



Parenting in the Digital Age

Confident Digital Parenting

WHO

<p>Contact: Who are children talking to or who might they be contacted by?</p>	<p>Confident Parenting Response</p>	<p>Technical Tools Available to support the approach</p>	<p>Reporting Response</p>
<p>Commercial</p> <p>Children may see adverts on sites they visit regularly, they may experience in-app sales or receive 'spam' marketing emails.</p>	<p>It is impossible for parents to protect their children from the commercial world.</p> <p>However, there are things a confident parent can do.</p> <p>A confident parent will:</p> <ul style="list-style-type: none"> • Explain the marketing techniques companies use including in-app purchases, data capture and advertorials. • Report adverts that cause concern. • Encourage children to use their correct date of birth so they receive age appropriate advertising. • Send STOP texts to services that are sending unsolicited texts to your child. • Encourage their children not to sign up for commercial newsletters. 	<ul style="list-style-type: none"> • The Family Safety filter on Windows 8 and 10 allows parents to view what their child has seen. • Tools like Vodafone Guardian App can limit access to unwanted content. • Opt out tools are available for commercial newsletters. • Turn off in-app purchasing on phones. 	<p>The Advertising Standards Authority regulates marketing on companies' own websites and in other space they control like social networking sites such as Twitter and Facebook, ads via text messaging and online behavioural advertising. All advertisers should stick to the rules laid down in the Advertising Codes. Parents who are concerned that an ad is misleading, harmful, offensive or inappropriate can make a complaint at www.asa.org.uk</p> <p>Parents who have concerns about the rules in place in other media to protect children should also visit ParentPort www.parentport.org.uk a website that's designed to make it easier for parents to understand the standards that businesses and organisations have to follow. Some service providers make it easy for parents to complain, others don't. If an ad is directed at children it should abide by the advertising rules.</p> <p>All services which make a premium rate charge to a phone bill, whether by premium rate text or direct premium rate billing, are regulated by PhonepayPlus. Consumers can find out more, or register a complaint, at payphoneplus.org.uk</p>

WHO

<p>Contact: Who are children talking to or who might they be contacted by?</p>	<p>Confident Parenting Response</p>	<p>Technical Tools Available to support the approach</p>	<p>Reporting Response</p>
<p>Aggressive</p> <p>Children may experience bullying or online stalking.</p>	<p>Aggressive behaviour towards a child is never something a parent should ignore.</p> <p>A confident parent will:</p> <ul style="list-style-type: none"> • Reassure their child that they have heard and understood their worries and will take appropriate action. • Give support without disempowering their child. • Take appropriate steps to involve other parties. • Know when to remove responsibility from the child and step in to take action. 	<ul style="list-style-type: none"> • Reporting tools on social networks, including social reporting and reporting to site moderation services. • Blocking tools enable users to block perpetrators. • Screen shots - many devices enable users to capture a screen shot to preserve evidence. • Change telephone numbers or pins on mobile phones. 	<p>Service providers including internet service providers, mobile phone companies, social networking sites or websites.</p> <p>A list on how to report to the most popular social media sites with contact details can be found at www.thinkuknow.co.uk/14_plus/help/Contact-social-sites</p> <p>Parents should talk to their local police in extreme cases.</p> <p>Parents should inform and involve schools.</p> <p>Seek information and guidance from the National Stalking Helpline stalkinghelpline.org</p> <p>More information and guidance on bullying can be obtained from antibullyingpro.com</p>

WHO

<p>Contact: Who are children talking to or who might they be contacted by?</p>	<p>Confident Parenting Response</p>	<p>Technical Tools Available to support the approach</p>	<p>Reporting Response</p>
<p>Sexual</p> <p>Children may use sites that facilitate or encourage online contact, including acceptable contact (making new friends who they only know online) as well as potentially risky contact such as flirting online or chatting to strangers.</p>	<p>Children naturally want to explore their developing sexuality and technology gives them a further tool to do so. Parents need to understand when and how to step in and how to encourage appropriate non-risk taking exploration and behaviour.</p> <p>A confident parent will:</p> <ul style="list-style-type: none"> • Familiarise themselves with the sites and behaviours that can be risky. • Understand the need to talk to children about issues like flirting online and sharing photos. • Get to know their child's online friends as they would their offline friends - find out where they met and what they talk about. • Learn about the different sites that facilitate contact with strangers. • Agree family rules about meeting people online. • Make sure children know what to do if they have a worrying experience and that they understand the risks. 	<ul style="list-style-type: none"> • Parental controls on their phone. • Blocks on certain hardware e.g. turning off web cams on phones and computers. • Site moderation including human and technical. • Parental controls on games consoles. • Block tools control who children talk to on services such as WhatsApp and KIK. 	<p>If a parent is concerned that their child has been inappropriately contacted by an adult online - this maybe sexual chat, being asked to do something that makes them feel uncomfortable or wishing to meet their child offline - they should report it to CEOP www.ceop.police.uk/safety-centre</p> <p>A list on how to report to the most popular social media sites with contact details can be found at www.thinkuknow.co.uk/14_plus/help/Contact-social-sites</p> <p>Please note - many sites do now allow parents to report on behalf of their children; for those that don't, parents can work with their children to submit reports.</p>

