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Online Safety Information for Parents

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National Online Safety

At National Online Safety we believe in empowering parents, carers and trusted adults with the information they need to hold an informed conversation about online safety with their children, should they feel it is needed. This guide focuses on one issue of many which we believe trusted adults should be aware of. Please visit www.nationalonlinesafety.com for further guides, hints and tips for adults.

ONLINE CONTENT
10 tips to keep your children safe online

The internet has transformed the ability to access content. Many apps that children use are dependent on user-generated content which can encourage freedom of expression, imagination and creativity. However, due to the sheer volume uploaded every day, it can be difficult for platforms to regulate and moderate everything, which means that disturbing or distressing images, videos or audio clips can slip through the net. That's why we've created this guide to provide parents and carers with some useful tips on keeping children safe online.
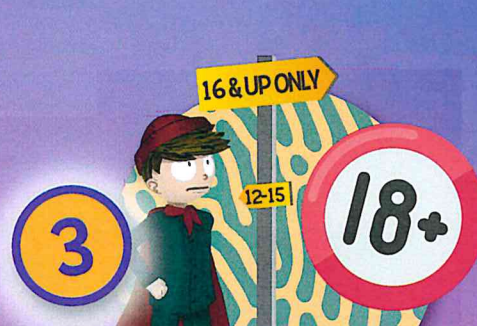
1
MONITOR VIEWING HABITS
Whilst most apps have moderation tools, inappropriate content can still slip through the net.

2
CHECK ONLINE CONTENT
Understand what's being shared or what seems to be 'trending' at the moment.

3
CHECK AGE-RATINGS
Make sure they are old enough to use the app and meet the recommended age-limit.

4
CHANGE PRIVACY SETTINGS
Make accounts private and set content filters and parental controls where possible.

5
SPEND TIME ON THE APP
Get used to how apps work, what content is available and what your child likes to watch.

6
LET CHILDREN KNOW YOU'RE THERE
Ensure they know that there is support and advice available to them if they need it.

7
ENCOURAGE CRITICAL THINKING
Talk about what people might post online and why some posts could cause distress.

8
LEARN HOW TO REPORT & BLOCK
Always make sure that children know how to use the reporting tools on social media apps.

9
KEEP AN OPEN DIALOGUE
If a child sees distressing material online; listen to their concerns, empathise and offer reassurance.

10
SEEK FURTHER SUPPORT
If a child has been affected by something they've seen online, seek support from your school's safeguarding lead.

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Gaming & Gambling

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What you need to know about...
GAMING STREAMERS & INFLUENCERS

What are they?

'Gaming Streamers & Influencers'

Streamers are people who stream themselves gaming, drawing, making things etc. for people to watch on the internet. Usually this will be done live, and others are able to chat with them in real time while they do so. Influencers are social media stars who hold influence over the people that follow them, like a kind of trend-setter or taste-maker, who companies often pay to promote their products. A streamer could also be considered an influencer in their chosen area.

JADAGAMING

LIVE

Know the Risks

Adult Content

Many streamers use platforms such as Twitch or YouTube to broadcast themselves. YouTube for example, is only for ages 13+ (YouTube kids is for under 13s) and may contain a lot of other adult content. Streamers themselves, may be unsuitable for younger audiences with the kind of content they make, and with many opting to stream live, anything can – and does – happen.

Authenticity Risk

A lot of streamers will have some kind of sponsorship deal in place with a company trying to sell their products to an audience. When the audience is mostly younger viewers, they may not realise that streamers are getting paid to promote a product and may not necessarily have their best interests in mind.

BULLY
HATE

Bullying and hate

While some streamers do employ moderators to try and combat hateful comments or bullying in their comments sections, they can still be very hectic. Hateful language is quite common, and people looking to groom children or engage in online bullying behaviour, could frequent the live chats.

Subscriptions

Streamers also make money through subscriptions on websites like Twitch, where fans will donate them a small amount as little or as often as they like. Called 'bits', they can be bought in bundles of varying prices which can be gifted to streamers via 'cheers'. Children could buy these 'bits' in large amounts without realising what they're doing, leaving a big bill behind.

Safety Tips

Discuss what's real online

Be sure to teach kids the difference between what's real and honest, or fake and untrustworthy online. Photoshopping fake images and videos and bragging about themselves online is unfortunately quite commonplace so it is difficult to tell what is real or fake. People with large followings can be promoting unhealthy or unattainable lifestyles to children to boost their own online influence.

Use filters

There are filters that can be put in place to block out a lot of adult content on streaming sites. Just make sure you have access to children's accounts so you can set the parameters and keep track of what they're seeing yourself. Usually, parental controls will be located in the settings portion of an account's menu.

Check age settings

Both YouTube and Twitch state that they are not suitable for children under 13 years old, but other sites might be different. YouTube Kids, for example, is for ages 13 and under, and offers much of the same kid-friendly content that YouTube does without the risk of running into something improper.

Affiliate links

Keep an eye out for affiliate links in social media posts and tags like #ad. UK influencers have to follow the CAP Code for advertising standards, but many don't. It can be hard to tell who is working through legitimate channels because it's almost impossible to regulate. Many streamers encourage fans to buy merchandise through online shops and stores.

Action & Support

Name check streamers

If your child has begun showing an interest in a streamer or influencer, check their names on Google. Some popular streamers have been discovered flouting industry regulations and using their young audiences to enhance their personal wealth through scams whilst others may swear on streams or promote drinking, substance abuse or links to gambling sites they operate to their young audiences.

Talk to your child

Initiate an open dialogue with your child about the kind of content they're consuming online. Ask about their favourite streamers and whether they like their personalities or the games they play and the community they have. Also remind them about what they should and shouldn't be sharing about themselves online and that just because social media stars do it, it can also be damaging.

Block and report

If you suspect a streamer might be taking advantage of their audience, or worse grooming children in any way, and have irrefutable evidence, do not hesitate to block and report them. First, block your child from being able to view their content and alert other parents to your concerns. Go immediately to the police or local authorities with the evidence of what you've seen.

Our Expert
Mark Foster

Mark Foster has worked in the gaming industry for 5 years as a writer, editor and presenter. He is the current gaming editor of two of the biggest gaming news sites in the world, UNILAD Gaming and GAMINGbible. Starting gaming from a young age with his siblings, he has a passion for understanding how games and tech work, but more importantly, how to make them safe and fun.

