Digital parenting

The modern family

Staying safe and still having fun in a brave new, connected world

Vodafone
Power to you

Plus

Why you should think twice before sending a risky selfie

Setting up controls for smartphones, search engines and social media

Young mavericks taking cyberspace by storm

Advice on online bullying, stranger danger, in-app purchases and more
"Only by learning what our children do and see in digital spaces can we truly begin to understand the risks online worlds present”

About Digital Parenting

Vodafone is committed to giving parents the knowledge and support they need to help them and their families get the most out of digital technology, and deal with any challenges that might bring.

Digital Parenting began life as a website launched in 2009. The following year we published the first Digital Parenting magazine and since then more than one million families across the UK have received copies for free.

In this latest issue, you’ll find step-by-step guides to help improve your family’s online security. These will help you set up parental controls on everything from Twitter to your security. The generation that grew up with the internet wants to know and why you’re never alone

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Clearer rules on content

The film classification board, Google and the games industry get serious about what young people can watch

The British Board of Film Classification (BBFC) has long regulated the language, sexual imagery and violence that children and young people can see on the big screen. Now, in response to increasing parental concerns about the content available to children with internet access, the government has said it wants the BBFC and the UK music industry to pilot an age-rating system for music videos uploaded to online video platforms as soon as possible.

“Google has said that if we start to age-rate videos, they will carry the BBFC age rating,” David Austin, Assistant Director of the BBFC, told the Guardian. It goes without saying, the ratings for music videos online will mirror the U, PG, 12, 15 and 18 certificates currently used for films. The BBFC and the Dutch regulator NCAM have also been tasked by the European Commission and the CEO Coalition to build and test an age-rating system for user-generated content uploaded to video-sharing platforms. The trial will go live in Italy in March.

And, after taking on the responsibility of the Mobile Classification Board in July 2013, the BBFC is now officially charged with regulating mobile internet content too. It handles the framework that enables mobile operators to restrict access to their commercial content considered unsuitable for anyone under the age of 18. This means the BBFC will bring its film and video standards to bear on internet content accessed on a mobile device, protecting children by limiting adult content to adults only.

The Chair of the Mobile Broadband Group, Hamish MacLeod, commented: “With customers increasingly consuming content via mobile networks, we feel that the BBFC’s unparalleled expertise will be best suited to provide us with the independent framework and guidance for the future.”

Since 2012, games sold in the UK have been regulated under the Pan-European Game Information (PEGI) scheme, instead of being certificated by the BBFC. There are 3, 7, 12, 16 and 18 ratings on games as well as diagrams on packaging to depict the content featured.

For more information about BBFC guidelines, go to bbfc.co.uk. To find out more about age certificates for games, go to pegi.info.

ISP filters for adult content: censorship or common sense?

Lots of parents see the value of internet filters as a means of helping to protect their children from age-inappropriate content. However, many feel uncertain about how to install the software properly. In 2005, the UK’s mobile phone networks solved this problem by turning on filters by default. Since then, to access any adult content the account holder has to go through an age verification process to prove they are over 18.

The government and many children’s organisations strongly encouraged Internet Service Providers (ISPs) to follow this lead. And in the summer of 2013, the UK’s four biggest ISPs – BT, Sky, Virgin Media and TalkTalk – agreed to offer network-level filtering.

This simply means that all of them now have pre-installed filters. Anyone Operaing for the first time has to decide whether or not they want to use them. And before the end of 2014, existing customers will also be asked. Once installed, the filters apply to every device in the home that accesses the internet via the router each ISP provides.

However, there are differences between the mobile networks’ and the ISPs’ approaches. If an ISP customer decides they do not want to use the filters – equivalent to asking for the adult bar to be lifted on a mobile network, the ISP will not age verify who makes the decision. They verified the account holder was an adult when they first subscribed and assume it is the same person. But just in case it isn’t – and so they can keep track of what is going on – ISPs will email the account holder responsible for taking the decisions about using or later changing the filters.

Some ISPs offer different filtering options: one that bars adult content, one that bars nothing, and a third option, which restricts content to material suitable for younger people. A couple of mobile operators do something similar.

But who decides if a particular website should only be available to adults? Crucially the British Board of Film Classification, a highly respected independent body, oversees the operation of the systems used by the mobile networks. The ISPs have no common standard. Some of their filters were found to block access to perfectly legitimate sex education websites and those specifically designed to help young people.

These mistakes were quickly corrected, but it provoked controversy. Members of Parliament called for an independent body to be established to ensure over-blocking was kept to a minimum. It will probably never completely disappear.

In the end, filters are an aid to good parental parenting, and not a substitute for parents’ engagement with their children’s online lives.

Stay safe with the Vodafone Guardian app

The Vodafone Guardian Android app is available on Google Play. It helps parents protect their child’s smartphone from inappropriate calls, messages and online content. Follow the steps (right), and you can block numbers, restrict outgoing calls to specific contacts, and transfer bullying text messages to a secure folder for evidence. To set parental controls on other phones see pages 37-39.

Set a parent contact

Download the app from Google Play, then enter a parent contact number so you receive a text if the app is deactivated. Click ‘Save’. You will also get a text if an emergency call is made from the phone.

Set a password

Create a password to control the app – no changes can be made to the Vodafone Guardian settings without it.

Enable Message Helper

Activate this and the app will show an ‘I Do Not Accept This’ button next to incoming messages. Pressing this button will make the message vanish from your child’s inbox.

Customsies

You can control the settings for making and receiving calls, text messages and phone features, such as Wi-Fi, the camera and web browser.

4 things you need to know about new web filters

1 They are in place now for all new customers.
2 Existing customers will be offered a choice to opt-in by the end of 2014.
3 Different strengths of filtering are available.
4 The filters are mainly aimed at protecting young people from age-inappropriate content.

In brief

3.5 million tablet-savvy children

One in four children under eight years old owns a tablet, according to a uSwitch survey. What’s more, 11% of two-year-olds are able to navigate their way around menus and apps. For more stats on how kids are growing up online, see page 24.

11-year-olds to learn coding in school

Computer coding will be taught in schools as part of the national curriculum from September 2014. Children will be taught how to create programs, while the UK government is providing a £500,000 training budget for teachers to get up to speed.

Mike Warren, UK Engineering Director at Google, says: “The UK has a proud computing history, but with more and more industries wanting computer scientists, coding has never been in more demand. It’s great that teachers will be trained to teach children from a young age and hopefully inspire the next generation of programmers.”

Read the success stories of seven digital entrepreneurs on page 26.

UK parents want more invested in school IT

More than half (57%) of UK parents believe schools are not investing enough in IT, according to research from Samsung. The survey of more than 500 parents of primary and secondary school children also revealed that 56% think investment in IT infrastructure should come first,45% that digital skills should be embedded in the curriculum and 40% that teachers need to be trained to meet these increasing digital needs.
Who owns what you post on social media?

You might be surprised...

Clicking the ‘Yes’ button to indicate that you have read and agreed to a social media channel’s terms of use is, for most of us, often not quite true. The length and breadth of the legal speak involved sets us up for failure – Facebook’s terms of service and data use, for example, run to more than 15,000 words. But when you’re posting your entire life online, from important events to precious family photos, it’s advisable to have an idea of exactly who owns your content. If you create it, ‘you own it’ until you say otherwise. Under copyright law, from the moment you ‘fix’ your original creative work in a ‘tangible medium’, you own the rights to it. Typing a blog post on your laptop or taking a picture with your smartphone counts. So content that you create and then post to Facebook, Twitter, Pinterest, YouTube or anywhere else is yours. By posting it online you have made it easier for people to infringe your rights by copying your content, but you haven’t given up your rights.

But that’s not the whole story... When you sign up for sites such as Facebook or Twitter, you grant the company a ‘non-exclusive, transferable, sub-licensable, royalty-free worldwide licence to use any of your photos, words or videos. This means they can use, copy, reproduce, process, adapt, modify, publish, transmit, display and distribute your content in any way, without notifying, crediting or paying you. For example, a photo you post on Twitter remains your intellectual property, but you give Twitter the authority to do just about anything with the image. This caused a brouhaha with Instagram last year when the company amended its terms so that it owned the right to use members’ photos in advertising campaigns. Jim Killock, Executive Director of the Open Rights Group, a campaign group for users’ rights online, says many of these terms are confusing: “People haven’t really understood what they’ve entered into. Often, companies will over-egg what they need, and it’s a land grab for users’ rights and content.”

Is it worth it? Social-network websites can express their thoughts and feelings online and keep in touch with friends and family near and far. They can showcase work and give ideas a global audience that once seemed impossible to achieve. And they can also make new friends all over the world in colourful and entertaining ways. But be aware of what you’re signing yourself up for when you post on social networks, and don’t let the somewhat universal terms of service put you off using them.

Translating teenspeak

The key to protecting your child is to equip yourself with a basic understanding of the things they do and say on the internet. Here are a few acronyms to watch out for:

**ASL** Stands for ‘age, sex, location’. This could mean your child is using an anonymous chat room.

**POS or MOS** Means ‘Parents over shoulder’ or ‘Mum over shoulder’. Similarly, CD9 means ‘code nine’, which implies parents are around, or RPL, which stands for ‘keep parents clueless’.

**IRL** Stands for ‘in real life’ – worrying if your child is using it in the context of meeting someone they have met online, i.e. MIRL (meet in real life) or LMRIL (let’s meet in real life).

**ADR** Short for ‘address’. Be careful and check your child isn’t sharing personal details online.

**PRON** A deliberate misspelling of ‘porn’, to try and get round a web search filter. Comments from the commenting system on popular videos, but the ease with which people can post anonymously has been under fire because of the negative opinions that were being posted alongside many of the clips.

**Resources** Teen trends change fast. If an acronym has you foxed, try netlingo.com.

How to control your content

On Facebook... Limit posts to be seen by ‘friends’ not ‘public’.

On Twitter... If your teen has a Twitter account, click ‘Protect My Tweets’ so only approved users can see them.

On YouTube... Make your videos private by selecting ‘Edit Video’, then adjust the ‘Broadcast and Sharing Options’. If your teen has an account, you can make it ‘Unlisted’ so only people with a direct web address can find it or her videos.