WHAT

<p>Conduct: What are they doing online and what sort of behaviour are they engaging in?</p>	<p>Confident Parenting Response</p>	<p>Technical Tools Available to support the approach</p>	<p>Reporting Response</p>
<p>Commercial</p> <p>Children may download something illegal or hack into someone else's account. They may spend money, gamble or get involved in online financial scams.</p>	<p>Children are online shoppers just like adults. However, unlike adults, they might find it more difficult to identify scams. They may also purchase things online that would be age restricted in the offline world, such as knives or alcohol. They may also download illegal content - like film and music from pirate sites.</p> <p>A confident parent will:</p> <ul style="list-style-type: none"> • Make sure their children understand which content is legal and which is illegal. • Agree what they can buy online and what they can't. • Agree budgets for their children - perhaps allowing online pocket money. • Use parental controls to limit accidental purchases such as in-app purchases. • Explore why their children are engaging in this type of behaviour and reiterate it is not acceptable. 	<ul style="list-style-type: none"> • Turning off in-app purchases on phones and tablets. • Strong and private passwords. • Separate user accounts so children cannot access sites that have parents' credit cards details stored. 	<p>Reputable sites such as Amazon and eBay have effective returns procedures.</p> <p>Report to the service provider as they will be able to offer support to those affected.</p> <p>Sites that provide gambling services ought to be taking steps to prevent children from accessing their services.</p> <p>Parents should contact services like iTunes and Google Play if their child has run up a huge bill.</p> <p>Information on services paid for through the phone and tips on avoiding big bills can be obtained from phonepayplus.org.uk</p>

WHAT

<p>Conduct: What are they doing online and what sort of behaviour are they engaging in?</p>	<p>Confident Parenting Response</p>	<p>Technical Tools Available to support the approach</p>	<p>Reporting Response</p>
<p>Aggressive</p> <p>Children may get involved in bullying or harassing another young person/adult.</p>	<p>Children and young people often behave differently in the online world. There are many reasons for this - from young people thinking it is 'just funny', to a lack of empathy for people online, or peer pressure and following an online crowd. Whatever the reasons this is something parents should be aware of and take steps to tackle.</p> <p>A confident parent will:</p> <ul style="list-style-type: none"> • Make sure their children understand how to manage friendships online. • Ask about the content of messages that their child sees and messages they post. • Set clear boundaries for what is and isn't acceptable. • Understand 'trolling' and bad online behaviour. • Talk to their children about the sites they are using, especially ones like Twitter and YouTube, that facilitate and encourage public comment and discussion. 	<ul style="list-style-type: none"> • Blocking tools on phones and websites. • Safety mode on YouTube. • Privacy settings on social networking sites and photo sharing websites. • The Family Safety filter on Windows 8 and 10 allows parents to see the types of services and websites that children have visited. 	<p>Schools should be made aware if children are bullying other children.</p> <p>A list on how to report to the most popular social media sites with contact details can be found at www.thinkuknow.co.uk/14_plus/help/Contact-social-sites</p> <p>For extreme issues the police should be contacted.</p> <p>More information and guidance on bullying can be found at antibullyingpro.com</p>

WHAT

<p>Conduct: What are they doing online and what sort of behaviour are they engaging in?</p>	<p>Confident Parenting Response</p>	<p>Technical Tools Available to support the approach</p>	<p>Reporting Response</p>
<p>Sexual</p> <p>Children may create, upload and share inappropriate/illegal content/videos/images</p>	<p>Children and young people are naturally experimental and can easily get involved in sharing inappropriate content. They can be coerced, or share content willingly and can pass images on from a third party. Children can also be unaware that they are sharing images, especially if their computer has a built in webcam. This behaviour can put children at risk.</p> <p>A confident parent will:</p> <ul style="list-style-type: none"> • Make sure their children understand the possible consequences of sharing inappropriate images – however innocent their intentions. • Make sure their children know that they can talk to their parents if they do find themselves being coerced into behaviour they are uncomfortable with. • Decide whether placing restrictions on their children’s devices is an appropriate response given their children’s age and maturity. • Make sure their children know that sharing sexual images of children is illegal. 	<ul style="list-style-type: none"> • Turn off web cams and cameras on computers and phones. • Impose restrictions to certain websites. • Time restrictions can be set across a range of devices. • Parental controls can be put in place across a range of devices. • Filters or monitoring software can be set up across a range of devices. 	<p>Criminal images can be reported to www.iwf.org.uk</p> <p>The IWF works with the online industry to remove three types of criminal online content.</p> <p>These are:</p> <p>Child sexual abuse images hosted anywhere in the world; Criminally obscene adult content when it’s hosted in the UK. This is because this law is UK specific and doesn’t apply to other countries;</p> <p>Non-photographic child sexual abuse images or videos when hosted in the UK. This refers to computer-generated or cartoon imagery. Again this law is specific to the UK. Reports to the IWF are confidential and can be made anonymously.</p> <p>If a parent is concerned that their child has been inappropriately contacted by an adult online - this maybe sexual chat, being asked to do something that makes them feel uncomfortable or wishing to meet their child offline - they should report it to CEOP</p> <p>www.ceop.police.uk/safety-centre</p> <p>For extreme issues the police should be contacted. Websites such as YouTube and Facebook have reporting systems for inappropriate images.</p>