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14 WAYS TO BE KIND ONLINE

Showing kindness online can mean so much to someone else. It is a choice we can all make that helps others, puts people's needs before our own and which can generate feelings of empathy and compassion. Small gestures can have a large impact and often one act of kindness can lead to more, making the world a happier and more positive place. That's why we've created this guide to suggest a few simple 'acts of kindness online' that can benefit people's mental health, support their wellbeing and encourage a more positive approach to engaging online.

1. BE POSITIVE
Post about things that make you happy and that you're thankful for. It could brighten up someone else's day.

2. OFFER TO HELP
Sometimes a friend or family member might post a question online or ask for help with something they can't do themselves. If you know the answer or are able to offer help, provide support and send a response. Something that may be easy for you might be difficult for someone else.

3. SHOW APPRECIATION TO OTHERS
If somebody you know has done something good or shown kindness themselves, thank them for it. It costs nothing and showing them that you appreciate it means so much.

4. SHARE FUNNY VIDEOS OR IMAGES WITH FRIENDS & FAMILY
We often come across funny videos or images online that make us laugh and then we move on. If you found it funny, your friends and family might too. It could help someone smile who may be having a bad day.

5. LIKE, LOVE & CELEBRATE
If somebody posts something that you like on social media, like it, love it or celebrate it! It's a small gesture but could mean a lot.

6. VIDEO CALL YOUR FRIENDS & FAMILY
It can be easy to be consumed by daily routine. Using apps like Zoom, FaceTime or WhatsApp are great for connecting with others far away and shows you're thinking of them even though you can't physically meet them in person.

7. TELL SOMEONE YOU'RE THINKING OF THEM
We can't always tell how people are feeling online and just dropping somebody a message to ask if they're ok or that you're thinking of them could literally make their day.

8. SHARE POSITIVE POSTS
If you see something online that inspires you, share it with people you know. An inspirational quote, a beautiful photo or a motivational video can lift spirits, improve self-esteem and help make people feel better about themselves.

9. HOST AN ONLINE QUIZ
Video conferencing apps are a great way to get friends and family together. If you know someone who is feeling lonely, host an online quiz and invite them to join in. It could really cheer them up.

10. THINK BEFORE YOU COMMENT
Sometimes thinking before you act can be just as significant as acting in the first place. Showing thought before you comment could stop you posting something hurtful, offensive or negative. It's always better to post positively or post nothing at all.

11. BE COMPASSIONATE & UNDERSTANDING
Being empathetic towards others and their situation is often an act of kindness and selflessness that gets overlooked. If you notice someone who is upset, drop them a message and offer to listen.

12. CONNECT FRIENDS & FAMILY WITH SIMILAR INTERESTS
You may know two people amongst your friends and family who you trust and know well who have similar interests and likes. Introducing them can be a great way for them to make new friends but remember to always ask their permission first.

13. RECOMMEND SOMETHING YOU ENJOY DOING TO OTHERS
If you enjoy doing something online, such as playing a game, or if you've found a great learning resource, share it with others. Even if you've watched a good film, letting others know can be an act of generosity that brings them excitement or pleasure at a time when they might need it the most.

14. PRAISE OTHERS FOR THEIR ACHIEVEMENTS
Sometimes your friends or family might post something online that they're proud to have done. It might be an exam they've passed, learning a new skill or just completing a task. Either way, it's always kind to recognise hard work and effort through praise and celebration.

Meet our expert
This guide has been written by Anna Bateman. Anna is passionate about placing prevention at the heart of every school, integrating mental wellbeing within the curriculum, school culture and systems. She is also a member of the advisory group for the Department for Education, advising them on their mental health green paper.

What parents need to know about
INSTAGRAM

AGE RESTRICTION 13+ Anyone over the age of 13 can create an account

📍 LOCATION

#HASHTAG

Instagram is a hugely popular social networking app with over 1 billion users worldwide. The app, which is accessible on iOS and Android devices, allows users to upload images and videos to their feed, create interactive 'stories', exchange private messages or search, explore and follow other accounts they like. Images and videos can be transformed with an array of filters to edit the shot before sharing and anyone with an account can see others' online 'galleries' if their account is not private. To make posts easier to find, users can include searchable hashtags and captions to their uploads. That's why we've created this guide to help parents and carers understand exactly what Instagram is about.

HOOKED ON SCROLLING

Many social media platforms, Instagram included, have been designed in a way to keep us engaged on them for as long as possible. Behavioural economist, Nir Eyal, calls this the 'Hook Model' and the Instagram feed is a great example of this. Children and adults may find themselves scrolling to try and get a 'dopamine release'. Scrolling may become addictive and it can be difficult to stop until children find that 'something' they are looking for, quickly losing track of time as they get deeper into their Instagram feed.

SLIDING INTO DMS

Direct messages (or DMs) on Instagram allow users to share posts, images, videos, voice messages and calls between each other privately (or in a private group). Even if your child's account is set to private, anybody has the option to message them and send them content. If the person is not on your child's friends list, the message will still be sent to their inbox but the user has to accept their request to see the message.

INFLUENCER CULTURE

Influencers are sometimes paid thousands of pounds to promote a product, service, app and much more on social media. When celebrities or influencers post such an advert, they should add a disclaimer in the post which states that they have been paid for it. Commonly, this is well-hidden in the hashtags or in the comments of their post, making it unclear that their photo/video is actually an advert. This can be very misleading to young people who may be influenced into buying/wanting something promoted by somebody they admire, creating a false sense of reality and potentially affecting their mental health and wellbeing.

IMPACT ON WELLBEING

In a report by the RSPH, Instagram was ranked the worst for young people's mental health. Using filters on photos on Instagram can set unrealistic expectations and create feelings of inadequacy. Children may strive for more 'likes' by using realistically edited photos. Judging themselves against other users on the app might threaten their confidence or self-worth. In early 2019, Instagram banned images of self-harm and suicide, following the suicide of 14-year-old Molly Russell, who had reportedly been looking at such material on the platform. They since extended the ban to include drawings, cartoons and memes.

LIVE STREAMING TO STRANGERS
REC   REC

Live streaming on Instagram allows users to connect with friends and followers in real-time and comment on videos during broadcast. If your child's account is private, only their approved followers can see their story. It's important to note they may have accepted a friend request from someone they don't know, which means they could be live streaming to strangers. Children also risk sharing content they later regret, which could be re-shared online for years to come. Public accounts allow anybody to view, so we suggest your child blocks followers they don't know. In early 2019, data gathered by the NSPCC found that sex offenders were grooming children on Instagram more than on any other online platform.

