O2 | NSPCC

Let's keep kids safe online

Keeping your kids safe online

A guide to helping your kids confidently explore the online world.

This handy booklet offers practical, simple guidance on the risks your child might face online, some advice about what you can do to keep them safe, and where you can go for more help and support.

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Introduction

Hello, we're here to help your kids confidently explore the endless possibilities of the online world – and safely navigate any dangers.

The online world is an amazing place. Our kids can play, learn, create and connect – the possibilities are endless. But there are also risks. That's why we're here to help.

Bringing together the **NSPCC's** expertise in protecting children and **O2's** tech know-how, we've put together this guide to reassure you and give practical information and advice. Whether you're an online expert or you're not sure where to start, it'll let you know about everything you need to help keep your kids safe online.

We've got **free resources** and expert information, dedicated advice from **O2 Gurus** either in store or over the phone, and our **Net Aware website**. It's all here to support you, and we're by your side to help you and your little digital explorers have the conversations that will help build their knowledge and make sure they're safely discovering the best of the online world.

> **"It's a parallel world nowadays. It's not a different world online and separate world offline, it's all intertwined. It's all real life and it's all one world."**
>
> Dad, workshop participant

The online world can help children in many ways…

We know that technology and the online world can help children in many amazing ways – it lets them learn, explore their creative side, and connect with friends and family.

Play

All children play – it helps with development and social skills. This is the same online, and there are lots of educational games out there that can facilitate learning.

Create

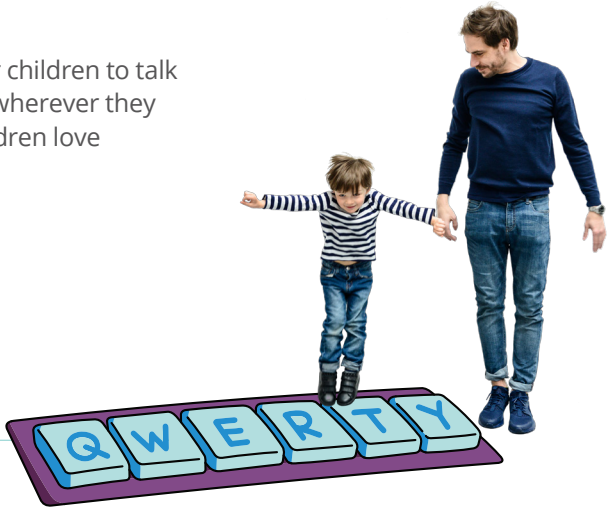
Just like the wonderful creations children make at school and home, they love to explore their creative side digitally.

Learn

The internet is an endless source of information, which is helpful for homework, projects and general curiosity.

Connect

There are opportunities for children to talk to their friends and family wherever they are in the world, which children love to do, just as adults do.



What to look out for online

We know children enjoy the benefits of using the internet, but we also know that, from time to time, you may have concerns about what they're doing online.

1

What they see

Children may come across inappropriate content, that isn't suitable for their age and stage.

2

Who they talk to

Children are at risk of being contacted by people they don't know, or posing as someone they do know, such as a family member, friend or another child. This could lead to exchanging inappropriate content or arranging to meet up.

3

What they do

Children may be encouraged to share personal information or photos (sexting), or make comments or statements that may affect how others view them now, or later in life.

Working as a TEAM

When it comes to the online world we know there's no rulebook and every family and every child is different.

So we want you and your kids to explore it together, through Talking as a family, Exploring the online world, Agreeing rules and Managing settings. It's what we call **TEAM** and over the next few pages we'll go through how to do it.

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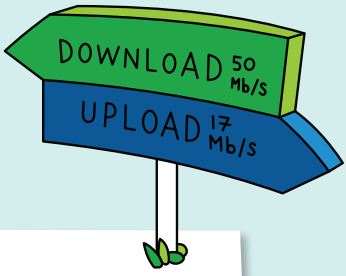
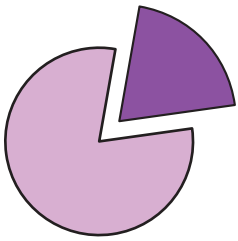


Did you know?



20%

of parents reported that their biggest worry about what their children are doing online is that their kids won't talk to them if they see something online that upsets them.

YouGov survey commissioned by NSPCC, July 2019.