WHERE

<p>Content: Where are children going online?</p>	<p>Confident Parenting Response</p>	<p>Technical Tools Available to support the approach</p>	<p>Reporting Response</p>
<p>Commercial</p> <p>Children may be visiting websites that are unsuitable for their age or being exposed to inappropriate marketing/adverts/spam</p>	<p>Children are natural early adopters and are adept at finding ways around boundaries or restrictions. This can lead them to websites that are not age appropriate, which can include them using proxy servers to work around filters to access sites recommended by friends.</p> <p>A confident parent will:</p> <ul style="list-style-type: none"> • Know which sites their children are visiting. • Have some knowledge of the current popular sites and visit them to ensure they are suitable. • Talk to their children about where they go online and what they see. • Recognise that parental controls are not a complete solution. • Decide what sort of tools are age appropriate for their family. • Check the terms and conditions and privacy information on websites. • Make sure they know who is collecting their child's personal data and what they can do with it. 	<ul style="list-style-type: none"> • Use parental controls to restrict access to age appropriate content. • Parents should ensure that their children visit age appropriate websites. • Check age restrictions on apps. • Opt out of newsletters and additional information via texts and phone calls. 	<p>ParentPort is a portal which brings together all of the media regulators and allows parents to complain about online content to the appropriate regulator www.parentport.org.uk</p> <p>Report to the provider and ask them to remove the content. Parents should be prepared to complain and quote back terms and conditions in order to get content removed.</p> <p>The Information Commissioner's website offers advice and support www.ico.org.uk</p>

WHERE

<p>Content: Where are children going online?</p>	<p>Confident Parenting Response</p>	<p>Technical Tools Available to support the approach</p>	<p>Reporting Response</p>
<p>Aggressive</p> <p>Children may come across violent or hateful content</p>	<p>Children can come across violent or hateful sites online. These can be stumbled across by accident or as a result of searching.</p> <p>A confident parent will:</p> <ul style="list-style-type: none"> • Talk to their child about the kinds of things that they may see online and encourage them to talk about anything they see that upsets them. • Discuss how they might evaluate what they see. • Encourage them to report content that is hateful or violent. • Reassure them if they have been upset or affected by content they have seen. • Make age appropriate decisions about the use of filtering and blocking tools. 	<ul style="list-style-type: none"> • Set parental controls on a range of devices. • Use Google SafeSearch to filter out content. • Set YouTube Safety Mode to help to filter out content. 	<p>True Vision is a police funded website designed to provide you with information about Hate Crime. You can also report all forms of hate crime - homophobic, transphobic, race, religion and disability on the site: www.report-it.org.uk</p> <p>Report hateful content to service providers.</p> <p>Parents should talk to their child's school.</p> <p>In extreme cases the police should be informed.</p>

WHERE

<p>Content: Where are children going online?</p>	<p>Confident Parenting Response</p>	<p>Technical Tools Available to support the approach</p>	<p>Reporting Response</p>
<p>Sexual</p> <p>Children may access age inappropriate sexual content such as porn sites, or come across illicit material.</p>	<p>Children may access porn on their mobile phones or on computers. They may see images or films that are inappropriate.</p> <p>A confident parent will:</p> <ul style="list-style-type: none"> • Be prepared to have open and frank conversations with their children about sex. • Talk about how pornography affects children with other parents. • Recognise that children are curious about sex and may search for information and images. • Encourage children to put off looking at sexual material until they are at an appropriate age. • Children can be disturbed by online material - parents should talk to them and reassure them that what they have seen doesn't necessarily reflect real sexual experiences. • Recognise that it may be part of their sexual development to view this type of content. • Encourage them to report things that are harmful or potentially illegal. 	<ul style="list-style-type: none"> • Use parental controls on laptops/PC's and tablets. • Set Google SafeSearch this will filter out the majority of explicit material. • Use the parental controls on mobile phones to block content. 	<p>Criminal images can be reported to www.iwf.org.uk</p> <p>The IWF works with the online industry to remove three types of criminal online content. These are:</p> <p>Child sexual abuse images hosted anywhere in the world; Criminally obscene adult content when it's hosted in the UK. This is because this law is UK specific and doesn't apply to other countries; Non-photographic child sexual abuse images or videos when hosted in the UK. This refers to computer generated or cartoon imagery. Again this law is specific to the UK.</p> <p>Reports to the IWF are confidential and can be made anonymously. Report overly sexualised content to relevant service providers.</p> <p>Talk to their child's school about how their children are being educated about sex. Use flagging and reporting tools on websites.</p>