IN-APP PAYMENTS

Instagram allows payments for products directly through the app. It operates under the same rules as Facebook Payments, which state that if you are under the age of 18, you can only use this feature with the involvement of a parent or guardian.

EXPOSING LOCATION

Public locations can be added to a user's photos/videos and also to their stories. While this may seem like a good idea at the time, it can expose the location of your child. This is particularly more of a risk if it is on their story, as it is real time. A photo which includes landmarks in the area, their school uniform, street name, house and even tagging in the location of the photo uploaded to Instagram can expose the child's location, making it easy to locate them. If their account is public, anyone can access their account and see their location.

HIJACKED HASHTAGS

Hashtags are an integral part of how Instagram works, but they can come with risks. One person may use a seemingly innocent hashtag with one particular thing in mind, and before you know it hundreds of people could be using the same hashtag for something inappropriate or dangerous that your child shouldn't be exposed to.

IGTV

Instagram TV (IGTV) works similar to YouTube. Users can watch videos from favourite accounts on the platform or create their own channel and post their own videos. It's important to note anyone can create an Instagram TV channel and doesn't have to be friends with a person to follow an account and watch their videos. In 2018 Instagram apologised and removed some of its TV content which featured sexually suggestive imagery of children. As the feature may encourage spending more time using the app, it's important to set time limits to avoid children's sleep or education being disturbed.

@MENTION

Top Tips for Parents & Carers

RESTRICT DIRECT MESSAGES

If your child receives a message from somebody they do not know, encourage them not to accept their message request and 'block' this person; this is the only way to stop them messaging your child again. Children can also 'tap and hold' the individual message to report it directly to Instagram as well as reporting the account itself.

LOOK OUT FOR #ADS

In 2019, the UK's Competition and Markets Authority launched an investigation into celebrities who were posting adverts on social media and not declaring that they were paid for. Influencers must clearly state that they have been paid for their posts, for example using a hashtag like #ad or #sponsored. Teach your child to look out for the signs of a paid post/advert and discuss with them that not everything they see from celebrities is their personal choice and opinion.

MANAGE NEGATIVE INTERACTIONS

If your child is receiving unwanted or negative comments, they can block that account so that they can't interact with them. This stops them seeing and commenting on their posts, stories and live broadcasts. In addition, your child can instantly delete unwanted comments from their posts, turn them off completely and control who can tag and mention them in comments, captions or stories, from everyone, only people they follow, or no one at all.

MANAGE DIGITAL WELLBEING

Instagram now has an in-built activity dashboard that allows users to monitor and control how much time they spend on the app. Users can add a 'daily reminder' to set a limit on how much time they want to spend on Instagram, prompting them to consider if its been too long. In addition, once users have caught up with all the previous posts since they last logged on, they'll receive a 'You've completely caught up' message. Both features can help you have a conversation with your child about how much time they are spending on the app and to set healthy time limits.

PROTECT PERSONAL INFORMATION

Your child may unknowingly give away personal information on their profile or in their live streams. Talk to them about what their personal information is and make sure that they do not disclose anything, including their location, to anyone during a livestream, comment, direct message or any other tool for communication on the platform, even to their friends.

USE A PRIVATE ACCOUNT

By default, any image or video your child uploads to Instagram is visible to anyone. A private account means that you have to approve a request if somebody wants to follow you and only people you approve will see your posts and videos. Children should also use a secure password and enable a two-factor authentication to add an extra layer of security to their account.

FILTER INAPPROPRIATE COMMENTS

Instagram has an 'anti-bullying' filter, which hides comments relating to a person's appearance or character, as well as threats to a person's wellbeing or health. The filter will also alert Instagram to repeated problems so that they can take action against the user if necessary. This is an automatic filter, which should always be enabled. Children can also report abusive behaviour or inappropriate/offensive material directly to Instagram from the app. This includes posts, comments and accounts.

TURN OFF SHARING

Even though this feature will not stop people from taking screenshots, it will stop others being able to directly share photos and videos from a story as a message to another user. This feature can be turned off in the settings. We also recommend turning off the feature which automatically shares photos and videos from a story to a Facebook account.

REMOVE PAYMENT METHODS

If you are happy for your child to have a card associated with their Instagram account, we suggest adding a PIN which needs to be entered before making a payment; this will also help prevent unauthorised purchases. This can be added in the payment settings tab.

DON'T FORGET TO BE VIGILANT & TALK TO YOUR CHILD ABOUT THEIR ONLINE ACTIVITIES!

Meet our expert

Parven Kaur is a social media expert and digital media consultant who is passionate about improving digital literacy for parents and children. She has extensive experience of working in the social media arena and is the founder of Kids N Clicks, a web resource helping parents and children thrive in a digital world.

💬 CHAT

📊 POLL
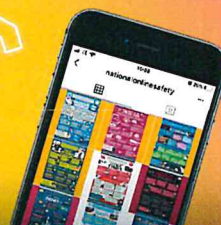
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What you need to know about...
SCREENGRABS

What are they?

? 'Screengrabs' ?

Phones, tablets, and computers all have a feature that allows you to instantly capture and save still images of the content that's currently displayed on your screen. These images are called screengrabs, though you may also know them as 'screenshots' or 'screencaps'. Screengrabs are incredibly useful for countless reasons. They can let you quickly save a copy of information you might easily forget, like instructions or a number, email address or article, capture a funny still from a video clip, and even get around Twitter's 280-character limit for tweets.

SCREENSHOT SAVED

Know the Risks

Cause reputational damage

If somebody screengrabs an intimate picture, personal update or comment taken out of context which was intended to remain private or confidential, it could cause reputational damage if leaked to other people or shared publicly. It could even be used as leverage for bullying or extortion.

Fraud

Never send valuable information such as financial details or passwords to other people or post it online, as it can be saved in a screengrab. That could allow a fraudster to breach your accounts and steal money and other precious information.

Privacy breaches

Many messaging apps use end-to-end encryption to keep conversations private between users which makes them popular to use. However, screengrabs provide an easy way to breach a child's privacy and any conversations they've held in confidence assuming that the app encryption would protect them.

Can be undetected

Apps such as Snapchat will notify you if a post or message has been screengrabbed, but by then the damage may already have been done. Furthermore, some users have discovered ways to take screengrabs without being detected, which means children may never have any idea.

Safety Tips

Block and report

Messaging apps and social media platforms have made it relatively easy to block and report other users, which is one of the first steps you can take to protect a child if they're suffering from any abuse. In some cases, this could result in that person's account being shut down.