Talk

Talking to your children, openly and regularly, is the best way to help them stay safe online. For children, online life is real life. In the same way that you'd ask about their day, reach out to your child to find out what they're doing online regularly – **not just when you're worried.**

How to start a conversation

We know it can feel difficult to start a conversation with your child about what they're doing online. So here are some ways to help.

1

Ask them what they enjoy doing online and also what worries them.

2

Talk about who they might be speaking to online and what they're sharing.

3

Chat to them about how they know their friends online are who they say they are.

4

Discuss what they'd do if they saw something that worried or upset them – do they know how to block and report users or content?

Remember

Having conversations regularly, and in a non-judgemental way, will help your child feel at ease and ensure that, if they do have any worries, they're more likely to come and speak to you.

How might my child feel when I speak to them?

Remember to think about how your child may feel. They may be worried or uncomfortable about what they see online.

Explain that you're just looking out for them and that they can come to you if anything is worrying them.

Reassure them and let them know that:

- you're interested in all aspects of their life, offline and online
- you'd like to talk about stuff they've seen online such as the sites and apps they visit
- if they've seen something inappropriate or upsetting, or sent it themselves, it's not their fault and you're there if they need you.

Explore

Exploring what your child enjoys doing online together will make them more likely to speak to you if they have any worries. By getting involved in the apps and games they like to use, you'll be in a better place to discuss their online behaviour with them.

Net Aware

Looking for simple, bitesize info and advice on the latest apps, games and social media sites your kids are using? Net Aware is here to help you keep them safe online.

If you don't know your Snapchat from your Whatsapp, or your Twitter from your Twitch, Net Aware can help.

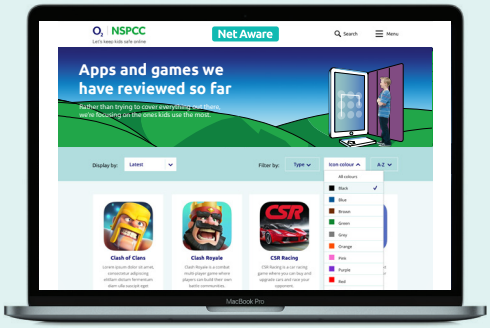
You'll find:

- the privacy settings and safety guidelines for sites and apps like Facebook, Instagram, Snapchat and more
- up-to-date reviews from parents and children
- expert tech tips from O2 Gurus.

You can also sign up to get the latest news and updates straight to your inbox.

Visit **net-aware.org.uk**

And have a look through some of our information on staying safe online.



Agree

Once you've talked about what your child does online, and explored the apps, sites and games together, you'll be better placed to agree rules and boundaries for what they do.

Some points to agree on

1

What content is appropriate for your child's age? Video games, films, social networks?

2

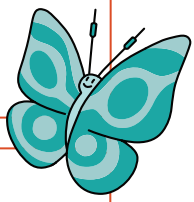
Who should your child talk to online and how will they know that their friends are who they say they are?

3

Agree what it is or is not appropriate to share – think about what could be personal information (name, address, location, photos in school uniform).

4

What parental controls will you set and how will you review these?



5

Agree when is, and when isn't a suitable time to use their devices. How do these rules work both ways? Be a role model for your child. Regularly review what you've agreed so you and your child are up-to-date.

Remember

Each family has their own approach – it's important to work out what's right for you. A good place to start is the 'family agreement' template we've created which you can find on the NSPCC website or at the back of this booklet. Visit nspcc.org.uk/familyagreement

Manage

Managing your family's settings and controls through technology can also help keep your child safe online.

Technology can help keep your child safe online

There are two main types of settings you can manage together with your child.

Parental controls can restrict what your children see and the type of content they come across. These are particularly popular with parents of younger children.

Adjust the **privacy settings** on apps, sites and games including location settings. This allows you to choose what your child shares and what others see, like their location.

Remember

When a child uses the internet at a friend's or relative's house, parental controls and privacy settings may be different. This is why regular conversations with your child about online safety are so important, so they understand why you have agreed rules and boundaries to keep them safe online.

Here to help you keep your kids safe online

Our range of resources, tools and services make it easy.

Net Aware

Net Aware provides simple, bitesize info and advice about the apps, games and social media sites kids are using to help keep them safe online. Head to **net-aware.org.uk** (more info on page 12).

NSPCC helpline

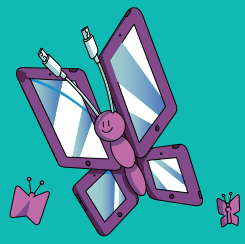
The NSPCC helpline is open every day of the year for any adult worried about a child. Our practitioners provide advice and support, listen to concerns about a child, and offer information about child protection. Call free on **0808 800 5000** between 8am and 10pm, Monday to Friday, or 9am and 6pm at the weekends.

