

HELP & ADVICE

Help is available in school and, of course, talk to your parents/carers, but confidential help, advice and information is available from the following agencies:

Childline	0800 1111 www.childline.org.uk
Childline 1-2-1 Counsellor Chat Childline 1:1 counsellor chat room, Childline counsellors are available between 7.30am – midnight Monday to Friday and 9.00am – midnight Saturday and Sunday.	https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/
NSPCC	0808 800 5000 www.nspcc.org.uk
Youth Start (advice for young people)	01709 255266 www.youthaccess.org.uk
The Teen Sleep Hub have a wealth of information on children and teenager's sleep.	https://teensleephub.org.uk/schools/
The Sleep Charity provides young people with tips and a downloadable resource they can use to help improve their sleep.	www.thesleepcharity.org
Divert - Substance advice service.	01709 917651 www.changegrowlive.org
Emergency Youth Clinic and Sexual Health Medicine	01709 427777 www.therotherhamft.nhs.uk/sexualhealth
Papyrus – The national charity dedicated to the prevention of young suicide.	Confidential helpline 0800 068 41 41 41 Email pat@papyrus-uk.org
The Samaritans	116123 www.samaritans.org
KOOTH - Free, safe and anonymous online support for young people (online until 10.00pm)	https://www.kooth.com/
CAMHS eClinic - An App is a free instant messaging service which enables young people (11-18 years) to self-refer and talk to a CAMHS Practitioner via their mobile device.	The appointment is held via a text message-based service. https://camhs.rdash.nhs.uk/rotherham/getting-advice/rotherham-eclinics/
Mind	www.mind.org.uk
Young Minds	www.youngminds.org.uk/
National Support Service for Anxiety	03444775774 www.anxietyuk.org.uk 01708 765200 www.supportline.org.uk/problems/anxiety/

Calm Harm free app provides tasks to help manage Self Harm	https://calmharm.co.uk
Winston's Wish – Childhood bereavement charity.	https://www.winstonswish.org
CRUISE Bereavement Care This site is design by young people for young people and includes an interactive section.	<p>If you are a young person, you can send a private message to one of their trained volunteers at info@rd4u.org.uk who will reply to you by e mail.</p> <p>If you want to talk to someone direct, you can call their FREE phone helpline on 0808 808 1677.</p>
Rotherham Sexual Exploitation Helpline	0800 731 9256 www.nwgnetwork.org
SYEDA (SY Eating Disorder Association)	0114 272 8822 www.syeda.org.uk
Safe@last	0800 335 7233 www.uk.depaulcharity.org

At National Online Safety we believe in empowering parents, carers and educators with the information they need to hold an informed conversation about online safety with their children, should they feel it is needed. Please visit nationalonlinesafety.com for further guides, hints and tips for adults.

Part of our Online Bullying Series



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What you need to know about... TROLLING & ONLINE ABUSE

What is it?

'Trolling & Online Abuse'

Trolling is a form of cyberaggression. It involves the sending of malicious, abusive or derogatory messages by one user (a 'troll') to another user online with the intention of upsetting or harassing them or damaging their reputation. It is often anonymous and does not meet the definition of bullying yet might develop into online bullying. Trolls will often goad others until they react. They enjoy putting people down and causing discord, starting arguments or being inflammatory – stirring things up for their own entertainment. Trolling may take the form of a one-off offensive comment, hate speech or even threats made online.

Know the Risks

May cause distress

Children can be particularly vulnerable to online trolling and online abuse. Receiving offensive comments for no reason can cause young people distress and increase feelings of anxiety and worry.

Impact on wellbeing

Trolling which is targeted and persistent can have a huge impact on children's mental health and wellbeing. It can lead to low self-esteem and create feelings of worthlessness and dissatisfaction, potentially affecting how children see and feel about themselves.

Could damage reputation

Online trolling can be humiliating for the victim and can negatively impact on how they are perceived online or on social media. Trolls might goad children into reacting or saying something they might regret and then sharing those comments widely to purposely paint them in a negative light.

May affect home and school life

Children who constantly receive hateful and spiteful messages online can become isolated and withdraw from daily life. They may become depressed, angry or unable to sleep at night. Their school performance may suffer and it may impact on their behaviour at home.

Safety Tips

Have open dialogue

It is vital to have conversations with young people about the hate speech, anger and prejudice that are all around them and explore what resilience they may have. Keep the dialogue always open so that young people have trusted adults to turn to.

Discuss online behaviour

Discuss what is acceptable behaviour online and what is inappropriate, unacceptable or against the law. Warn against reacting even more aggressively towards online trolls, reminding them that their digital footprint will outlast the current problem.

Implement privacy settings

Make sure that children are only using age-appropriate apps. Make their profiles private so that only friends and family can interact with them online and turn off comments if you're concerned about what other people might say.