Implement privacy setting

Maximising children's privacy settings on social media will provide them with an extra blanket of protection and will ensure that they only communicate with people they know well and trust, such as close friends and family. Ensure they know never to accept friend requests from strangers.

Ask for support

If a child is being subject to bullying behaviour, gather evidence using screengrabs, and report the incidents to the school, designated safeguarding lead and the local authorities if you believe the situation is serious. It may also be wise to seek professional help and support if necessary if you believe a child has been seriously affected.

Conversation Tips

Discuss appropriate messaging

Prevention is always better than cure. Try talking to children to change their attitudes to the digital world. Foster a culture of honesty, maturity, and intelligence with regards to technology and warn them of the risks of sending sensitive information or inappropriate or embarrassing messages which could be used against them.

Talk about their feelings

Be proactive and try to spot changes in children's behaviour. You should look out for some of the tell-tale signs of bullying, which include sadness, isolation, mood swings, a reluctance to socialise or go to school, and a decline in academic performance. Try to encourage children to open up and discuss their feelings and why they might be feeling like this.

Draw on experience

Initiate conversations with children about their use of messaging and social media apps. Be sensitive, and do not judge them. It may also help to share your own experiences – a child might find it easier to talk and better to relate to something coming from your own experience.

Our Expert
Aatif Sulleyman

Aatif Sulleyman is an experienced and respected technology journalist who has written about tech and consumer electronics for a broad range of publications including Gizmodo UK, The Independent, Digital Spy and ITProPortal. He is currently the Digital News and Features editor at Trusted Reviews and has written widely across topics such as online streaming, social media platforms and privacy and security online.

Online Grooming is when someone befriends and builds an emotional relationship with a child and communicates with them through the internet with the intent to commit a sexual offence. This type of victimisation can take place across any platform; from social media and messaging apps to online gaming and live streaming. Often it involves young people being tricked, forced or pressured into doing something they wouldn't normally do (coercion) and often the groomer's goal is to meet the victim in a controlled setting to sexually or physically abuse them. In some cases children may be abducted or have long-lasting psychological damage.

What parents need to know about
ONLINE GROOMING

CHILDREN ARE MOST VULNERABLE

Unsurprisingly children are often most at risk as they are easy to target and unlikely to question the person who is engaging in conversation with them. Groomers will use psychological tricks and methods to try and isolate them from their families and friends and will often choose to target more vulnerable children who may be easier to manipulate. Predators will stalk apps and websites that are popular with young people and will use a 'scattergun' approach to find victims, contacting hundreds online to increase their chances of success.

LIVE STREAMING CONCERNS

Predators may use live video to target children in real-time using tricks, dares or built-in gifts to manipulate them. Grooming often takes the form of a game where children receive 'likes' or even money for performing sexual acts. Social media channels, such as YouTube, Facebook, Instagram and Snapchat, all have live streaming capabilities, but there are many apps which children can use to live stream, including Omegle, Live.me, BIGO Live, YouNow and many more

ANYONE CAN BE A PREDATOR

The internet has made the ability to interact with strangers online easy. Many sites and apps are reliant on individual users entering their own information when signing up. However individuals can remain anonymous if they choose to enter inaccurate information and many online predator cases are due to groomers using impersonation techniques. However, often the greater threat comes from adults who 'hide in plain sight', choosing to befriend young children without hiding their real identity.

CAN BE DIFFICULT TO DETECT

Unfortunately, most children find the 'grooming' process (before any meeting) an enjoyable one as the predator will compliment, encourage, and flatter them to gain their trust, friendship and curiosity – 'a wolf in sheep's clothing' scenario. This often means children fail to disclose or report what is happening. If the groomer is also previously known to the child, their family and their friends, then this can make detection even harder.

FROM OPEN TO CLOSED MESSAGING

Online predators may contact their victims using any number of ways including social media, forums, chat rooms, gaming communities or live streaming apps. Sometimes there is little need to develop a 'friendship /rapport stage', as the victim has already shared personal information online and is communicating openly with others. Children may also be prepared to add other online users they don't know so well to gain 'online credibility' through increasing their friends list. Predators will often seize this opportunity to slowly build a relationship and then move their conversation with the child to a more secure and private area, such as through direct messaging.

EMOTIONAL ATTACHMENTS

Online predators will use emotive language and aim to form close, trusted bonds with their victims through showering them with compliments and making them feel good about themselves. Often victims will refer to them as their 'boyfriends' or 'girlfriends' and it can be difficult to convince some young people that they have been groomed, often leading to lasting psychological effects.

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Safety Tips for Parents & Carers

IT'S GOOD TO TALK

It's unlikely that you can stop your child using the internet, nor can you constantly monitor their online activities, but you can talk to your child on a regular basis about what they do online. By talking openly with them about online relationships, they can quickly ascertain the kind of behaviour which is appropriate or inappropriate. Ask them whether they have any online friends or if they play online games with people they haven't met. This could then open up conversations about the subject of grooming.

CHECK PRIVACY SETTINGS

In order to give your child a safer online experience, it is important to check privacy settings or parental controls on the networks, devices, apps, and websites they use. Disable location sharing if you can. If you use location-sharing apps to check where your child is, remember that these could always be used by strangers to follow your child without their knowledge. Ensure that you check options so that location information is never shared with anyone except those they have permission to share with.

MONITOR SOCIAL MEDIA & LIVE-STREAMING USE

It's important to be aware of what your child is sharing on social media and with whom. Create your own profile and become "friends" with them or follow them so that you can monitor their activity. Similarly, always check on them if they are live streaming and implement privacy controls. Choose a generic screen name and profile picture that hides their identity. You may also feel more comfortable being present each time they live stream.

STICK TO 'TRUE FRIENDS'

Make it clear to your child that they should not accept friend requests from people they don't know and to verify friend requests with people who they do know. Encourage them to only interact and engage with 'true friends' i.e. those friends who don't ask personal questions such as close family and friends. Remind them to never agree to chat privately with a stranger or someone they don't really know and to never divulge personal information, such as mobile phone numbers, addresses, passwords or the name of their school.

DISCUSS HEALTHY RELATIONSHIPS

Talk to your child about what a healthy relationship looks like and how to detect someone who might not be who they claim to be. Explain that groomers will pay your child compliments and engage in conversations about personal information, such as hobbies and relationships. They may admire how well they play an online game or how they look in a photo. Groomers will also try and isolate a child from people close to them, such as parents and friends, in order to make their relationship feel special and unique.