On Instagram... In the ‘Edit Your Profile’ section, scroll down and change the ‘Posts Are Private’ feature to ‘on’ to make it less likely that your photos will be reposted elsewhere.

Don’t forget that you need to be at least 13 years of age to have a social media account. Find out more about how to activate privacy settings on social media channels on page 44-45.

YouTube and Google+ take steps to clean up user comments

You Tube has partnered with Google+ in a bid to improve the commenting system on its website. Previously, commenting channels cannot share their views and opinions on popular videos, but the ease with which people can post anonymously has been under fire because of the negative opinions that were being posted alongside many of the clips. The changes mean that only users with a Google+ account can comment, and a post’s relevance is determined by the number of ‘up’ votes it receives, as well as the commentator’s community engagement and reputation. Comments from users flagged for spam or abuse will be buried. The new system also includes several moderation tools that let video uploaders and channel owners review comments before they are posted, blacklisted words, and whilst certain comment moderators so that these posts will always be approved.

YouTube has also revised the safety mode for browsing on the site. To find out how to set up the YouTube SafetyMode, follow the instructions in our guide on page 45.

Facebook gives 13- to 17-year-olds the option to make their posts public

Teenagers posting to Facebook can now share their photos, updates and comments with the public. The new rules mean that users between ages 13 and 17 can post publicly, but will get a reminder beforehand if they want to change the post’s privacy settings.

Teens will also be able to turn on the ‘Follow’ option, so their public posts can be viewed by other users’ News Feeds, such as friends of friends. Previously, teenagers were only able to share content with friends and those in their immediate ‘network’. But under the new system, they can choose to share posts with anyone, just like users over 18. The decision has come under fire from those who say 13-year-olds users are unlikely to fully understand the consequences of posting embarrassing or personal content online, and who may wrongly assume what they post can only be seen by people on their ‘friends’ list. Critics also claim that making young children’s posts public leaves them at risk of unwanted contact from strangers. A teenager who now joins Facebook will have their audience settings automatically set to ‘friends only’ and will need to manually change the settings in order to share their posts with the public.

Find out how to review your child’s Facebook privacy settings on page 44.
Splying on your kids’ online activity is not the answer

Today's technology allows you to track everything your child is doing online. Thanks to key logging, web trackers and even simple history settings, parents have the power to snoop on their child's entire digital life. And with staggering figures showcasing children's online use, it's no surprise that some parents – as many as 53% in Britain – admit to secretly accessing their child's Facebook account or spying on their online activity.

More than two-thirds of children aged eight to 15 in the UK use a smartphone, tablet or computer to access the internet, and what they're doing or seeing online is changing every day. New social networks or chat options open the door to inappropriate contact, and the sheer number of online destinations attracting our children's attention can be baffling. Just a couple of years ago, Facebook, YouTube and the occasional upstart like Chatroulette were all parents had to contend with. Now there's Instagram, Snapchat, Fruit Ninja, Ask.fm and a host of other chat-enabled apps or websites. Couple this with the recent news that almost two million British children under 16 have been targeted by strangers on the internet, and it's clear why parents want to access their child's Facebook account or spy on their online activity.

However, she also points out that, "As they grow older, it's really not OK to snoop on them. You wouldn't hide in a bush and watch them or peek through a window at a party!"

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5 tips to help you find the 'trust balance'

1. Agree limits with your child about how, and to what extent, you will monitor their social networks and their browsing history. "Spying" doesn't have to be secret.

2. Keep an open dialogue with your child about their experiences online. Talk to them about what they use the internet for, what they enjoy doing and who they're communicating with.

3. Stay observant and curious about your child's life. How responsible and sociable they are in face-to-face conversations with others can be a good indicator of how much freedom you can trust them with online.

4. Remember what it's like to be a teenager. It's important that they know you trust them enough to give them some privacy and to let them make their own decisions. Don't watch over their shoulder or constantly check that they are using their computer.

5. Installing safety programs, parental controls or security software will help to keep your child safe and reduce the need for you to snoop on his or her online activities. Think Google SafeSearch, Net Nanny and Norton Family.

Stuart Dredge
Guardian columnist and co-author of Apps Playground's 100 Best Paid Apps for Kids

Ladybird: I’m Ready to Spell, £2.99
This digital knockoff of Penguin's much-loved Ladybird books is a polished spelling app based around three simple, fun mini-games – each with three levels to suit different ages and abilities.

Dipdap, £1.99
Based on the TV cartoon, this artistic app gives children drawing missions to help them develop their artistic abilities. The app is targeted at all ages and abilities.

Zoo Animals – Touch, Look, Listen, £1.49
A pop-up book-style app for pre-schoolers based around animals. The game includes a variety of activities to keep children engaged and entertained.

BBC CBeebies Playtime, Free
This free TV guide app for pre-schoolers focuses on wildlife, with delightful animation introducing more than 60 animals.

Mr Shingy’s Paper Zoo, £1.99
A creative app for children that gives them the chance to create their own zoo of animals by folding coloured paper or using virtual blocks to construct their own animals.

Endless Alphabet, from free
An inventive spelling game that uses a troupe of noisy monsters to teach children more than 50 interesting words. The playful nature makes it fun for children to learn, while the educational aspects mean it never feels dull. Includes in-app purchasing.

Haikizu: Elite: Robot Hackers, Free
A creative app that teaches children the basics of computer programming by building and battling giant robots. For slightly older kids, it's a novel way to start them coding for fun. Includes in-app purchasing.

FriendStrip Kids, free
A fun app that lets children feature in their own comic strips, with speech bubbles and suggested poses provided. They can take photos to fill the frames, then share in more than 20 stories, which can be shared. Includes in-app purchasing.

Toca Hair Salon 2, £1.99
This app turns kids into hairdressers – whether they have their own hair or the hair of others in the game. It allows kids to virtually use on-screen origami instructions. It teaches children to cut, dye and brush characters' hair however they like.

Hakitzu Elite: Robot Hackers, Free
A fun app that gives children the chance to build and battle giant robots. For slightly older kids, it's a novel way to start them coding for fun. Includes in-app purchasing.

Toca Builders, £1.99
A wonderful creative sandbox app that lets children build whatever they like from coloured blocks, helped by six robots – each with their own skill. It's the free-form nature of it that really appeals; the only limits are your child's imagination and persistence.

Comment
Jenima Gibbons
Author of Monkeys with Typewriters: Myths and Realities of Social Media at Work

"As they get older, it's really not OK to snoop on them. You wouldn't hide in a bush and watch them or peek through a window at a party!"
Mobile is at the heart of family

New research shows that the majority of UK parents and children believe their family relationships are enhanced by mobile

Mobiles are now firmly woven into the fabric of modern family life – so much so that 70% of under-11s feel their relationships with their parents, siblings and other relatives are much closer thanks to these smart devices. And, according to the latest research from Vodafone, 89% believe mobile technology has helped them to get along better with friends as well.

There are other benefits, with 50% of teenagers feeling more empowered to express themselves through technology – girls in particular say they are more confident texting or using online messaging than talking face to face.

The sense of security provided by their mobile is almost universal among teenagers too: 95% report their parents probably led a pre-mobile world. “Our parents must have had a really boring time without mobile phones to entertain them,” said one empathetic adolescent.

“Our parents must have had a really boring time without mobile phones to entertain them”

Digital media boosts children’s reading age by 2.4 years

Technology is encouraging children to tackle more challenging books, according to recent research carried out by the University of Dundee for the What Kids are Reading report. Renaissance Learning, which compiled the report from the reading habits of more than 426,000 children, found that books were no longer ‘stand-alone products’. Instead, children are experiencing stories in multiple channels, with the top 10 dominated by titles from the Harry Potter series and The Hunger Games, which have been adapted into films, games or apps. Finding out about stories from different sources is inspiring children to try more difficult reads too. The report found that five- to 10-year-olds in particular are enjoying books 2.4 years above their reading age. Professor Keith Topping, at the School of Education, University of Dundee, who carried out the research, says: “It is wonderful what reading highly motivating books does for children. For years one-to-five children are reading favourite books at far above their chronological ability, but are still maintaining a high rate of success.”

Create your own family IT policy

Some age-appropriate action plans to keep children safe online

The big issues

- Create boundaries and rules for the amount of time your son or daughter can spend online. It’s never too early to start putting limits in place.
- Compile a list of websites they’re allowed to visit, and make sure they know why some websites are safer than others.
- Discuss online privacy and the information they should or shouldn’t share.
- Explain the pros and cons of Facebook, how they have reached the age at which they can sign up for an account.

The basics

- Choose an appropriate homepage on your family computer or tablet – for example, bbc.co.uk/cbeebies.
- Set parental controls on internet browsers by creating a user account for your child with appropriate settings. Check out Google’s safestrchildren.org for dress-free browsing.
- Make rules for the length of time they can spend on games consoles, tablets and smartphones, as well as the computer.

Worth checking

- Online virtual worlds for children of this age, such as Disney’s clubpenguin.com and moshimons.com/parents.
- The kind of language and acronyms used by children in chat rooms. Make sure you know what to look out for.
- Head to netlingo.com for help demystifying cryptic teen-speak.

Talk it through

- Share your technology rules with grandparents, babysitters and older siblings, so that they stick to them when they look after your child or use the family computer.
- Discuss the benefits and limitations of using the web to help with homework and other school work.
- Give the reasons behind boundaries, time limits and parental controls, and be prepared to start re-evaluating the restrictions in line with your child’s maturity.

And finally...

- The rules and conversations you have now will set the tone for your child’s internet use as they get older.
- Other parents at your child’s school are a source of information. Chat to them about how they help their children manage the digital world and make sure you’re all on the same page.
- Tablets and games consoles shouldn’t become a regular ‘babysitter’.

Technology will be second nature to your child by now. Try to stay up to date with new technology, social networks and websites. Techmums.co.uk is full of useful information.
Do you have rules for your children about what time they have to be home, or how many snacks they can eat between meals? Maybe you have an entire list stuck to your wall, with instructions such as “Speak kindly”, “Always tell the truth” and “Laugh louder”.