Online Safety Advice Line

If you have a question about parental controls or are worried about a social network your child uses, O2's expert technical advisors are here to help. Call O2 free on **0808 800 5002** between 9am and 7pm, Monday to Friday.

O2 Gurus

Anyone can get free online safety advice from O2's friendly experts, in-person and in-store. They'll help you with everything from setting up parental controls to teaching how to make a phone safe for a child.



Resources

Parents and teachers can order a range of resources, which are packed full of info and advice about online safety.

Parent Workshops

We run parent workshops in workplaces and community groups across the UK providing practical tips for parents in all areas of online safety. Find out more by emailing **parentworkshops@nspcc.org.uk**

Parents vs Kids game

Our Parents vs Kids game is a fun, educational way to find out who knows more about the online world, and help you talk to your kids about staying safe online. **o2.uk/PlayParentsvsKids**

Dad, workshop participant

> **"I found it informative, useful and engaging. Parents could think about any issues and or experiences they've had. It wasn't one-sided, it kept you interested."**

*****
14:32

Support for you and your kids

From visiting Net Aware to speaking with an O2 Guru, we've highlighted loads of ways in this booklet that you can help keep your children safe.

And we also wanted to tell you about the support the NSPCC offers to children – from our Childline service which young people can contact about anything that's worrying them, through to our Zipit app.

Support for children

Children can contact Childline 24/7 by calling **0800 1111**, visiting **childline.org.uk** or downloading the 'For Me' app

Whether they're worried about themselves or someone else, inappropriate behaviour can be reported to the Child Exploitation and Online Protection Centre (CEOP), by visiting **ceop.police.uk/ceop-reporting**

The **Zipit** app empowers young people to respond to unwanted chat using funny pictures and short videos, download it from the App or Play stores

Our family online agreement

Creating a family agreement is a great way to start conversations about online safety. Make sure you regularly review what you have agreed together to keep this up-to-date. **For more information visit Net Aware.**

_____ agree(s) to:

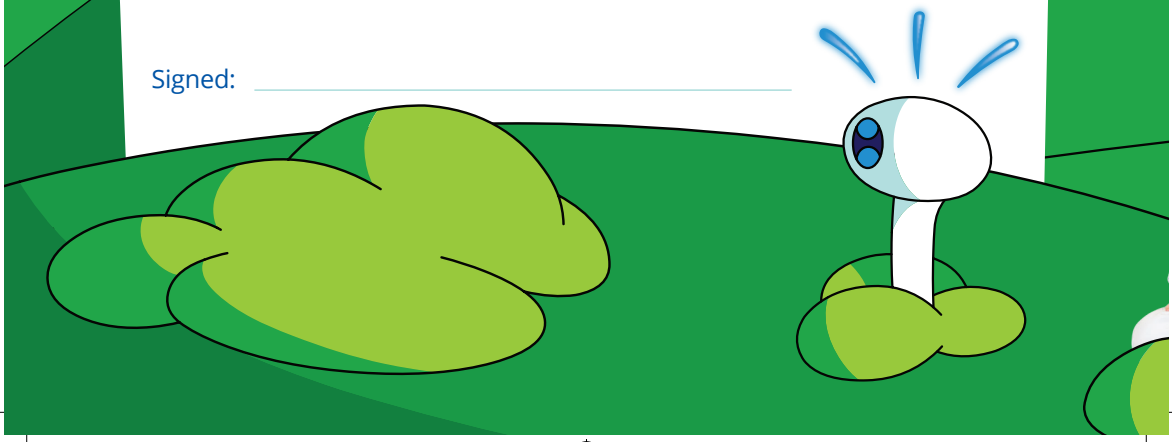
(e.g. check before I download a new app)

Signed: _____

_____ agree(s) to:

(e.g. check with my child before I share photos of them online)

Signed: _____



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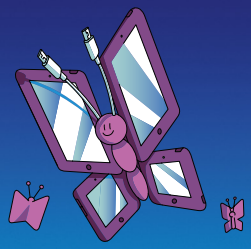

We both agree to:

(e.g. regularly talk about what we enjoy doing online and why, just as we would with offline activities)

Here to help you keep your kids safe online

A guide to staying safe in the online world – so they can explore the endless possibilities technology offers, and safely navigate any risks.

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