BE SUPPORTIVE

Show your child that you will support them and make sure they understand they can come to you with any concerns they may have. They need to know they can talk to you if someone does something they are uncomfortable with, whether that is inappropriate comments, images, requests or sexual comments.
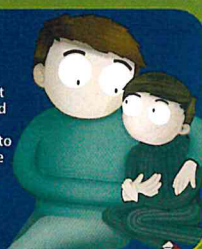
Meet our expert

Jonathan Taylor is an online safety expert and former Covert Internet Investigator for the Metropolitan Police. He is a specialist in online grooming and exploitation and has worked extensively with both UK and international schools in delivering training and guidance around the latest online dangers, social media apps and platforms.

LOOK OUT FOR WARNING SIGNS

Child safety experts have identified key grooming patterns and advise parents to look out for:

- Secretive online behaviour.
- Late night internet or smartphone usage.
- Meeting new friends in unusual places.
- Becoming clingy, develop sleeping or eating problems or even bedwetting.
- Lack of interest in extra-curricular activities.
- Having new items, such as clothes or phones, unexplainably.
- Seem withdrawn, anxious, depressed or aggressive.
- Having older boyfriends or girlfriends.

What parents need to know about
SEXTING

18+

Sexting involves sending, receiving or forwarding explicit messages, images, or videos of a sexual nature. Although mobile phones are the most common vehicle for sexting, the term can also apply to sending sexually explicit messages through any digital media such as email, instant messaging, and/or social media sites. They can be sent to or from a friend, boyfriend, girlfriend, or someone your child has met online. Sexting is often described as the new flirting for children, but it is illegal for anyone under the age of 18. Some of the main platforms it occurs on are Snapchat, Tinder, WhatsApp, Facebook Messenger, Instagram and Kik.

IT IS ILLEGAL

Sexting is illegal if you share, make, take, or distribute an indecent image or video of a child under the age of 18. It is an offence under the Protection of Children Act (1978), the Criminal Justice Act (1988), and under section 67 of the Serious Crime Act (2015). Sexting or 'youth produced sexual imagery' between children is still illegal, even if they are in a relationship and any images are shared consensually.

PERCEIVED AS 'BANTER'

Many young people under 18 see sexting as 'banter' and an easy way to show someone that they like and trust them. Whilst it is a criminal offence, the reasons for taking and sharing can be very innocent and all part of growing up, understanding their own sexuality, and establishing a relationship. However, whilst most images and videos are taken and shared willingly, there can be unintentional consequences, embarrassment, humiliation, and emotional hurt.

ONLINE BLACKMAIL OR BULLYING

Sexting can also expose young adults to the risk of being exploited by paedophiles or sexual predators, who then use images to extort additional photos, sexual favours, and sometimes money from victims. Your child may also feel pressured into sexting so they don't come across as boring, or think it's a way to show someone they care for them. They may feel under pressure to give in to repeated requests or feel obliged to share sexual messages and imagery which could then be used against them as a form of bullying or intimidation.

FEELINGS OF REGRET

Although some children willingly exchange messages, images, or videos, many may regret sharing them after they've been sent. Once it's out there, there's no going back and your child may feel ashamed, vulnerable, or anxious about the imagery resurfacing later, especially if a relationship or friendship has broken down.

NO CONTROL

Once a photo or video is out there, there's no way of knowing how many people have saved it, tagged it, or shared it. Children like to show off to their peers and, suddenly, an image has gone beyond its intended recipient to classmates, friends, and even strangers. Once an image or video has been shared online, there's nothing to stop it being archived and repeatedly shared.

Safety tips for parents

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18+
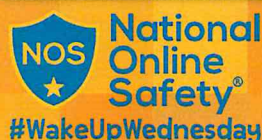
THINK ABOUT LANGUAGE USE

Teenagers often prefer to use the word 'nudes' to 'sexting'. One reason for this is the normalising of this behaviour; another is that most children always feel a sense of embarrassment when discussing any issue with the word 'sex' in it. Sexting an image could also be described as an 'inappropriate selfie'. Using this term with your child might make the discussion less embarrassing.

BLOCK & PARENTAL CONTROLS

Show your child how to use the block button on their devices and favourite apps to stop people sending them unwanted messages. You can also set up parental controls with your internet service provider or on your child's phone to stop them from accessing harmful content.

EXPLAIN THE REPERCUSSIONS

Let your child know that once they have sent a message, they are no longer in control of it and the messages, images and videos that they may intend to share with one individual may end up where the whole world can have access to them. Even if they completely trust someone, other people using their phone might accidentally see it. And, later in life, it may affect their online reputation, especially if universities, employers or future partners access the imagery.

TALK TO YOUR CHILD

Encourage open dialogue about appropriate information to share with others, both online and offline. Show that you understand that sexting can be about finding out about nudity, bodies and exploring their sexuality, but explain why it's important to think twice before sharing something. Show that you are approachable and understanding and discuss what a healthy and trusting relationship with a partner looks like.

DISCUSS THE LEGALITIES

Children and young people may not realise that what they are doing is illegal. Ensure that your child understands that when they are aged under 18, it is against the law for anyone to take or have a sexual photo of them – even it is a selfie and even when the activity is consensual.

LEARN HOW TO RESPOND

If an image has already been shared, either your child or you should speak to the person that the image was shared with and ask them to delete it. You can also use the report button on a website where the image was posted. Speak to your child's school as they may be able to confiscate phones if they know that they have sexual imagery stored. If you believe the child was forced into sending the message, report this to the police. You or your child can also report the content to a child protection advisor at the CEOP.

Meet our expert

Jonathan Taylor is an online safety expert and former Covert Internet Investigator for the Metropolitan Police. He is a specialist in online grooming and exploitation and has worked extensively with both UK and international schools in delivering training and guidance around the latest online dangers, social media apps and platforms.

18+

Edit date: 29/05/19

Snapchat is a photo sharing app for mobile phones and tablets. The app allows users to share images, videos and chat with friends through voice call or text message. Users can share images and videos directly to specific friends, or through a 'story' shared with their entire friend list, which documents the previous 24 hours. In a study, Snapchat was ranked the 4th most negative app in terms of having an impact on young people's health and wellbeing, with children feeling that they can use the app Snapchat to "make you look pretty."

