. If a young person does or says something regrettable on the internet, it's important to support them to forgive themselves, learn any lessons and move forward positively. Even as adults, we can often stumble when learning how things work in the fast-moving digital world, so it's important to have compassion for ourselves, too.

Meet Our Expert

Dr Carole Francis-Smith is an experienced counselling psychologist who, through her research, specialises in promoting safe and ethical online communications. She consults with businesses and organisations to support positive and effective communication online, often by considering some of the more hidden aspects of the mediums.



Source: <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/onlinebullyinginenglandandwales/yearendingmarch2020>
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