ISSUE 5

Digital Parenting

A parent's guide to gaming

Coping with online peer pressure



PLUS

Advice on cyber crime, bullying, social media, and more

What is digital resilience?

And why is it so important to your child's future?

Vodafone
Power to you

Online magazine

An online version of this issue of *Digital Parenting* is available on our website. It's perfect if you want to pass on the information inside to family and friends but don't want to part with your own copy. It also includes live web links to the other sites mentioned in the magazine. You can read it online, print individual articles and download it as a PDF.
vodafone.com/digitalparenting

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Welcome



Welcome to the fifth edition of *Digital Parenting* magazine. Today, families use a whole range of different devices that allow us to get online almost anywhere, at any time, and communicate with almost anyone using social media.

As parents, we have always had a key role in helping our children build resilience as they grow – and this is as true in the online world as in the offline.

Digital resilience allows children and young people to benefit from the exciting opportunities the internet has to offer while also being aware of how to stay safe when using it, and what to do if something goes wrong.

Please use this new edition of *Digital Parenting* to begin a conversation and share knowledge with your family as you explore the digital world together.

It's an exciting place to be and we can all do our bit to help the next generation navigate it safely and make the most of all it has to give.

Paul Morris, Head of Government Affairs & Sustainability, Vodafone UK

For more parenting advice and inspiration visit
vodafone.com/parents

Thanks to our many contributors who have provided expert advice and help for this issue of *Digital Parenting*, including: NSPCC; The Diana Award; The Internet Watch Foundation; Place2Be; Childnet; and Parent Info. For a full list of experts and contributors, turn to page 47.

Cover image: Rex Features. This page and opposite: Getty Images



In this issue

04 How to talk to your kids; Just say PANTS!

06 How NOT to embarrass your child on social media

08 Who are the Stemettes?

10 Discover the Scouts' Digital Manifesto

12 Minister of State for Vulnerable Children and Families, Ed Timpson MP, on the internet and children in care

14 Promoting digital resilience

16 Selfies vs sexting: when do teens break the law?

18 Managing your family's tech

20 Meet Vodafone's Helen Lamprell

22 Apps for under 10s

24 Protect your family from cyber crime

26 Online peer pressure: how to help your child cope

28 Why I love... Instagram, Snapchat and YouTube

30 Digital health & safety tips

32 How to be a digital role model

34 Digital kids: advice on managing screen time

36 A parent's guide to gaming

38 Meet the parent bloggers

39 Tools and settings

46 PEGI game ratings

47 How confident are you online? Take the quiz

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"There's no substitute for talking"

Parents are frequently told how important it is to talk to their children. But how? Psychologist Dr John Coleman explains

You often read that it's good to talk to your child about what they do in the online world, but what does that mean? How do you talk to a child who seems to know more than you do – and who probably doesn't want to talk to you?

It's important to remember that any conversation has to be appropriate for your child's age. You need to adapt your strategy as they grow older and become more independent.

Younger children need more structure and guidance as to what is safe. But with older children – say between the last year or two of primary school and Year 9 in secondary school – things can become more complicated. There are big differences between individuals at this time, with some maturing faster than others. Some will take more risks than others, so it is important to be alert to what your child does online.

As the child moves into adolescence, the degree and type of monitoring will have to evolve again as there will come a point when your child can find a way around any restrictions imposed by their parents. At this stage, negotiations and shared decision-making become more effective than rigid rules. Keeping your child safe is much more about the relationship you have than using technology to put on blocks and filters.

It's also worth remembering that your digital use is a model for your child's. If you check for emails or social media posts all the time, your child is likely to do the same. It's also a good idea to ensure that your family has a time when screens are not in use. The more parents do things with their child that don't involve the digital world, the easier it will be to communicate with them about their life online.

Parents and Digital Technology: How to Raise The Connected Generation *by Suzie Hayman and John Coleman is available now, published by Routledge*

Three main rules to keep in mind when talking to your child about staying safe online

1) Listening is as important as talking
Many adults believe that communication involves telling the child something, or seeking information. However, it should be a two-way street. If you let your child know that you really want to hear what they have to say, you'll be surprised by how much they will tell you.

2) Actions can speak louder than words
This has to do with wider aspects of communication, not just words. The better the example you set and the more you let your child know that you value them and will support them, the better communication will be.

3) Communication should be about positive things, not just about the things that have gone wrong
Focus as much on the good things that are happening as on nagging about the bad. It will make it easier to keep in touch with what's really happening to your child when they go online.

Getty Images

Join thousands of parents talking PANTS

Understandably, some parents find it hard to talk to their children about online sexual abuse. The key to difficult conversations like this is to take your offline parenting skills online and adapt the advice you would feel most comfortable giving about the 'real' world to the virtual one. Having a conversation about sexual abuse will never be easy, but we at *Digital Parenting* think the NSPCC's PANTS rule is a great way to start. Whether the person making them feel uncomfortable is in the real world, or on the end of a webcam, these tips can help.