AGE RESTRICTION 13+

What parents need to know about
SNAPCHAT

EXPOSING YOUR CHILD'S EXACT LOCATION

The 'Snap Map' lets you share your EXACT location in real-time through a map on the app. The user's location updates when the app has been opened on the device. There is a warning on the Snapchat website about uploading images and videos to 'Our Story' stating that "snaps you submit to 'Our Story' can still show up on the Map, no matter which location setting you choose!" When uploading to 'Our Story,' your child's image or video could appear in "Search results and Stories on or off Snapchat - today or in the future."

ADDICTIVE SNAPSTREAKS

'Snap Streaks' are gained when snaps have been sent back and forth consecutively between friends. The longer that snaps are sent between users, the longer the streak becomes. Furthermore, Snapchat rewards users who have achieved high Snap Streaks, by gifting emojis, adding incentives for users to keep the streaks. Children invest time into making their streaks as long as possible, which can put an incredible amount of pressure on both themselves and their friendships.

SEXTING

While Snapchat's gimmick is that all photos, videos and text disappear eventually, users still have the capability to screenshot or record anything which has been sent to them. Users may sometimes forget that screenshotting is possible and send a compromising image or message to somebody who they think they trust. Due to 'Snaps' disappearing, (users can even send a one-second photo or video), Snapchat has become the chosen platform for children and young people to send sexually explicit images or 'selfies.' Once a photo/video has been screenshotted, or recorded using another device or software, this can lead to further dangers, such as blackmail and cyberbullying.

It is illegal to make, possess, download, store and share sexual images, photos and videos of a person under the age of 18. This also includes any sexual images, photos and videos that a child may have taken of themselves. However, if a young person is found creating or sharing images, the police can choose to record that a crime has been committed, but taking formal action isn't in the public interest.

EXTRAS TO MAKE YOU STAY

Aside from taking photos and videos, Snapchat has other elements to keep users coming back for more. 'Snap Games' is a feature within the app where users can play minigames with others on their friends list. The games function is easily accessed by tapping on the rocket button during a conversation. Another feature on the app is 'Snap Originals', which allows users to watch content created by Snapchat, celebrities and other accounts, including a mixture of comedy shows, drama, news and more. These features are designed to encourage users to stay on the app, which may be quite addictive.

DAMAGE TO CONFIDENCE

Snapchat's selection of filters and lenses are seen as a great way to enhance your 'selfie game'. Although the filters are often created to promote entertainment and humour, using the 'beatify' filters on photos can set unrealistic expectations and create feelings of inadequacy. Children may strive for admiration and appreciation by sending these 'edited' photos to their friend list. Judging themselves against other users on the app might threaten their confidence or self-worth.

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Top Tips for Parents

THE RISKS OF SEXTING

It can be slightly awkward talking about this topic with your child, but if it helps them protect themselves, it is worth it. Talk to them about the consequences of sexting and make sure that they're aware of the risks. Ensure your child knows that 'Snaps' can be screenshotted. Teach them that if they post anything potentially embarrassing or harmful (either of themselves or someone else) it can have severe consequences as the message, image or video can be shared further.

REPORTING A STORY, LENS, FILTER, SNAP OR MESSAGE

If your child comes across inappropriate Snapchat content sent directly to them or in another person's story, advise them to report it immediately. This may include an inappropriate lens, filter, message or snap. To report an offensive lens, they should open the app and select the lens they want to report. An info button will appear above the lens. Click this, followed by the flag icon. This will send a report to Snapchat for further investigation. Reports can also be made on the Snapchat support website: support.snapchat.com.

USE 'GHOST MODE'

We highly recommend enabling 'Ghost Mode' on the app so that your child's location will no longer be visible to anyone on the 'Snap Map.' To enable this, go onto the Snap Map and tap the cog in the top-right corner. Here, change the setting to 'Ghost Mode.'

HOW TO DELETE A MESSAGE

Advise your child never to send any negative messages (or images through gallery in the chat on the app) as screenshots can still be taken. You should also advise your child to screenshot any negative comments they receive as the sender can also delete them. To delete a message, simply press and hold the sent message and press delete.

TURN OFF 'QUICK ADD'

'Quick Add' helps friends find each other on the app. This is based on mutual friends or if their number is in their phone book. Explain to your child that this feature can open up their profile to strangers. We highly recommend that your child turns off the 'Quick Add' feature. This can be done in the settings.

RESTRICT STORY VIEWS

Your child can add videos and images to their 'Story' throughout the day which will last for 24 hours. By default, anyone in a user's friends list can see their story. We recommend checking the privacy settings to ensure that this has not been edited. This can simply be done in the apps settings under the 'Who Can View My Story' section. The options to choose from are 'My Friends,' 'Everyone' or 'Custom' - we suggest that it is set to 'My Friends.'

Status of Mind: Social media and young people's mental health | Life in Likes - Children's Commissioners Report | Google Play Store | https://support.snapchat.com/en-US
https://netsanity.net/snapchat-parent-review/ | BT.com | Independent.co.uk

SOCIAL MEDIA & Mental Health

What trusted adults need to know

Social Media is often scrutinised as having a negative impact on children's mental health. Whilst currently there is not enough evidence or research to say whether this is true or not, there are certain 'modern pressures' connected with social media which trusted adults need to be aware of. Children and young people are constantly connected and whilst this comes with some benefits, it also comes with a feeling that you are constantly visible. This guide is designed to encourage trusted adults to think about their children's mental health and their social media activities, providing them with some useful tips on improving and supporting mental health among young people.

Five potential signs & symptoms of mental health difficulties

1. Have you noticed a change in your child's personality? They may not be acting or feeling like themselves.

2. Any recent uncharacteristic anxiety, anger, or moodiness?

3. Is your child experiencing social withdrawal and isolation?

4. Is there a sudden lack of self-care or risky behaviours?

5. Does your child have a sense of hopelessness or feel overwhelmed?

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Meet our expert

This guide has been written by Anna Bateman. Anna is passionate about placing prevention at the heart of every school, integrating mental wellbeing within the curriculum, school culture and systems. She is also a member of the advisory group for the Department of Education, advising them on their mental health green paper.

1. EDUCATE YOURSELF

Educate yourself about social media sites your child is using so you can really understand what they are experiencing and how this may be making them feel.

2. DISCUSS REAL-LIFE CONNECTIONS

Talk about the importance of face-to-face time with friends and family, and what enjoyment this can bring. Encourage your child to focus on their relationships with people who make them feel good about themselves.