Teach critical thinking

Help young people to spot trolls or when people are 'stirring it' on social media. Talk to them about people who might dare them to do risky things or encourage them to post negative comments online so that they recognise them and don't become an online troll themselves.

Further Support

Report to platform

Understand the tools available on the platform where trolling is taking place and whether or not it is moderated. Check out the community guidelines to see if the behaviour contravenes them and then if so, report it, block, unfriend or unfollow the sender where possible.

Collect evidence

Always try to screenshot or take a photo of the negative posts or comments made online. Report the incident to your child's school, police or local authority who will be able to investigate further.

Seek professional advice

If your child has experienced negative effects on their mental health and wellbeing due to trolling online, ask for additional support from your school's local safeguarding officer or seek professional help from charities who will be able to offer further advice and guidance.

Seek support from friends

Friends can be supportive to one another and can be encouraged to flock to post positive messages when someone is targeted. Ask your child's friends for support – like-minded people can act together positively and they may help to build their confidence and self-esteem.

Our Expert Adrienne Katz



Adrienne Katz is an award-winning cyberbullying expert with extensive experience of working with schools and education providers to deliver training in online safety. She is the founder and leader of the annual national Cybersurvey, providing one of the richest databases of young people's views on digital life in the UK and has previously worked on government level projects funded by the Home Office and The Princess Diana Memorial Fund.

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



Personal data is a strange commodity. Cyber thieves can buy huge quantities of personal data on the black market for very little, yet your own personal data is hugely valuable to you. If your personal data falls into the wrong hands, it could lead to identity theft, bank fraud or something even more sinister such as stalking. The severity of that threat is multiplied when it comes to the personal data of children, when threats such as internet grooming begin to emerge. The bad news is that children aren't always great at safeguarding sensitive information, which is why they need parents' help and guidance. That's why we've created this guide to show you how you can protect your own and your family's personal data.



What parents need to know about

PROTECTING PERSONAL DATA



EVERY DETAIL IS KEY

Which info should you be wary of sharing online? Aside from the obvious, such as full names, date of birth and address, think of the type of information you're asked for when answering security questions for services such as online banking. The name of your first school, your mother's maiden name, the names of your pets, your favourite band. Data thieves will harvest as much of this information as possible, so don't make it easy for them by publishing it anywhere online.



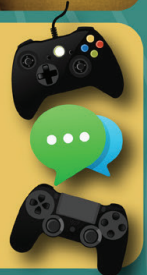
SOCIAL MEDIA VISIBILITY

Social media sites, such as Facebook, encourage us to share sensitive information in order to build our online profiles. Many people are lulled into thinking that only their friends can see such information, but that's rarely the case. Such information can easily be shared with 'friends of friends' or even anyone searching for you online because privacy settings are opaque. Keep social media profiles to the bare minimum. If you wouldn't be comfortable hanging a sign with that information on your front door, don't enter it into social media sites.



DANGEROUS GAMES

Online games are a particular risk for children. Many of the most popular games – such as Fortnite, Minecraft or Roblox – have voice or text chat facilities, allowing them to talk to fellow gamers. Or, sometimes, people pretending to be fellow gamers. It's very easy for children to be seduced into divulging personal data such as their address, birthday or school. It's critical parents both educate children on the dangers on online chat in games and take safeguards to protect children.



IMPOSTERS AND PHISHING ATTACKS

Even if you're scrupulous about keeping your data private on social media, it's easy to be lulled into handing it over to imposters. There are two golden rules for you and your children to follow: 1. Never divulge personal information to phone callers, unless you can be absolutely certain you know who they are. 2. Never click on links or open attachments in emails or social media, unless you're 100% certain they are genuine. So-called phishing emails are growing ever more sophisticated, with fraudsters able to replicate the exact look of bank emails and even include details such as account numbers and IDs.



THE RISKS OF PASSWORD SHARING

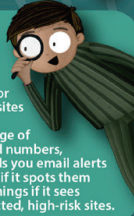
Password sharing – using the same password for multiple sites – is one of the easiest ways to lose control of your personal data. Hacking of major websites, including usernames and passwords, is common. If you're using the same password for a hacked site as you do on your Gmail account, for example, you're handing data thieves an easy route into your inbox, where they will doubtless find all manner of sensitive information, such as bank emails and contacts. Your email account will often also let them reset the password on multiple other accounts. Don't share passwords; use password managers to create strong, unique passwords for every site.



Safety Tips for Parents & Carers

LOOK OUT FOR LEAKS

Many security software packages have features that look for personal data leaks or prevent people from entering it into risky sites in the first place. For example, Bullguard Premium monitors dangerous sites for usage of data such as your email address, debit card numbers, passport number and more, and then sends you email alerts and details of how to take remedial action if it spots them being used. Such software also issues warnings if it sees personal data being entered into unprotected, high-risk sites.