Today, an agreement about technology dos and don’ts seems crucial. You might want to think about the age at which your kids can sign up to social media, whether their mobile phone usage counts towards their daily screen-time allowance, or if it’s OK for them to send selfies from the dinner table. When you’re a busy parent, it’s easier to just set all this aside to worry about another day – probably when your child is older and more likely to get into trouble. But now, even pre-schoolers are getting online and using technology.

A 2013 report from the EU Kids Online network, Zero to eight: Young children and their internet use, noted that, “very young children (eight and under) are showing particularly increased patterns of internet use” and tweens’ (nine- to 12-year-olds’) usage patterns “now resemble those of teenagers five to six years ago”. And thanks to blogs and social networking sites, where parents share scans and pictures, most babies under the age of two already have a digital footprint.

Meanwhile, a 2012/2013 CHILDWISE Monitor report spoke to almost 3,000 young people aged between five and 16 across the UK and found that 36% of nine- to 12-year-olds have a Facebook profile (in spite of the 13 years minimum age limit), while 30% of seven- to 16-year-olds who use the internet reported knowing someone who had nasty, unkind or untrue comments posted about them on social media.

“It’s always easy to be fearful of things you don’t know about and that’s something the media can play up to,” says Will Gardner, Chief Executive of Childnet. “But we’ve gone beyond the stage where it’s credible to throw the internet out. Children see how their parents use technology and they’re going to emulate that.”

As parents we’re role models, but let’s be honest: it’s hard to lay down the law if we’re addicted to technology and the internet ourselves. And who of us can say we’ve never checked our phone at the dinner table when a work text has come in, or sneaked onto Facebook while the children play at our feet?

We asked a mummy blogger – Anita Whittaker (onlyboysandtomboys.blogspot.co.uk), who has four boys, aged two to 19 – how she and her family created a workable set of digital rules.

Meet the Whittakers

Anita
Social media fanatic, blogger and mum of four

Johann
Internet radio DJ and dad

Salvarni, 19
Instagram king and online anime fan

Kaliyl, 11
Aspiring fashion and design blogger

Alexander, 5
Getting ready for primary school with educational apps

Zach, 2
Loves tech and uses the family gadgets

No tech at the table and other digital boundaries

You have rules for bedtime and homework but what about time spent online? Mummy blogger Anita Whittaker shares her tips for keeping her family safe and surfing
"Most of my friends have smartphones. They can do anything they want – like watch videos on YouTube – without their mums knowing"

Anita: Johann and I have laptops and smartphones, and so does Salvarni. I also have a tablet – and Kaliyl will use one when he’s doing his homework. They even have special protective cases so that our youngest kids can play with them.

**How do you manage your family’s digital usage and interactions online?**

Anita: As parents, we’re quite clued-up about the technology out there and different social media. We all know how to use laptops, mobiles, tablets – from downloading books to read to the kids at night to writing my blog. Kaliyl is at an age where he’s using the technology. Johann and I use social media for supporting the boys, whatever crops up.

**Do you restrict how long your kids can spend on digital devices?**

Anita: I try to do everything in moderation. Kaliyl uses a tablet that he could do things from when he could first sit up at five months old – mostly an app with a drum set he could hit. Now he knows how to use it. Johann and I have laptops and smartphones. They can do anything they want – like watch videos on YouTube – without their mums knowing.

Kaliyl: The idea of my mum monitoring what I’m doing is quite spooky. I can understand if there was a problem though, like people saying rude things to me.

Anita: I don’t think a child under 12 should have a phone, although Kaliyl desperately wants one.

**Do you put any restrictions on how long you kids can play with them.**

Kaliyl: I want one because it’s an easy way to talk to my friends from primary school who I won’t see again when I go to secondary school.

Anita: Until he goes to secondary school in September, he doesn’t need a phone. I’ll get him one then so I know where he is and he can call me if he needs to. But at his age, I feel that the social side is more about interacting with friends face to face, the technology is for homework, and games for downtime.

**What technology does your family use?**

Johann and I have laptops and smartphones. They can do anything they want – like watch videos on YouTube – without their mums knowing.

**Do your youngest kids use apps and tech?**

Kaliyl: When Kaliyl gets a phone, I’ll check the parental blocks are activated. He’s unaware at the moment of what’s out there and what he could come across by accident. We believe it’s important to have blocks on all the devices for our children while they’re under 16 so we can retain an age-appropriate level of freedom.

Salvarni: I know how to use them. Kaliyl has no idea what’s out there, so I don’t want him to be monitoring his account – I know that I’ll be monitoring his account – at least until he starts knowing how to use it. We want to make sure our youngest children get the right experiences.

**What advice would you give to other families?**

Anita: Don’t be scared to try everything out. Ask somebody or talk to your children, if I don’t know what something is, I Google it. There are so many blogs and websites out there that can help you understand what to do. When I first heard about Instagram, I had no idea what it was, so I looked it up. Now I’m signing up and use it all the time – much to Salvarni’s disdain. Try things out for yourself and you’ll get a feel for what your kids are using.

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**Do you put any restrictions on how long you kids can play with them.**

Kaliyl: I want one because it’s an easy way to talk to my friends from primary school who I won’t see again when I go to secondary school.

Anita: Until he goes to secondary school in September, he doesn’t need a phone. I’ll get him one then so I know where he is and he can call me if he needs to. But at his age, I feel that the social side is more about interacting with friends face to face, the technology is for homework, and games for downtime.

**What technology does your family use?**

Johann and I have laptops and smartphones. They can do anything they want – like watch videos on YouTube – without their mums knowing.

**Do your youngest kids use apps and tech?**

Kaliyl: When Kaliyl gets a phone, I’ll check the parental blocks are activated. He’s unaware at the moment of what’s out there and what he could come across by accident. We believe it’s important to have blocks on all the devices for our children while they’re under 16 so we can retain an age-appropriate level of freedom.

Salvarni: I know how to use them. Kaliyl has no idea what’s out there, so I don’t want him to be monitoring his account – I know that I’ll be monitoring his account – at least until he starts knowing how to use it. We want to make sure our youngest children get the right experiences.

**What advice would you give to other families?**

Anita: Don’t be scared to try everything out. Ask somebody or talk to your children, if I don’t know what something is, I Google it. There are so many blogs and websites out there that can help you understand what to do. When I first heard about Instagram, I had no idea what it was, so I looked it up. Now I’m signing up and use it all the time – much to Salvarni’s disdain. Try things out for yourself and you’ll get a feel for what your kids are using.
Your loved-up teen decides to take a casual flirtation up a notch by sending a risky selfie-portrait to their current crush's phone. Instead of keeping it private, though, the recipient shares it online. What happens next?

According to recent research from Plymouth University, Child Safety Online at the NSPCC, and Danah Boyd in her influential paper, Teen Sexting and its Impact on the Tech Industry, "Teen sexting is a very rational act, with very irrational consequences," says Danah Boyd. It's not that young people are more foolish than we were; it's that today's teenagers are more foolish than we were. The difference is that, unlike us old folks, most have an internet-enabled phone in their pocket. Our first flirtations may have ranged from a cheeky Valentine to a sexy polaroid shot. But without access to smartphones or the web, our romantic gestures, however embarrassing, were rarely seen by anyone else, bar the person we sent them to—or perhaps their mum.

Today, the worldwide web and the various social networking sites it hosts can see one adolescent slip-up viewed and shared with friends, and friends of friends. Unlike physical cards or photos, the internet never forgets and, once posted, digital content can last a lifetime. So any fallout won't entirely disappear, and may potentially resurface in years to come. Take the selfies trend among teens. A selfie is a self-portrait taken on a smartphone camera or webcam to mark a silly or special moment in daily life. Mostly they are spontaneous, and rarely seen by anyone else, bar the person we

But the following statistics may be more surprising still: 20% of the teens interviewed didn't think there was anything wrong with fully nude images and 40% thought going topless was acceptable too. It's important to remember that most teens never get caught for their participation in sexting. According to recent research from Plymouth University, it's more common than you'd think: 40% of 14- to 16-year-olds say they have friends who have engaged in this kind of texting. But the following statistics may be more surprising still: 20% of the teens interviewed didn't think there was anything wrong with fully nude images and 40% thought going topless was acceptable too. It's important to remember that most teens never get caught for their participation in sexting. "Teen sexting is a very rational act, with very irrational consequences," says Danah Boyd. It can be hard to broach the topic of sex and sexting with your teenager. But it is worth pointing out that sending an intimate picture of your body and your love and trust, you never imagine for one minute that footage may at any point be shared with the rest of the UK," the singer stated in her YouTube apology to fans. She later brought charges against MC Ultra for alleged breach of privacy and confidentiality. The lesson is clear: never share a naked photo. Not least because, for under-18s too, there is the possibility of an even more punishing outcome. Any images they have sent may constitute an indecent image of a child—an offence which can be prosecuted under the Protection of Children Act 1978. "Teen sexting is a very rational act, with very irrational consequences," says Danah Boyd. It can be hard to broach the topic of sex and sexting with your teenager. 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Got Naked Online, it can be worth increasing the
suggest the authors of teen advice manual So You
if they have had a bad experience. In this instance,
there. You won’t stop those that are searching
its removal. (understand. If it has been shared on social
flirting back on track through a mix of humour and
witty comebacks. See below, for more details.)
Even if an image is out there, there are things
that can be done. Asking the recipient to
del it is the first option. In many instances they’ll
understand. If it has been shared on social
networks, you can contact the site and ask for
its removal. (See page 46 for details of how to
report online concerns.)
If, however, an image has been shared on an
adult site which is hosted outside the UK, it’s out
there. You won’t stop those that are searching
hard enough from finding it.
But a teen’s online life is unlikely to stop, even
if they have had a bad experience. In this instance,
suggest the authors of teen advice manual So You
think of it as an opportunity to learn,
and respond fast and the acronyms
and emoticons they use can lead to
miscommunications and the wrong
people viewing messages.
“Whatever it is you do, always,
ask your child about, such as
things that might be pleasant.
There are also some basic rules
to talk to your child about, such as
not using their real name on a public
profile, never adding a conversation
to messages or photos, and never
accepting a follower or friend whom
they don’t know in real life.
Take a second before you send
Lunchboxworld.co.uk founder
and mum of three, Caroline Job, has an
additional family IM-ing rule called the ‘red face test’. “The aim is to
get kids to stop and think before
they send. Some of my daughter’s
friends have been caught out by
Snapchat. They were snapping
friends have been caught out by
live (1-10 seconds) after
anonymously. You can
change your settings
so people can’t ask
questions without
identifying themselves.
There’s a ‘report abuse
button. Children must
be over 13 to use it.
They then discovered someone
had taken a screenshot and sent
it to their friends.”
IM-ing may feel like a private
call but it’s not. Children write
and send photos and videos
to report online concerns.
it to their friends. Hence,
parents should not assume
what tech and apps their
children are using and
always keep talking and
listening, both online and off-line.
The power of play

From problem-solving to conflict resolution, video games are a great way for kids to develop core skills

Once the preserve of testosterone-fuelled teenage boys obsessed with shooting everything that moved on their computer monitors, video games now have universal appeal. Driven by the popularity of consoles and mobile devices, everyone from toddlers and teens to parents and grandparents are spending squatting chunks of time exploring virtual worlds.