3. SUGGEST REGULAR BREAKS FROM SOCIAL MEDIA

Encourage your child to take regular breaks from checking their social media platforms. You could suggest that they turn off their app notifications during certain times of the day so they can focus on other things.

4. ENCOURAGE OTHER HOBBIES OR INTERESTS

Spending time away from their phone and devices will offer them an opportunity to discover other interests and activities they may enjoy. This could be sports, playing a musical instrument or creative interests such as arts and crafts.

5. OFFER YOUR SUPPORT

Inappropriate and harmful content can be accessed on the internet which may impact your child's mental health. Explain to your child that not everything online is real and ensure they know that you are there to support and advise them about any worries or anxieties they may have.

HELPFUL APPS:
- Hub of Hope
- Mindshift
- Smiling Mind

OTHER SERVICES:
- Childline (0800 1111)
- Bullying UK (0808 8002222)
- Young Minds (0808 802 5544)

Sources: https://www.centreformentalhealth.org.uk/publications/social-media-young-people-and-mental-health, https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/measuringnationalwellbeing/2015-10-20, https://www.rsph.org.uk/uploads/assets/uploaded/62be270a-a55f-4719-ad668c2ec7a74c2a.pdf, https://www.psychologytoday.com/us/blog/cutting-edge-leadership/201505/5-warning-signs-mental-health-risk

TikTok is a video-sharing social media app available on iOS and Android which lets users create, share, and view user created videos in a similar manner to Facebook, Instagram and Snapchat. Its main draw, however, is that users can record and upload bite-sized looping videos of themselves lip-syncing and dancing to popular music or soundbites, often for comedic effect, which can then be further enhanced with filters, emojis and stickers. TikTok has been designed with the young user in mind and has a very addictive appeal. At the beginning of 2019 it skyrocketed in popularity and has featured near the top of download charts ever since. Estimates suggest that it now has anything between 500 million and over 1 billion monthly active users worldwide.

AGE RESTRICTION

12+
If under 18, supervision of a parent or legal guardian required.

What parents need to know about TIKTOK

AGE-INAPPROPRIATE CONTENT

On the iOS store, TikTok is listed as 12+. On the Google Play Store it is rated as 'Parental guidance recommended.' When signing up to the app, it's possible to lie about your age without any form of verification. As children scroll through their feed, most of the videos they're likely to come across are light-hearted or designed to make people laugh. However there have been a number of videos reported for featuring drug and alcohol abuse, self-harm and young teens engaging in sexually suggestive content. More recently, suicide-themed related videos have been widely circulated. Given the deluge of material uploaded to TikTok every day, it's impossible to moderate everything and it can be common to come across explicit and age-inappropriate content on the 'for you' feed when logging into the platform.

INAPPROPRIATE MUSIC

TikTok revolves around creating music videos through lip-syncing and dancing. Inevitably, some of the music featured by users will contain explicit or suggestive lyrics. Given the undeniably young user base, there is a risk that children may look to imitate the explicit language they hear or the suggestive actions they see when viewing others user's videos on the app.

TIKTOK FAME

TikTok is very image focused and there is a notable preoccupation with appearing cool and attractive. Many teenagers now attempt to go viral and become what's known in-app as 'TikTok famous'. TikTok (and its predecessor musical.ly) has spawned its own celebrities – social media stars Loren Gray and Jacob Sartorious have been catapulted to fame through their initial exposure on the app. Obviously, most budding influencers looking to become the next big thing will be disappointed, but this may have the knock-on effect of making them go to more and more drastic lengths to get noticed.

ONLINE PREDATORS

As a social network, TikTok makes it easy to connect with other users. This includes the ability to comment on and react to other user's videos, follow their profile and download their content. Be aware that by default, any user can comment through your child's video if their account is set to public. Most interactions are harmless enough but as an app, TikTok is prone to predators because of the abundance of younger users.

ADDICTIVE NATURE

Social media is designed to be addictive and TikTok is no different. It can be fun and hugely entertaining. However, it is also because of this that it can be hard to put down. In addition to the short, punchy nature of the looping video format, the app's ability to keep you guessing what will come on screen next makes it easy to turn a five-minute visit into 45-minute visit.

IN-APP PURCHASES

Aside from the content, there's also the option to purchase in-app extras called 'TikTok coins'. Prices range from £0.99 for 100 coins to an eye-watering £93.99 for 10,000 coins. TikTok coins are used to purchase different emojis to reward content creators that a user finds funny or entertaining. In the iOS version of the app you can disable the option to buy TikTok coins but this sadly doesn't seem to be a feature in the Android version.

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Safety Tips For Parents

TALK ABOUT ONLINE CONTENT

Assuming your child is above the age limit to use TikTok, make sure you take the time to talk to them about what they are seeing on the app. Have an open dialogue, get them to give you their opinion on what is appropriate and model the correct behaviour. Go over why they shouldn't give out private information or identifiable photos and be positive and understanding. In the long run, getting them to think critically about what they're seeing goes a long way to keeping them social media savvy.

USE PRIVACY SETTINGS

Undoubtedly, the easiest way to safeguard your child on TikTok is to make sure their account is set to private. This means only those users your child approves can view, like, and follow their content. Setting the account to private may clash with your child's goal of social media superstardom, but it will keep their account secure from strangers. This setting can be enabled under the privacy and safety menu by pressing the ellipsis in the 'me' tab of the app. To be extra safe, there are additional controls available to toggle such as who can send comments and messages, among other options.

ENABLE RESTRICTED MODE

In the digital wellbeing section there's the ability to turn on restricted mode using a PIN. Restricted mode filters out content that is not age appropriate although it should be noted that this isn't always 100% fool proof. When enabling restricted mode, parents should still be vigilant to what their child is watching and take note that the algorithm moderating content is not infallible.
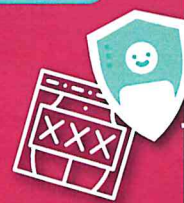
MONITOR VIEWING HABITS

Even if it doesn't make you popular, keep a close eye on what your child is viewing and sharing on TikTok. Whilst the app has moderation tools, videos can still slip through the net so it's important to regularly check in on what they're watching. Understanding and learning the app yourself is a great way to get to grips with it. You could then even watch some videos with your child, turning it into a bonding opportunity also.

LEARN HOW TO REPORT AND BLOCK INAPPROPRIATE CONTENT

With the proper privacy settings in place, TikTok can be a relatively safe space for your child to express themselves. However, in case something does manage to slip through, make sure your child knows how to recognise and report content that isn't appropriate and get them to come to you about what they have seen. TikTok allows users to report offenders and comments within the app. You can also block individual users by going on their profile.