KEEP DATA GUARDED

Don't give the thieves a head start by handing them pieces of sensitive information for free. For example, it's very common to see email address such as davesmith1976@gmail.com – an immediate clue that you were born in that year. If you have a less common name than Dave Smith, thieves could immediately start using that information to cross reference against public records or other database breaches, allowing them to start building a profile of information about you. Likewise don't use your date of birth in a password. If that's hacked, you've handed the thieves another big clue.



DON'T OVERSHARE ON SOCIAL MEDIA

The biggest threat to your child's privacy is you. Parents often overshare personal information on social media: full names, names of schools, children's birthdays, names of their friends. All of this can be easily gleaned to build profiles that could be used to groom your child in online games or in real life. Exercise extreme caution with social media posts concerning your children.



BE WARY OF SHARED NETWORKS/SYSTEMS

Avoid entering any personal data into a web browser when you're using public Wi-Fi (in a coffee shop or airport, for example) or when using shared computers. Shared Wi-Fi connections are much easier to eavesdrop on than your home network, especially if they are not password protected or the password is shared freely with customers. Don't do online shopping, banking or enter any logins/passwords when using shared Wi-Fi. Likewise, if you're using a shared computer at work, for example, as it's very easy for a browser to save logins that could be used by others.



PLAY SAFE IN ONLINE GAMES

Children must be taught to treat strangers in online games with the same caution as they would treat strangers in the street. Don't allow children to use their real name as their username in games to prevent imposters conning kids into thinking they are real-life friends, and only allow them to add friends in the game that they know in real life. Regularly ask to monitor your child's friends list in such games and ask them to identify who the players are. With younger children in particular, ask them to only use voice chat in family rooms, so that you can hear conversations.



Meet our expert

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



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Part of our Online Relationships Series



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What you need to know about... TECH RELATED COMMUNICATION



What is it?

'Tech related communication'

Language is constantly evolving. The words, phrases and even emojis used on social media have transformed how young people communicate. Many children now use memes and gifs to express how they feel and sometimes it can feel like young people are speaking a completely different language to adults. Not only are acronyms present, but words have literally changed meaning, and the use of emojis, memes and gifs have almost made technology related communication a viable alternative language.

Emojis, Memes & GIFs

Emojis

Emojis are graphic symbols that represent ideas or words. They range from smileys to quite random objects from everyday life. Whilst the meaning of most emojis are quite literal, some have been adopted to mean something else, including inappropriate themes.



Memes

A meme (pronounced "meem") is an image or an image with words used to communicate something on the internet. Due to their visual nature they stand out and are usually designed to be humorous, using well-known images that users are familiar with to help provide context around their meaning.

NO



GIFs

Used in a similar way, GIFs are short video files that help communicate an opinion, emotion or highlight the funny side of something on the internet. These too often use well-known scenes, animations or people and can be understood without the need for sound.



Safety Tips

False sense of security

Text based communication can sometimes provide young people with a false sense of security and give them greater confidence to share something personal with someone. If sent to the wrong person, this could be shared further or lead to embarrassment or humiliation.



Impact mood

Sending written messages accompanied by emojis, memes or GIFs isn't the same as speaking to someone face to face where you can hear tone of voice and read facial expressions. It can be easy to misinterpret messages which can lead to upset, hurt or feelings of anger.



Hidden messages

Sometimes the use of emojis and GIFs can be used to hide a more serious meaning behind messages. This could be to mask an inappropriate conversation, discuss things in secret or even develop from what might be perceived as banter into a form of bullying.



REACTING
TO POSTS
WITH EMOJIS

REACTING
TO POSTS
WITH GIFS

Know the Risks

Open dialogue

Always aim to have open and honest conversations with children about the appropriateness of what they are sending through text-based communication. Messages can be screenshotted, shared or misconstrued which could lead to hurt or embarrassment, so it's important to increase their awareness and understanding.

Look up text speak

If you think your child is speaking in code, using language you're unfamiliar with or might be messaging inappropriately, speak to them about it and encourage them to be open with you. If you want to check yourself, Google the terms. You should be able to find lists of emojis to do this with too.



Try to understand

Communicating via text can sometimes be a lonelier and more isolated way to communicate rather than speaking face to face. Keep an eye on your child's mood and happiness levels and if they become visibly upset or angry after a text communication, try to understand what's happened.



Our Expert Jodie Cook



Jodie Cook is one of the UK's leading authorities on social media. She is the Founder of JC Social Media, an award-winning team of social media managers and trainers, and was included in Forbes' 30 under 30 social entrepreneurs in Europe 2017. Jodie has appeared on ITV News and CNBC and has worked as a social media expert for The Telegraph, New York Post and Forbes Online.



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