And, played in moderation, it seems they’re not bad for us either. A decade-long study of 11,000 UK children, recently published in the British Medical Journal, found that playing video games from as young as five years old doesn’t lead to behavioural, attention or emotional problems later in life.

In fact, research suggests that video games can be a force for good – improving kids’ spatial awareness and problem-solving skills, as well as boosting their creativity. And their potential applications as an educational tool are attracting serious interest in the UK and abroad too – and they’re showing respect for the virtual world their friends have built.

“For me, Minecraft is the best ‘hook’ you could possibly have. If you say, ‘today, kids, we’re going to look at X using Minecraft’, a loud cheer erupts across the room. They’re learning through play, and it’s learning that sticks with them.”

Inspiring the next generation

Introducing online play in the classroom is more than just a handy study aid, though. Game-based learning could also inspire the next generation of game designers, and give children a leg-up in a world where video games could be a force for good – improving kids’ quality of life too. SpecialEffect is a UK charity that modifies equipment and consoles to level the gaming playing field for people with disabilities – and helps them enjoy the inclusivity, competitiveness and fun of video games.

Personalised technology brings to life the gaming experience – and enables them to interact and socialise with friends and family in a way that we tend to take for granted. “Although our primary focus is on helping people benefit from the fun and inclusivity through video games, there’s often a wider impact to our work,” says charity spokesperson, Mark Saville. “Elin is a girl with severe disabilities who is using an eye-gaze system to play music, paint pictures and turn the pages of an onscreen book. Then there’s Rob, a young man who had a car accident that left him quadriplegic just days before he was due to go to York University last year. Using the eye-gaze system that we’ve lent him, he can type and access the internet, and he’s just been offered an unconditional place at Bristol University.”

5 tips for staying safe in online multiplayer games

1. Encourage your child to use a nickname and not their real name when playing online.
2. Make sure they know not to share their school, address or phone number.
3. If you allow your youngster to use the voice chat function on their console, remind them that the people they talk to are still strangers, and to be cautious.
4. If someone says or does something that makes you uncomfortable, make sure they know they can report it.
5. If in doubt, keep your child’s online multiplayer experience to real-life friends only. You can oversee their friends list, restrict their contacts through the console’s parental controls, and even disable multiplayer entirely.

Games for good

The open-world phenomenon Minecraft, which has no obvious goal other than using three-dimensional blocks to build structures, has sold more than 35 million copies globally across both console and mobile platforms. And gamers have used it to recreate, in the most painstaking detail, everything from the continent of Westeros in TV’s Game of Thrones to Hogwarts School of Witchcraft and Wizardry.

Teachers Santen Kiivisto and Joel Levin recognised how the game could be modified for deployment in schools, and set up MinecraftEdu to make it a reality. Kiivisto believes the model for educational games is broken, and that the best approach is simply to engage kids better.

“Games create interest, and interest creates engagement,” he says. “Students who are concentrating absorb more information, faster. They share it and expand what they understand. Using games like this, with an open mind, makes school more conversational. Many parents would rather see their kids creating cool structures and figuring out programming in Minecraft than popping heads in Call of Duty.”

Teacher Allen Heard, of Ysgol Bryn Elian school in North Wales, has been using MinecraftEdu for around 18 months, and agrees with Kiivisto. He noticed that pupils who play the game have, for example, become much better at conflict resolution. “By using Minecraft, students are improving their problem-solving skills, communication skills and collaborative working – and they’re showing respect for the virtual worlds their friends have built.”

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5 tips for staying safe in online multiplayer games

1. Encourage your child to use a nickname and not their real name when playing online.
2. Make sure they know not to share personal information that could identify them, like their school, address or phone number.
3. If you allow your youngster to use the voice chat function on their console, remind them that the people they talk to are still strangers, and to be cautious.
4. If someone says or does something that makes you uncomfortable, make sure they know they can report it.
5. If in doubt, keep your child’s online multiplayer experience to real-life friends only. You can oversee their friends list, restrict their contacts through the console’s parental controls, and even disable multiplayer entirely.

Around 33 million people in the UK play video games – 23% of them are aged 16-24. There’s a 51% to 49% split between men and women.
Partnerships

Digital skills for kids

Vodafone and Moshi Monsters have teamed up to help kids discover more about staying safe online

The internet can be a fun place for young children keen to explore the world and share their lives with family and friends. But it’s important that they know how to do this safely. And that’s why Vodafone has partnered with the hugely popular virtual world Moshi Monsters to produce a series of six free ‘Web Super Skills’ cards.

Drawing on advice from trusted experts, the Moshi Monsters cards feature tips for staying safe online, in the form of activities that children can learn from and enjoy. They teach kids about everything from safe downloading and sharing, to the difference between online and offline friends. They also cover how and when to report things to adults and good online behaviour – for example, not saying mean things to people online that you would never say in real life.

The ‘Web Super Skills’ cards were created after Vodafone research uncovered that half of children under ten years of age think it’s OK to look at photos or videos they find online, and more than a fifth of kids have done or seen things on the internet that have scared them. Vodafone’s research also found that 11% of British children surveyed would meet someone they know how to do this safely. And that’s why Vodafone has partnered with the Moshi Monsters cards feature tips for staying safe online, in the form of activities that children can learn from and enjoy. They teach kids about everything from safe downloading and sharing, to the difference between online and offline friends. They also cover how and when to report things to adults and good online behaviour – for example, not saying mean things to people online that you would never say in real life.

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Here’s a novel way to learn about on- and offline friends. The card encourages children to draw their online friends, so they can see how easy it is to hide behind the internet.

This card shows children that mean words can be just as hurtful online as offline. Get your child to talk about how they feel when they communicate online as they draw smiles on these Moshlings.

What happens if your child sees something scary online? This card encourages them to talk about it with an adult, using key words in the wordsearch to help them.

Teach your child about stranger danger. A quarter of young people in the UK have admitted to sharing personal details and images with people they don’t know.

We’ve all seen headlines about large bills from in-app purchases. Use the ‘Ask First’ card to teach kids about downloading apps and games and how they can accidentally spend money online.

This one’s for mum and dad – a card with details on setting up parental controls, finding age-specific advice for kids and ways to report online concerns to the authorities.

“IT’S IMPORTANT THAT INTERNET USERS DON’T JUST SIGN OFF WHEN THEY ENCOUNTER DISTURBING CONTENT AND ARE AWARE OF THE WAYS TO REPORT IT”

Susie Hargreaves, CEO, Internet Watch Foundation, Moshi Monsters cards feature tips for staying safe online, in the form of activities that children can learn from and enjoy. They teach kids about everything from safe downloading and sharing, to the difference between online and offline friends. They also cover how and when to report things to adults and good online behaviour – for example, not saying mean things to people online that you would never say in real life.

The Internet Watch Foundation (IWF) is funded by 116 companies and organisations, including the biggest internet service providers and mobile phone operators.

We work hard, monitoring the internet to make sure that disturbing bits of content – such as online child sexual abuse images and videos – is removed quickly and that the everyday person doesn’t have to see what we see.

We want all UK internet users, young and old, to be aware of the ways they can report illegal content or images to the proper authorities.

People do innocently stumble across child sexual abuse images and videos while browsing – we get thousands of reports each year from people who do just that. But if this happens, don’t just sign off and erase your browser history. Report it. It’s tempting to try and wipe it from your memory – and your PC’s. But if you’ve viewed criminal images you won’t knock at your door because they think they’ve done something illegal by accessing it. But the police won’t knock at your door because you’ve viewed criminal images you never intended to see. The laws relating to this are written to encourage people who have accidentally been exposed to this imagery to make a report to the relevant body.

As a parent, it’s not easy to respond when your child has seen something upsetting. But knowing how to report illegal content and ensuring your child does too, reduces the chances of it happening to others – and that can only be a good thing.

Reporting to the IWF

1. Help your teenager get clued up on what to do if they accidentally find child sexual abuse imagery online by telling them about the IWF website: iwf.org.uk

2. The reporting process is all online – it’s simple, confidential and anonymous.

3. Reporting is the right thing to do. The person who comes across the illegal content is also a victim and won’t be questioned by the police or anyone about what they have seen.

4. It’s perfectly normal to be upset by this type of content – reassure your teenager that, if it happens, they can talk to you.

5. You can find a list of other useful organisations for other types of online content on the IWF website at iwf.org.uk/resources/useful-links

Protecting users from distressing online content

You can’t unsee what you’ve seen but you can report it, says the IWF

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It’s important that internet users don’t just sign off when they encounter disturbing content and are aware of the ways to report it.”
Generation internet

Photos online before birth, a digital presence by the age of two, and your first mobile before you’re five – what it really means to be a digital native

Today’s children are digital from before they’re even born

23% of UK kids begin their digital lives in utero, with parents uploading their scans online.

57% of four-year-olds in the UK use tablets and smartphones.

73% of children have a presence online by the age of two.

They get their gadgets early

1 in 10 children are given their first mobile before they’re five years old.

74% of eight- to 11-year-olds have access to an iPad or other tablet at home.

63% of children get their first smartphone before they start secondary school.

They’re spending more time on mobile technology

44% of four-year-olds in the UK use tablets and smartphones.

3,500,000 of the UK’s under-eights now have a tablet.