Privates are private
Be clear with your child that anything covered by underwear is private, and no one should ask to see or touch these parts of the body. Explain that sometimes people – such as family members at bath-time or doctors or nurses – may need to touch their private parts. But let your child know that these people should always ask if it's OK first.

Always remember your body belongs to you
Explain to your child that their body belongs to them, and no one has the right to do anything that makes them feel uncomfortable. If anyone tries, they should tell a trusted adult.

No means no
Your child has the right to say 'no' – even to a family member or someone they love. This shows that they're in control of their body and their feelings are respected.

Talk about secrets that upset you
Help your child feel confident enough to speak up about secrets that they're worried about. Reassure them that they won't get into trouble. Secrets shouldn't be kept in exchange for something, and should never make your child uneasy.

Speak up, someone can help
If your child is sad, anxious or frightened, they should talk to an adult they trust. That person doesn't have to be a parent or family member – it can be a teacher or a friend's parent, or it can even be Childline. Their phone number is 0800 1111.

What is PANTS?

Talking PANTS is a simple way to help keep children safe from abuse. The PANTS acronym teaches children that they have a right to say no, and that they should tell an adult if something upsets or concerns them. If your child says something that worries you, talk to a teacher or contact the NSPCC on **0808 800 5000.**

Apps that can help

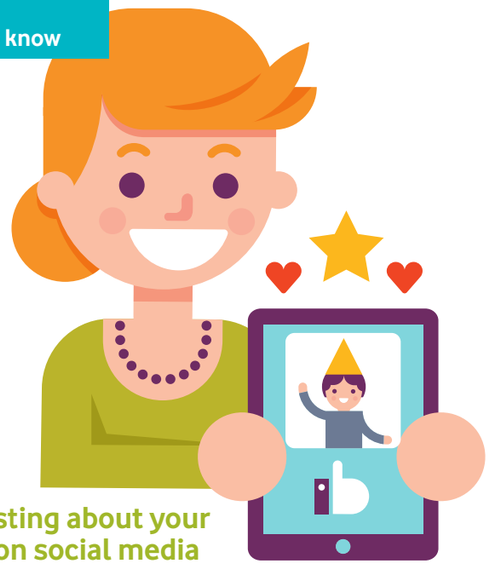
Vodafone Broadband
Android/iOS (Free). Vodafone Home Broadband customers can set up a family network to control who uses broadband and when. It can be used to tailor access for each family member, including when children can go online. Find out more on page 40

Flipd
Android/iOS (Free). This hides distracting social media apps and games on your child's device for a period of time of your choice so they can stay focused and uninterrupted, but are still able to look up information online for homework.

Glued
Coming soon on Android/iOS (Free). Designed by parents frustrated at the amount of time their son spent online, Glued helps families reduce screen time by rewarding those who abstain with points, like a digital version of a real world star chart.

(Both Flipd and Glued are free but offer in-app purchases ranging from £0.79 to £4.99. To find out more about in-app purchases see page 23.)

Need to know



How NOT to embarrass your child on social media

Parents used to make their children cringe by getting out the baby photos. But now there's a whole new world of ways to mortify your kids. Here are some pitfalls you need to avoid

Words: Gary Crossing

#1 Boasting about your family on social media where your children (and their friends) can see it

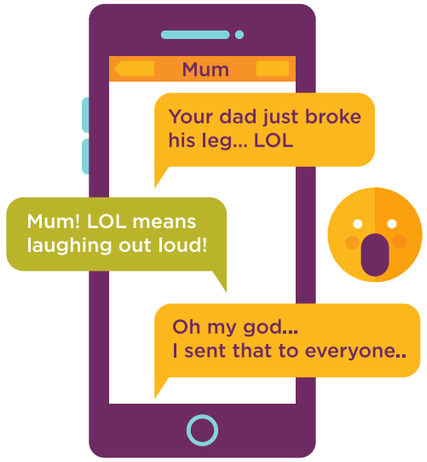
#2 Communicating with your child via their Facebook wall. Writing, "Would you like Angel Delight for tea, Chuckle Cheeks?" for all their online friends to see will not go down well. And neither will liking everything they post and making inappropriate or 'funny' comments on their status.

#3 Posting embarrassing photos online – and sharing cringeworthy photos of yourselves on your child's Facebook timeline

Illustration: Parko Polo

#4 Chatting with your child's friends on social media

#5 Posting a selfie from your child's messy bedroom to shame them into tidying their room



#6 Using online slang incorrectly

#7 Looking up your child's girlfriend or boyfriend on Facebook and liking one of their posts before you've even met them

Want to know more about social media?

You'll find useful guides on how to keep your child safe on social media sites on Parent Info, a free service for parents

Parent Info has produced up-to-date guides for parents that explain the social media sites and apps that children and young people love.

The free guides cover familiar names such as Snapchat and Instagram, as well as apps that parents might not yet know about, such as ooVoo, Musical.ly and YouNow. You'll also find expert information on popular games such as Minecraft and Pokémon Go.