MODERATE SCREEN TIME

As entertaining as TikTok is, you can help your child moderate their time on the app by making use of the digital wellbeing section. Under the screen time management option, you can limit the daily allotted time allowed on the app in increments ranging from 40 to 120 minutes. You can also lock this preference behind a PIN number which has to be inputted in order to then exceed the daily time limit. This way your child can get their daily dose of memes without wasting away the day.

Meet our expert

Pete Badh is a writer with over 10+ years in research and analysis. Working within a specialist area for West Yorkshire Police, Pete has contributed work which has been pivotal in successfully winning high profile cases in court as well as writing as a subject matter expert for industry handbooks.

FAMILY SAFETY MODE

TikTok Family Safety Mode allows parents to link their own TikTok account to their child's. It's a great way to oversee your child's digital wellbeing by giving you direct control over their safety settings and being able to remotely turn features on and off. This includes managing screen time, the ability to send and receive direct messages (and with whom) and the ability to restrict the appearance of content that might not be age appropriate.

WhatsApp is one of the most popular messaging apps in the world, with more than 1.5 billion people in more than 180 countries using it to send and receive text, photos, videos and documents, as well as make voice and video calls through an Internet or Wi-Fi connection. The free app offers end-to-end encryption, which means that messages can only be read by the sender and the recipient in one-to-one chats, or all members if it is a group chat. Not even WhatsApp can read them.

AGE RESTRICTION 16+
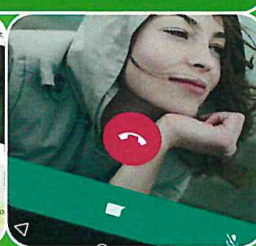
What parents need to know about
WhatsApp

AGE LIMIT CHANGE
Since May 2018, the minimum age for using WhatsApp is 16 years old if you live in the European Union, including the UK. Prior to this, the minimum age was 13, which still applies for the rest of the world. WhatsApp has not yet stated whether it will take action against anyone aged between 13 and 16 who already hold accounts under the old terms and conditions, such as closing their account or seeking parental permission.

SCAM MESSAGES
Occasionally on WhatsApp, people receive spam messages from unauthorised third parties or from fraudsters pretending to offer prizes to 'lucky people,' encouraging recipients to click on a link to win a prize. A common scam involves messages warning recipients that their WhatsApp subscription has run out with the hope that people are duped into providing their payment details. Other scam messages include instructions to forward the message in return for a reward or gift from WhatsApp or another person.

FAKE NEWS AND HOAXES
WhatsApp has been linked to enabling the spread of dangerous viral rumours. In India, for example, a number of attacks appear to have been sparked by false rumours shared on WhatsApp.

THE 'ONLY ADMIN' FEATURE AND CYBERBULLYING
Cyberbullying is the act of sending threatening or taunting text messages, voice messages, pictures and videos, with the aim to hurt and humiliate the receiver. The group chat and group video call features are great for multiple people to chat simultaneously, but there is the potential for people to hurt others with their comments or jokes. The 'only admin' feature gives the admin of a group chat greater control over who can send messages. Whilst this can be good for one-way announcements, the group admin has the power to block somebody from responding to an offensive message in a chat, which could result in a child being upset and unable to reply.

CONNECTING WITH STRANGERS
To start a chat in WhatsApp, you need to know the mobile number of the contact you want to speak to and they also need to have the app downloaded. WhatsApp can find contacts by accessing the address book of a device and recognising which of those contacts are using WhatsApp. If your child has shared their mobile number with some-body they don't know, they can use it to get in touch via WhatsApp.

LIVE LOCATION SHARING
WhatsApp's 'Live Location' feature enables users to share their current location in real time to their contacts in a chat, allowing friends to show their movements. The feature, which can be found by pressing the 'attach' button, is described by WhatsApp as a "simple and secure way to let people know where you are." Location-sharing is already a common feature on other social apps, including Snapchat's Snap Map and Facebook Messenger and can be a useful way for a child to let loved ones know they are safe. However, if your child is in a group chat with people they do not know, they will be exposing their location.

National Online Safety

Top Tips for Parents

CREATE A SAFE PROFILE
Even though somebody would need your child's phone number to add them as a contact, as an extra security measure we suggest altering their profile settings to control who can see their profile photo and status. The options to choose from are 'Everyone,' 'My Contacts' and 'Nobody.' We suggest selecting 'My Contacts' or 'Nobody' to ensure their profile is protected.

EXPLAIN HOW TO BLOCK PEOPLE
If your child has received spam or offensive messages, calls or attachments from a contact, they should block them. Messages and status updates sent by a blocked contact will not show up on the phone and will stay undelivered. Blocking someone will not remove this contact from the contact list – they will need to be removed from the phone's address book. To block a contact, your child needs to open the person's chat stream and tap on the settings.

REPORT SCAM MESSAGES
Advise your child not to tap, share or forward any message that looks suspicious or sounds too good to be true. When your child receives a message from an unknown number for the first time, they will be given the option to report the number as spam directly inside the chat. They can also report a contact or a group as spam using the following steps: 1) Open the chat. 2) Tap on the contact or group name to open their profile information. 3) Scroll to the bottom and tap 'Report Spam.'

LEAVE A GROUP
If your child is part of a group chat that makes them feel uncomfortable or has been added to a group they don't want to be part of, use the group's settings to show them how to leave. If someone exits a group, the admin can add them back in once, If they leave again, they cannot be added again.

USING LIVE LOCATION SAFELY
If your child needs to use the 'Live Location' feature to share with you or a friend, advise them to only share it for the amount of time they need to. WhatsApp gives the options of either 15 minutes, one hour or eight hours. However, your child can choose to stop sharing at any time.

DELETE ACCIDENTAL MESSAGES
If your child has sent a message to the wrong chat or if a message they sent has contained a mistake, they can delete it. To do this, simply tap and hold on the message, choose 'Delete' and then 'Delete for everyone.' The app allows seven minutes to delete the message after it has been sent, but it is important to remember that recipients may have seen and screenshot a message before it was deleted.

SET TIME LIMITS
A 2017 study found that by the age of 14 the average child will have sent more than 35,000 texts, 30,000 WhatsApp messages and racked up more than three solid weeks of video chat. Although it is inevitable that your child will use technology, you can still set boundaries. This is not easy, especially since teens use their devices for both schoolwork and free time, often simultaneously.

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