289 The number of texts sent on smartphones each week by 12- to 15-year-olds (or just over 41 every day).

57% of four-year-olds have a digital presence online by the age of two.

Children have emotional concerns about using the internet, while parents’ concerns are much more practical

Children worry about...

Parents worry about...

Mean things others have written

Receiving spam

Seeing things that are too old for them

Viruses on the PC or laptop

Other people pretending to be them

Unsolicited emails with questionable links

Pressure to appear popular or attractive

Seeing something nasty or offensive

So, where is the internet? Kids think it’s...

“Inside our computer” 81%

“Everywhere” 19%

“In outer space” 8%

…”but, being savvy doesn’t come with common sense

While they’re surfing, they’re also learning new skills...

Researchers say social media enhances 21st-century skills including communication, creativity, collaboration, leadership abilities and technological proficiency.

Almost half of four-to 11-year-olds agree that some of their online friends might be pretending to be someone they are not.

By age eight, kids begin to consume online media on a regular basis.

3,500,000 of the UK’s under-eights now have a tablet.

30% 23% 8%

83% of four- to 11-year-olds have to follow rules when using a smartphone, tablet or computer, including:

Which websites they can visit 81%

How long they can be online for 72%

Where they can use their devices 63%

More than three-quarters of parents have spoken to their children about internet safety... but are they leaving it too late?

Support

Nearly a third of all parents feel they need more support when it comes to internet safety.

大人 are laying down the law, like time spent online

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Which websites they can visit 81%

How long they can be online for 72%

Where they can use their devices 63%

More than three-quarters of parents have spoken to their children about internet safety... but are they leaving it too late?

But points of conflict still emerge

70% of parents argue with their kids about things they put online that they wouldn’t want other people to know.

19% delete their internet history

12% have amended settings to use their browser privacy mode

6% uninstall filters designed to stop certain websites being visited

Almost half of four-to 11-year-olds agree that some of their online friends might be pretending to be someone they are not.

70% of four- to 11-year-olds recognise that some online content is for adults or might be rude

Support

Nearly a third of all parents feel they need more support when it comes to internet safety.

Statistics are taken from the Vodafone/YouGov study, 24-29 October 2013; Ofcom Children and Parents: Media Use and Attitudes Report, October 2013

Since 2012, the number of eight- to 11-year-olds using tablets has grown from 13% to 44%.

Statistics are taken from the Vodafone/YouGov study, 24-29 October 2013; Ofcom Children and Parents: Media Use and Attitudes Report, October 2013
“Yeah, man.
I’m a media mogul”

With a little risk and a lot of initiative, internet-savvy teens and twentysomethings are forging their own career paths in the digital world.

Jamil Edwards, 23

Who is he? YouTube entrepreneur and owner of SBTV

Claim to fame SBTV is worth more than £8 million. Sir Richard Branson is a close friend.

Words of wisdom "The more hits you get, the more Khan is in advertisers’ eyes. We’ve got the creative ideas, the platform and reach. That’s why brands come to us.”

When Jamal was 15, he started using his video camera to film friends singing and rapping. What started as amateur film-making quickly turned into something bigger as his YouTube channel, SBTV, built up a following. Jamal’s rapping name Jiman started to get hundreds of thousands of hits. After becoming a YouTube official partner on his third attempt (meaning he’s entitled to a share of the ad revenues his videos make), Jamal quit his day job at Topman to run SBTV full time.

Today he has 12 staff, a hub website and his own clothing line. In October 2013, Miroma Ventures bought a share in SBTV for an undisclosed sum. Jamal now has his sights set on conquering America.

“I started my business online because I felt it was the most democratic space to start a business. It helped keep my costs down and it has enriched my life. I’ve been catapulted into a global community, making the world around me more accessible,” he says.

Savannah Ali, Shanice George & Sana Sodki, 16

Who are they? Campaigners behind ‘Ol’ My Size’, a website educating young people to talk to each other with respect.

Claim to fame Beating the BBC to win the 2013 forefront award for making the internet a safer place.

Words of wisdom “We think the reason the website works is because it was created by young people for young people, so we know how best to communicate with them.”

Savannah, Shanice and Sara are three aside 16-year-olds behind educational website ‘Ol’ My Size’, which is run by Peabody as part of their Big Lottery-funded project, ‘Staying Safe’. The phrase ‘Ol’ My Size’ is a common chat up line with teens and roughly translates as ‘you’re my type’. The name sets the tone for the site’s content, which includes a healthy dose of comedy, video and relatable observations to educate young people about relationships and treating their peers, and each other, with respect.

The girls have proved themselves fearless in producing content that tackles weighty topics such as sexting, cyberbullying and violent relationships. “We wanted to educate boys on how they talk to girls and create a site that young people would enjoy looking at, not something they felt was being drilled into them by teachers and adults,” says Savannah.

Jordan Casey, 14

Who is he? Self-taught computer programmer, founder and CEO of Casey Games.

Claim to fame Jordan was Europe’s youngest iOS app developer. He secured funding to develop his firm from Junior Dragon’s Den Peter Casey.

Words of wisdom “Coding is amazing because you can be so creative with it. You can imagine something and do anything with it. You can make games, websites, even clocks or watches.”

Jordan began programming aged just nine. A year later, he turned his talents to producing games and music, swiftly becoming one of the most subscribed YouTube video bloggers in Ireland. In 2012 he founded Casey Games, an independent game company run by kids. The company has created four games to date, including the successful Alien Ball vs Humans, for iPhone and Android. He recently launched a campaign called Make Coding Cool to promote coding for kids, and has his sights on launching The Kids in Technology Awards in 2014. “I think of starting young as a head start,” says Casey. “In ten years, I’ll be 24 and I’ll already have 11 years of experience working in this industry.”

Jack & Finn Harries, 20

Who are they? Jackson founded YouTube channel JacksGap. Together the twins run Digital Native Studios Ltd.

Claim to fame JacksGap is the 144th biggest YouTube channel in the world. It’s been viewed 50 million times.

Words of wisdom “The secret is our honesty. It’s real. We’re not putting up the wall that TV and film have. We’re just saying, ‘Hey, look, connect with us’. That’s the charm of it.”

Jack Harries created his YouTube channel, JacksGap, in 2011, as a way of documenting his gap year travels for his family and friends. The idea that he could connect with people, wherever he was in the world, was so appealing that he was keen to give it a go. Not that he believed anyone would watch... and, for four months, nobody did.

All that changed with a guest appearance from his identical twin, Finn. When Jack’s mainly female fan base found out there was another brother just like him, subscribers went from zero to more than two million in the space of just two years.

Today, the brothers are official YouTube partners and the revenue from their video blogs has seen them put university on hold – initially to keep travelling and now to concentrate on their film enterprises. “Offers are coming in,” says Jack. “It’s allowed us to make it our full-time job.” But working 24/7 has its drawbacks. “We don’t have a lot of time to do other things,” he said, in a recent interview in the Telegraph. “You’re putting your personal life out there on the web, so every day you’re working, whether you want to or not. If you tweet or take a photograph every time I’m out – you never switch off.”

And that doesn’t look likely to change. They have invitations to speak at conferences around the world and a social network based on JacksGap is already in the pipeline. It looks like that gap year project is going to run and run.
Tread carefully, digital footprints can last a lifetime

It’s tempting to share family moments online, but how will your ‘future teen’ feel about that cute toddler shot?

Vicki Shotbolt
CEO, The Parent Zone, theparentzone.co.uk

Hidden in a corner of my mother’s cupboard is a family album showcasing some of the worst outfits of my teenage years. She knows better than to get the album out. I’ve also made sure it’s tucked behind the one that showcases my sister’s even greater fashion faux pas.

My son can’t use the same tactic. I can share photos of him at the press of a button. And I’m not alone.

According to research by print site Posterita, 94% of UK parents post pictures of their children online, while two-thirds only use Facebook to post updates about their children or parenting issues.

And it’s not just photos – ‘It’s down to parents to decide where the embarrassment can last a lifetime online.’

5 tips to consider before posting

1. Take advantage of privacy settings and make sure your pictures are only seen by family and friends. Remember that even if your privacy settings are robust, once you’ve shared a photo it can be passed on.

2. Never share a photo of your child without their clothes on – even cute toddler shots.

3. Before you post, consider the potential ‘teenage cringe factor’.

4. Remember that children read things online and might not understand them properly. An angry online note to a friend, partner or even a teacher at your child’s school could easily be read by your child.

5. Ask yourself: ‘Would I have been happy if my mum had posted that for me?’ If you don’t think you’d have liked your mum or dad to share something, the chances are your children won’t thank you for it either.

Sticks and stones

...are no longer a bully’s weapon of choice, says top mummy blogger Tara Cain. Today’s taunts are digital

Our children are digital natives. Technology is part of their everyday lives. And the benefits it brings are well documented – from developing IT skills and providing a quick and easy way to research school projects, to allowing them to communicate globally and access exciting sources of entertainment.

But new tech has a darker side. ‘Trolls’ send abusive messages to anyone they take an instant and often irrational dislike to are now as established on the online scene as they once were in the playground. ‘Kids are kids, but when you put it online, it’s kind of out,’ DeVore said in an interview with CNN.

Fifteen years on, you can still view his son’s reaction. So far, it’s been watched more than 122 million times.

In an age where privacy is becoming an outdated concept, it’s down to parents to decide where they’re going to draw the line. Some 51% of the parents who use Facebook to post about their children say they have thought about the embarrassment it could cause in later life, and 66% said they’d stop updates if their children asked them to when they get older.

So consider this: how well will you advise your ‘future teenager’ on what’s appropriate to post if you’ve been posting embarrassing shots of them throughout their childhood?

51% of parents who use Facebook to post about their children have thought about the embarrassment it could cause in later life
Online bullying

Even after her cyberbully was made to take the Facebook page down in front of the headteacher, there was no escape for Amy Louise. “People were still talking about it. I felt suicidal and told my mum I didn’t want to be here anymore. That really scared her, so she encouraged me to contact ChildLine. I found talking to them easier than speaking to someone I knew. I was able to go at my own pace. They gave me advice on how to get through it and helped me speak to my family again too. I’m at college now and am coming to terms with what happened. But I know ChildLine are always there if I need them,” Amy-Louise says.

Tackling the taunters

According to statistics, girls are twice as likely as boys to fall victim to or perpetrate cyberbullying. Research also shows that those with special needs, in receipt of school meals or from minority groups are at risk too. But only one in 10 victims of cyberbullying will tell a parent or trusted adult of their abuse – so what can parents do to reduce the chances of their child being affected?

David Elstone, headteacher at Hymers College in Hull, thinks parents need to be educated about what is happening in the digital space. “A huge number of parents just don’t understand today’s digital world. And because [of that], they can’t teach their kids how to use it appropriately.”

Anthony Smythe, Managing Director of BeatBullying, says parents must explain to children how to enjoy the Internet safely. “We found that more than a quarter of 12- to 16-year-olds had witnessed bullying online, but only half did something about it.” He advises children being bullied online to “save and print out bullying messages or pictures they receive, noting dates and times. They should never respond or retaliate, as this can make things worse. Instead, they should block the users sending the messages.”

“One in five children think being bullied online is part of life. It doesn’t have to be that way. Young people should always report anything abusive they see online to the site concerned. Flag it, report it, and talk to someone about it.”

Resources

The Diana Award runs a national anti-bullying programme, training young people to stay safe on- and offline. diana-award.org.uk/news-events/stay-safe-in-cyberspace

NSPCC has trained counsellors available alongside advice pages for parents: nspcc.org.uk/onlinesafety or call free on 0808 800 5000

ChildLine allows children to email, chat online or post to its message boards. It’s free, private and confidential with advice on how to report bullying. childline.org.uk/Explore/Bullying/Pages/oneline-bullying.aspx or call 0800 1111

BeatBullying.org offers advice for parents on how to speak to their child if they are being bullied online, and how to report abusive content on social networks.

facebook.com/safety/bullying Tips to help those affected by bullying stand up for each other.

anti-bullyingalliance.org.uk is a coalition of organisations and individuals that works together to stop bullying. It supports a network of schools and colleges and coordinates Anti-Bullying Week.

Vodafone Guardian can help with bullying as it lets you reject messages from particular numbers (see page 4 for details).

What to do if your child is the bully

Young people who have never bullied anyone in real life could be drawn into cyberbullying because they think they are anonymous. They may do or say things they wouldn’t dream of doing face-to-face, because they think they are hiding behind a screen.

They might succumb to peer pressure and pass on a bullying email or join in on a conversation on a social media site without thinking of the consequences.

And, like all bullies, cyberbullies rely on others to endorse their behaviour, whether they join in or simply don’t challenge them.

Cyberbullying can also be aimed at adults they want to ridicule or upset – for example, teachers.

If you think your child could be bullying someone

1. Talk to them openly about what they are doing and why it is unacceptable.

2. Listen to what they say – they may genuinely not understand the effect they are having on someone else or that what they are doing is bullying.

3. Try to find out why they started bullying someone in the first place. They may be trying to impress a new group of friends or may themselves be the victim of bullying.

4. Be proactive and talk to their teacher if necessary – assure the school you are working with them to prevent it from happening again.

5. If someone accuses your child of cyberbullying, listen to their concerns. Your first reaction may be to defend your child, but you must remain calm, promise to speak to your child and get back to them straight away.

6. If they have been bullying someone, accept that your child can make mistakes, take action and find a way to move on. Ignoring the problem will mean your child is likely to bully again.

7. Implement consequences by limiting internet time or taking their device away: Explain what you expect of them in order to regain your trust and the use of their device.
Better safe than sorry

Net-wise teens can access the latest tune or film at the click of a button. But that ‘free’ content can bring unwelcome added extras.

互联网安全

即使在40年内，当今的少年儿童也面临着来自数字世界的威胁——纯文字版本的指南——则会进一步教会孩子们如何防止受到这些威胁。通过这些威胁，他们可能会被陷害、被勒索或受到暗示，甚至遭受更大的威胁。

你有孩子的世界缺一不可的技术。互联网技术是如此重要的一部分，以至于我们无法想象没有它的生活。

也许你的孩子会花几个小时在手机游戏上，或者花几个小时在看视频。也许你的孩子会花几个小时在手机游戏上，或者花几个小时在看视频。

孩子们的屏幕时间——包括在线和 offline——已经成为一个严重的问题。越来越多的父母开始担心他们的孩子是否被过度使用手机。

P

Perhaps in 40 years, this

Internet security

Perhaps in 40 years, this

Internet security

Perhaps in 40 years, this

Internet security

Perhaps in 40 years, this

Internet security

Perhaps in 40 years, this
Stranger danger

Online grooming is rare, but it does happen. Louise Chunn, founder of welldoing.org, explores how to guard against and report suspect behaviour.

N o matter how hard you try, as a parent you can struggle to keep up with the lightning speed of technological change — whether it’s the feeling that you have to change your gadgets with ever-increasing frequency or, more critically, that your children know much more than you do. How can you hope to protect them from what you may not even understand?

According to recent intelligence from the National Crime Agency’s Child Exploitation and Online Protection (CEOP) Command, the methods paedophiles now use to make contact with children have changed from when most of us were young. Once, those who sought to sexually exploit children would take a slow, tactical approach — say, entering a profession where children were encouraged to trust adults and build relationships. Now it’s far more immediate and technology makes that possible.

Gain your child’s confidence

It works like this: abusers contact young people online, sometimes disguising their identity, and try to entice them to swap images or communicate about sex online. They might be using social media, a chatroom or in a multiplayer game, but often they will try to lure the young person somewhere more private. If they do manage to get a sexualised image from a child, they will use it to blackmail the child into further sexual acts or even self-harm captured on webcam. And if the child won’t co-operate? Then they threaten to send the original image to the child’s friends and family.

Research by Eu Kids Online shows that just under a third of children in the UK have had contact online with people they hadn’t met before. CEOP is also getting around 1,600 reports a month, as extortion is becoming more common. This doesn’t mean that the internet is inherently dangerous for your children, but it does mean that you ought to take the situation seriously. You may not have the technical know-how to stop such people in their tracks, but you can arm your children with the necessary skills for sniffing out suspect behaviour.

Agree the limits

Removing all digital devices is not an option. For teens and tweens, phones and computers signal independence and, most importantly, keep them in contact with friends. Taking them away is likely to backfire.

Jonathan Baggaley, Head of Education at CEOP, advises that parents seek to guide their children. “Young people need to understand that there are some areas — such as sex — that are not safe to talk about online. They need to know what is appropriate and what is not. Parents need to have a conversation with their children to agree the limits of sensible behaviour.”

Notice the warning signs

Children don’t always understand that people can pretend to be who they’re not online. They should also be warned against anyone who, from the beginning, is excessively attentive and flattering, especially about their appearance and ‘sexiness’.

“Children being groomed by online predators often undergo subtle behavioural changes,” says Baggaley. “They may become secretive about who they are talking to and where they conduct their online conversations. In the real world we treat strangers with caution. Similar care should be given to your child’s new online ‘friends’.”

Remember to communicate

Show an interest in what your children do online, who their friends are and what sites they visit. Young people can see things in extremes, but even in serious circumstances, with help from the police, it is never too late, and the situation is never hopeless.

“Young people need to understand that there are some areas — such as sex — that are not safe to talk about online”

3 quick tips

Watch ‘Thinkuknow’ films

A resource explaining online stranger danger to school children and young adults. Your child may already have watched one of these CEOP films at school — they’re a great way to start a conversation about what can go wrong online. Find them at thinkuknow.co.uk/parents

Are you an adoptive parent?

Many adopted children and young people encounter negative experiences in childhood that can make them more vulnerable to risks online. Recognise the added dangers and talk to your child.

Report inappropriate contact

Let your child know that it can be easy to get into trouble online and you’re there to help. If they’ve experienced inappropriate contact, report it using the red ClickCEOP button at ceop.police.uk/safety-centre

Check Facebook pages

If you’ve met a person online, look at their Facebook page and see how real they seem. Do they know the people posting on their wall? Or do they seem to be in internet acquaintances? Check how many friends they have. A few friends (under 1000 means it’s either a new profile or a fake one. An excessive number of friends is a red flag too.

Investigate their photos

Has the person posted lots of photos of themselves? If they have, are the people in the pictures tagged? If not, and you follow the tag, does it lead to profiles for people who seem real? If their pictures aren’t tagged, the person probably doesn’t know the other individuals — or it’s not them in the photos. If their photos seem to be all professional or publicity shots, they could be fake. Ask for proof. If you’ve met a person online, ask him or her to take a photo holding up something specific, like a daily newspaper or driver’s licence. If they won’t do this, it’s suspicious.

Beware of extravagance...

Keep an eye out for anyone with a super glamorous career. Catfished love to say they’re models. If the person you’re talking to online seems to live an extravagant lifestyle with private jets and famous friends, that’s an alarm bell right there.

…and too much drama

It’s a warning sign if the person you’re talking to has a lot of intense drama in their life — for example, car crashes, terminal diseases and deaths in the family. Often, the catfish will use tragic situations as a way to elicit sympathy and prevent the other person from asking too many questions.

Ask to live chat via webcam

The biggest red flag is if the person you’re talking to is reluctant to live chat via webcam, Facetime, Skype or Google Hangout. Most computers, laptops and phones have cameras built in. If the person you’re talking to claims they don’t have a webcam, suggest they find one. If they won’t prove they are who they say they are, that’s not their problem.

If it seems too good to be true, it probably is

Bottom line: do your research and use common sense. Google the person — be persistent and search for at least 30 minutes. Make them earn trust before revealing too much.
The real cost of ‘virtual coins’

The Office of Fair Trading is urging developers to take action to ensure kids don’t run up big bills from in-app purchasing. And, it says, parents need to act too.

“The Office of Fair Trading is urging developers to take action to ensure kids don’t run up big bills from in-app purchasing. And, it says, parents need to act too. The OFT has ordered gaming app developers to clean up their act, and if they continued to engage in potentially unethical commercial practices, it will take action. However, the OFT also urged parents and carers to protect their children and bank account. Chief Executive, Clive Maxwell, said, “Our advice is that parents check their device settings, play their child’s games themselves and read the game’s description online. Parents will also be encouraged to report concerns to Citizens Advice.”

Creating standard practices

Many app developers welcome discussions on setting commercial standards. The OFT’s recognition that parents, as well as the industry, have a part to play in protecting children from the excesses of IAPs. For many developers, the use of IAPs is essential to help fund research and development of new games to bring to market. “Those responsibly, micro-transaction-based business models give choice and value for both players and businesses,” Dr Jo Twist, Chief Executive of the British games industry body UKIE, told the Guardian. “Flexibility for companies to operate different business models is crucial, and it is good to see the OFT recognise this.”

3 ways to avoid bill shock from in-app purchases

1 Try it yourself

In-app purchases aren’t bad in themselves, as long as they’re used responsibly and under the full control of parents. However, if you’re downloading a free game for your child, it’s a good idea to try it yourself first, to understand how in-app purchasing is used, and whether you’re comfortable with it.

2 Set a password

Both IOS and Android devices let you force a password to be entered before purchases can be made on the device. Don’t share this password with your children – a tip that may sound obvious, but which many parents don’t follow. And never check the ‘Remember Me’ button, because it will override your settings and accounts, including Location Services, Contacts, Calendars, Reminders, Photos, Bluetooth, Sharing, Microphone, Twitter, Facebook, and Advertising.

3 Give your kids digital pocket money

Talk to your children about in-app purchases, and encourage them to take a responsible attitude towards them. As they grow older, consider giving them ‘digital pocket money’ in the form of an iTunes or Google Play gift card – they can spend within limits, and may learn about budgeting too.

Enabling restrictions

You can enable restrictions, also known as parental controls, on iPhone, iPad, and iPod touch.

Restrictions stop you from using specific features and applications, automatically block access to adult websites or only allow access to a specific set of permitted websites. You can prevent changes to your settings or turn off restrictions. If you lose or forget your restrictions password, you will need to perform a factory restore to remove it.

Using restrictions

You can restrict access to applications and features, including Safari, Camera (also disables Photos, Bluetooth, Sharing, and Advertising). You can prevent access to specific applications (such as the country in the ratings section to automatically apply the appropriate content settings for that region). Music and Podcasts, Movies, TV shows, Books, Apps, Siri, Websites, and the time necessary before a password is required to purchase content.

Privacy settings

You can prevent changes to privacy settings, including Location Services, Contacts, Calendars, Reminders, Photos, Bluetooth, Sharing, Microphone, Twitter, Facebook, and Advertising.

Managing your child’s account

If your child is over 13 or has an account through the Apple ID for Students programme, you may want to explore the possibility of allowing him or her to make purchases from iTunes using iTunes Gifts or a monthly allowance.

Setting up smartphone controls

They’re a fundamental part of your child’s increased independence. Here’s how to keep on top of their mobile lives.
Get a Microsoft account
If your child has a Windows Phone mobile, they’ll need a Microsoft account to use it. If they use Xbox Live, Outlook, Windows 8 or OneDrive, they may already have an account and can sign in with that.

To create a Microsoft account, your child needs to follow the setup instructions on their phone, or visit live.com. Once they get to the ‘Keep Your Life in Sync’ page, select ‘Create One’ to set up a Microsoft account. You will also need an account to monitor their settings.

Allow app and game downloads
1 Set Up My Family — a feature that lets you turn on app and game downloads for your child’s phone. You can also set the game ratings they can access.
2 Go to the Windows Phone website, and hover over the ‘Explore’ option. From the dropdown that appears, access My Family and sign in using your Microsoft account.
3 On the My Family page, click ‘Get Started’. If you’ve used My Family before, you may not see this option, in which case select ‘Add a Kid’.
4 To add your child, hit ‘Go’. When prompted, enter their Microsoft account email address and password.
5 On the My Family homepage, click ‘Fix It’ next to the child’s name and follow the steps. Accept the Windows Phone Store terms of use and your child will be able to download apps.
6 To let your child download Xbox games, go to xbox.com. Sign in on their account and follow the instructions to accept the Xbox Terms of Use. If you’ve already done this via an Xbox console, you won’t need to repeat it.

Set up Kid’s Corner
If your child is too young to have a smartphone, but loves playing with your Windows Phone mobile, you can set up a protected Kid’s Corner. This feature is like having a phone within a phone, and gives your child access only to the apps and features you choose for them. You can let them take pictures, play games, watch videos, listen to music and personalise their Start screen, safe in the knowledge that they’re playing Angry Birds, not texting your boss.
1 At the ‘Start’ menu, tap ‘Kid’s Corner’, then ‘Next’.
2 To add content, tap ‘Games’, ‘Music’, ‘Videos’ or ‘Apps’ and select the items you want them to be able to view.
3 Tap ‘Done’, then ‘Next’, and select ‘Finish’ to save.
4 A passcode for your phone so that your child can’t access your homepage. To do this, go to ‘Settings’, and ‘Lock Screen’. Turn ‘On’. Password’, then enter text into the ‘New Password’ box. Tap ‘Done’ to save.
5 You can get to the Kid’s Corner set up at any time from the ‘Settings’ page. Access the feature by swiping left to its lock screen, then flicking up.

Windows Phone

BlackBerry

These instructions are for BlackBerry smartphones running BlackBerry 10 operating system or later.

1 On the homescreen, click ‘Settings’.
2 Next select ‘Security and Privacy’.
3 Click ‘Parental Controls’, and then turn the app to ‘On’.
4 Next, follow the prompt to set up your parental controls password.
5 You can now select from a series of options to allow or limit the use of services such as Phone Calls and Text Messages, Camera and Video or the BlackBerry World store. Your options will be saved automatically.
6 You can change the Parental Controls settings by taking steps one to three and entering your password.

Remember
Blackberry parental controls are also available for BlackBerry OS 7.1. To upgrade your software, visit: uk.blackberry.com/services/blackberry?
If your child’s BlackBerry smartphone doesn’t have parental controls built in to the Settings menu, download the app on BlackBerry World at appworld.blackberry.com
How to enable Content Control
1. Log in to your account or register for an account on the Vodafone website. Here you can manage your tariff plan, extra top up on Pay as you go, call barring and Content Control. You can find the ‘Content Control’ setting under ‘My Settings’.
2. If the Content Control setting is off, you can put it on. This setting will change the next time the handset or SIM is used to access the internet.

Remember...
You can also change and manage the settings via Customer Care or at a Vodafone shop. Also, bear in mind that parental controls offered by the mobile networks will only be active when browsing via the mobile network. When the phone uses Wi-Fi, the phone will pick up the settings from the Wi-Fi network. Vodafone Content Control only works when your child is using the Vodafone network and not on Wi-Fi.

Pay monthly vs Pay as you go
The first decision you’ll have to make is which type of contract to choose. Pay monthly or Pay as you go? Pay monthly customers must be over 18, so if that’s the route you prefer, you’ll have to set up the contract on your child’s behalf – and you’ll be liable for any charges.

Choose a tariff that reflects their usage so you’re not paying more than you need to, or over the odds for usage above monthly allowances. And go through monthly bills with your child, so they understand where the money is being spent.

A Pay as you go plan, where calls and texts are paid for in advance, could carry charges that fall outside your price plan.

Premium services
It’s not just mobile payments that can rack up charges – premium-rate numbers, apps, games and content could carry charges that fall outside your price plan.

Premium-rate numbers generally begin with 09, 118, 0871, 0872 or 0873. But even calls to 0843, 0844 or 0845 numbers can cost more from a mobile. To check costs, use the Phonewater Plus Number Checker at phonepayplus.org.uk.

Children can also be tempted to pay extra for items such as food, treasure or weapons in a game, especially when the charges seem low and they downloaded the original app or game for free. If a child is using your credit card or Pay monthly mobile account, the only limit that applies is your own credit limit. Be sure to set a password to avoid nasty bill shocks. (See page 36 for more advice on in-app purchasing.)

Travel and roaming charges
Trips abroad can mean eye-watering charges when you return, unless you manage your mobile use carefully. Though new EU regulations will limit data roaming charges from July 2014, it will still cost more to use your mobile abroad – and calls, texts and data use won’t be covered by your normal price plan.

The easiest way to prevent charges from sky-rocketing is to switch off data roaming in your settings before you travel. If you want to go further, you could switch off all mobile data. Make sure children understand the charges, and that they’ll incur costs even for receiving calls and texts.

Before you travel, check whether your network provider offers a roaming package. These are often more cost-effective than paying the regular charges for overseas use – just ensure you know what’s included.

Resources
Visit phonepayplus.org.uk, which regulates premium-rate services in the UK. Payforit.org is the simple and safe way to buy content and charge it to your phone bill.

How to...
How to...

Control what kids find online

As they get older, your children will be doing internet research to help with homework. Here’s how to keep adult content out of search results.

Google

To set up Google SafeSearch
1. Go to google.co.uk and type a keyword in to the search box. Click ‘Search’ and the gear icon will appear on the top right-hand corner of the page. Click on the gear icon, then on ‘Search Settings’ from the drop-down menu.

2. On the ‘Search Settings’ page, tick the ‘Filter explicit results’ box, then click ‘Save’ at the bottom of the page. If you have a Google account, you can lock SafeSearch.

3. When SafeSearch is locked in place, you’ll see a set of coloured balls at the top right-hand corner of all search pages. If you can’t see them, SafeSearch is not locked.

Remember...
1. Google SafeSearch activates ‘strict filtering’. However, if some adult content sites or explicit pictures slip through the net, then you can report it to Google at google.com/webmasters/tools/safesearch.
2. To lock SafeSearch, you need a Google account. If you don’t lock your settings, they will stay in place but can be changed by anyone using the computer.
3. If you use more than one browser, you will need to set Google SafeSearch on each one. Likewise, if you have different user profiles for everyone who uses your family computer, you’ll need to set up SafeSearch for each of them.

For more information on Google’s family safety policies and features, go to google.com/goodtoknow/family/safety.

Manage your child’s playtime

Today, video games are as much a part of growing up as TV. Here are a few tips to take charge of what your kids can access.

Xbox 360

Set a console safety passcode
1. Go to ‘Settings’ and select ‘Family’.
2. Set ‘Console Safety’ to ‘On’ and you’ll be asked to enter a four-digit passcode via the controller.
3. Save and exit.

Restrict games
1. Go to ‘Settings’, then select ‘Family’.
2. Click ‘Ratings and Content’.
3. Set the game rating of your choice: Early Childhood, Everyone, Everyone 10+, Teen, Mature, Adults Only.
4. Save and exit.

Set a family timer
1. Go to ‘Settings’, then select ‘Family’.
2. Set ‘Console Safety’ to ‘On’ and you’ll be asked to enter a four-digit passcode via the controller.
3. Save and exit.

Wii

Choose an age rating
1. From the Wii menu screen go to ‘Wii Options’ then ‘Wii Settings’.
2. Click the blue arrow on the right to access ‘Wii System Settings’.
3. Select ‘Parental Controls’ then ‘Yes’ to activate.
4. You’ll need to set a four-digit PIN, and a security question. Follow the prompts and click ‘OK’.
5. Go to ‘Game Settings’ and ‘PIN’ and choose ‘Highest Game Setting Allowed’.
6. Use the up and down arrows to the right of the screen to choose which age rating you want for your Wii without needing a PIN.
7. Select ‘OK’ then ‘Confirm’ to save your settings. Your Wii will now only play games of the rating you have set, and anything higher will require the PIN.

PlayStation 3

Restrict game content
1. Go to ‘Settings’, then scroll to ‘Security Settings’.
2. The default password is 0000 but you can change this under the ‘Change Password’ option following the on-screen instructions.
3. Select ‘Parental Controls’; enter your password.
4. You can now choose the game content you’re comfortable letting your family access. The lower the number, the stricter the settings:
   - Early Childhood
   - Everyone
   - Everyone 10 and up
   - Teen
   - Mature
   - Adults Only
5. From ‘Parental Controls’ you can also block access to online play by toggling ‘Internet Browser Start Control’ to ‘On’.

Parents can also create sub-accounts for younger users, which gives them the option to block access to features such as web browsing.
Make social networking safer
Social media sites let teens socialise online. Here’s how to review privacy settings for your peace of mind

Facebook
This guide will take you through the basic security and privacy settings you need to protect your teenager when they are using the internet browser-based version of Facebook. Facebook is also available as a mobile app for Android and iOS devices, and the privacy settings are dictated by how you set up your teen’s Facebook account on the computer. If you alter your privacy settings, the change is universal and will affect how people view your teen’s Facebook via the app or on the website.

5 simple steps to making Facebook safe for your teen
1. Ask your teenager to log in using their email address and password. Click the cog at the top right corner of their newsfeed page to access ‘Settings’.
2. Select ‘Blocking’ to block invites, users and app requests. You can also block and unblock your teen’s friends.
3. Use the ‘Blocking’ setting to block invites, users and app requests. You can also create a ‘Restricted’ list. Users you have selected to be in this list will only be able to see a very limited version of your teen’s profile.
4. Timeline and tagging will help you to control the photos and posts your teen is tagged in. You can manage who can post on their timeline, who can see their timeline and what happens when they are tagged in a post. To check how others see your teen’s timeline, go to their Facebook page and click on the down arrow situated beside the ‘Activity Log’ bar. Click on ‘View As’, type in a name from your teen’s friends list and you will see how their profile appears to that specific friend.
5. The Apps setting will let you control what information gets shared through games and apps such as Farmville or Candy Crush. You can also block invites to download apps or play games from specific users here.

Twitter
By putting security and privacy settings in place on the browser-based version of Twitter, you can control how your teen interacts with others on the site.

Security and privacy settings
1. Go to ‘Settings’, then select ‘Security and privacy’ for the most secure settings. Follow these steps:
   a. Login verification — select ‘Send Login Verifications To My Phone’ and enter your phone number.
   b. Password reset — check this box to ensure additional personal information is required when a password is reset.
   c. Tweet privacy — check this box so that no-one can read your teen’s tweets without their prior approval.
   d. Tweet location — leave both boxes unchecked to prevent Twitter from tagging your teen’s content.

YouTube
YouTube SafetyMode lets you opt out of being shown videos that have mature content or that have been age-restricted. These videos will also not appear in searches or in the ‘Related Videos’ menu.

To set up YouTube SafetyMode
1. Go to any YouTube page. Near the foot of the page is a ‘Safety’ button; click to open the ‘Preferences’ setting.
2. Turn ‘SafetyMode’ on or off and click ‘Save’. If you have a YouTube account, you can sign into your account and lock ‘SafetyMode’ so that no one else can change the settings.

Remember...
1. You need to be at least 13 to have a YouTube account, but don’t need to have an account to access most videos on the site.
2. To lock SafetyMode you need to have a Google or YouTube account.
3. If you or your child come across an inappropriate video, you can report it by clicking the ‘Flag’ button located below the video. For more information, go to: youtube.com/yt/policyandsafety

How to... network safer
Facebook Twitter
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5 simple steps to making Facebook safe for your peace of mind

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How to…

reviews the report and removes videos that click the 'Flag' button beneath it. YouTube then To report a video on YouTube as inappropriate, YouTube …to service providers …to the police and other authorities penalised or closed. For more information, go to: bbc.co.uk

ParentPort ParentPort is run by the UK’s media regulators to protect children from inappropriate material. If you’ve seen or heard something unsuitable for children on TV, online, in a film, advert, game or magazine, report it by clicking ‘Make a Complaint’ on the ParentPort website. It then directs you to the relevant regulator. E.g. to complain about a game on a mobile phone, you need the Video Standards Council website. For more information, go to: parentport.org.uk

Digital skills for kids Vodafone research tinytyme/VodafoneAndMoshiMonsters tinytyme/usingtheinternet safely tinytyme/habitgeneration

need to know • 3.5 million British kids under eight have submitted 15.6m (16 January 2014) tinytyme/under9aretablet users • UK parents want more invested in schools IT! Samsung/Digital Skills Gap survey 22 January 2014 tinytyme/DigitalSkillsGap • Spying on your kid; online activity in not this answer! BBC, Learning 2014 tinytyme/spyingonyourkids • What kids are Reading. Pearson’s Learning University of Dundee & March 2013 tinytyme/WhatKidsRead

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Picture this Tesco launches a teen cyber-bullying ‘epidemic’ the Telegraph 22 April 2013 tinytyme/existingandbullying


Child internet tracking website ‘Internet Watch Foundation’ tinytyme/childinternetWF

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The power of play ‘Gaming Britain: A Nation United by Digital Play’. Internet Advertising Bureau UK and Human Media September (2011) tinytyme/Abgamingplay

A Literature Review of Gaming in Education, Populace Research (2013) tinytyme/gamingeducation

Do television and electronic games predict children’s psychosocial adjustment? British Medical Journal, University of Glasgow (March 2013) tinytyme/children/Videogaming

...to the police and other authorities

Go to: goodtoknow/familysafety

The National Crime Agency’s CEOP Command The National Crime Agency’s CEOP Command helps young people who are being sexually abused, or who are worried that someone they’ve met online is trying to abuse them. This might be someone who is: • Chatting about sex online. • Asking them to meet up face to face. • Asking them to do sexual things on webcam. • Asking for sexual pictures. • Making them feel worried, anxious or unsafe. If this is happening to your child, or you’re worried that it might be, report it to CEOP at: ceop.police.uk

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Strangers stay strangers Cyber bullying contacts to Childline up by 87% the Guardian (19 January 2014) tinytyme/cyberbullyingandchildline

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 Stranger danger Zero to Eight: Young children and their internet use EU Kids Online August 2013 tinytyme/childinternetuk

Mobilephonechecker.co.uk (9 August 2013) tinytyme/childinternetuk

• Asking them to meet up face to face. • Chatting about sex online.

Google SafeSearch Set to ‘Moderate Filtering’, this screens sites that contain sexually explicit content and removes them from your search results. To filter explicit text, change your settings to ‘Strict Filtering’. If inappropriate sites still appear, you can report it to Google at google.com/webmasters/tools/safesearch

Facebook You can report offensive content by using the ‘Report’ button. To flag a photo or video, click the gear icon at the top right of the page and select ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the ‘Report’ button. To flag a photo or video, click the –

YouTube To report a video on YouTube as inappropriate, click the Flag button beneath it. YouTube then reviews the report and removes videos that violate its Terms of Use. Users who continue to break these rules will have their accounts penalised or closed. For more information, go to: youtube.com/yt/policysafety

Internet Watch Foundation (IWF) If you come across any child sexual abuse content (child pornography) or criminally obscene adult content on the web, report it to the IWF by clicking ‘Report Criminal Content’ on their website. Your report could help trace a victim and save them from further abuse, and all reports are confidential and can be made anonymously. For more information, go to: ifw.org.uk

Phonewayplus Phonewayplus regulates premium rate services in the UK and can offer free advice or can investigate a problem on your behalf. If you have a complaint about a premium rate service, contact the company first. If that doesn’t work, contact PhonewayPlus. Complaints can include the cost of a text/call not being stated; misleading service claims; offensive content, a prize not delivered, a request for termination of the service not being ignored; or a call being unnecessarily long, which makes it costly. For more information, go to: phonewayplus.org.uk

For your information

Report online concerns

If you ever encounter anything abusive, inappropriate or illegal online, there are some useful contacts to keep close at hand...

...to service providers

If you ever encounter anything abusive, inappropriate or illegal online, there are some useful contacts to keep close at hand...

...to the police and other authorities

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...to the police and other authorities
“If you look too closely over your child’s shoulder, it gives them the impression you don’t trust them” p9

“Try things out for yourself and you’ll get a feel for what your kids are using” p15

“The aim is to get kids to stop and think before they send” p19

“By using Minecraft, students are improving their problem-solving skills, communication skills and collaborative working” p20

“I’ve been catapulted into a global community, making the world around me more accessible” p26

“How will you advise your ‘future teenager’ on what’s appropriate to post if you’ve been posting embarrassing shots of them throughout their childhood years?” p28

(Some children are able to ignore online bullying, but most take it very personally, and are haunted by these anonymous and vicious expressions of ridicule and disdain” p29

“The issue isn’t just about reducing children’s access. Adults need to be modelling a healthy balance and stop themselves constantly checking their devices for emails and texts” p33

“In the real world we treat strangers with caution. Similar care should be given to your child’s new online ‘friends’” p34