The guides include information about how old your child should be to use the services, how to help them set safety and privacy settings, and how to report issues if something goes wrong.

Parent Info is a collaboration between Parent Zone and CEOP, the child protection branch of the National Crime Agency. Schools can sign up to run its expert content free on their own website, and parents can view the content for free at **parentinfo.org**.

Digital Parenting's guide to social media dos and definitely, *definitely* don'ts

This guide is sourced from the community rules and guidelines of the following platforms: Facebook, Twitter, YouTube and Instagram

1. Always use privacy settings
2. Always think before you post
3. Be thoughtful whenever posting content that involves a minor
4. Behave respectfully towards others online – respect their rights to have views and opinions
5. Keep your account and personal information secure
6. Respect intellectual property rights – copyrights, trademarks and other legal rights
7. No abusive behaviour, violent threats, bullying, harassment or hate speech
8. No graphically nude or pornographic pictures
9. Don't offer sexual services, firearms or illegal or prescription drugs
10. Don't break the law – don't support terrorism, organised crime, or hate groups
11. No spamming, and no deceptive or fraudulent links
12. Don't post videos that encourage others to do things that might cause them to get badly hurt
13. Don't post content that promotes or glorifies self-harm
14. Don't invade the privacy of others by taking and posting photos without their knowledge
15. Don't pretend to be someone you're not
16. No trolling – deliberately goading someone into a strong reaction



The Stemettes hard at work at a recent session

Jobs for the girls

The Stemettes are inspiring young women to break into the tech industry

Words: Geraldine Bedell

Many of the best-paying jobs of the future will be in STEM professions – science, technology, engineering and maths. Yet fewer girls than boys choose STEM subjects at school – even though those who do could go on to earn up to 30 per cent more than if they only had GCSE-level qualifications*.

Maths and computer science-graduate Anne-Marie Imafidon (inset, above) wants that to change. And so, in 2013, she founded Stemettes, with the aim of encouraging more girls to consider studying STEM subjects.

"The way that science and maths are taught is all about the facts," says Anne-Marie. "There's not much emphasis on how incredibly creative STEM subjects can be."

Stemettes run a range of events, talks, visits and mentoring programmes, with activities for girls aged from five to 21.

"Everything we do is built around three things: it's free, it's fun, and there's food," Anne-Marie explains.

At one recent 'hackathon' (where girls get together to solve problems using tech), 40 per cent of the girls had never done any coding before, but left with a new understanding and confidence.

"For many of them, it's getting the feeling that this really could be for them and they don't have to think of STEM subjects as just for boys," Anne-Marie says.

Anne-Marie already had two GCSEs, in maths and information technology, by the age of 10. She was the youngest girl ever to pass A-level computing, at the age of 11, and had a graduate degree from Oxford at the age of 20. But her argument is that you don't have to be – and *shouldn't* have to be – a child prodigy to be a woman who works in a prestigious STEM-related profession.

During the summer, Stemettes run a residential programme – which Anne-Marie describes as "*Big Brother* meets *Dragons' Den* meets *The Apprentice*" – for girls to develop ideas for start-ups. One of the ideas, an app that can be used to record harassment in the streets, has been featured in women's magazine *Grazia*.

Girls aged 15 and over can apply for Stemettes' intensive mentoring programme, which offers introductions, work experience and help creating a CV. There are also activities for younger girls. The overall aim is to improve awareness, perception, knowledge, confidence and networks.

"Even if girls have been put off STEM subjects at school, it's not too late to get interested," says Anne-Marie. "There are many ways into STEM careers – and it really can be fun."

"The residential programme is like *Big Brother* meets *Dragons' Den* meets *The Apprentice*"

- Vodafone has joined with BT, Ericsson and O2 to promote STEM subjects to girls. The Step Into STEM mentoring scheme was launched in schools in early 2016.
- For a full list of STEM events nationally, see stemettes.org/events

*gov.uk/government/news/science-and-maths-send-girls-future-wages-soaring

"If your child struggles with communication, they might find it easier to socialise online"

Life online presents different challenges for children with special needs. By Cerebra, the UK charity dedicated to improving the lives of children with neurological conditions



Getty Images

The internet can be fantastic for children with learning disabilities and autism. Safety is the main concern for all parents, but it's just as important to help your child get the most from the digital world.

For example, if your child has difficulty communicating in the offline world, they may find it easier to socialise online, where instantly recognisable emoticons like 'happy' and 'sad' can replace the need to decode body language and facial expressions. The internet can also be a valuable educational resource, especially for children who take longer to learn new things.

But going online does have its risks. Access to technology means potential exposure to online bullying, grooming and inappropriate content. These are risks for all children who go online, but sometimes those with learning disabilities need a bit of extra help, support and guidance to enjoy the internet safely. So it's best to discuss some strategies for staying safe before your child starts going online regularly.

Parents might want to:

1 Set ground rules about when and for how long your child can be online. If the internet is their main form of communication, you may allow them to stay connected longer than you would other children. As a parent you should judge what's best for your child and adapt the rules accordingly.

2 Encourage your child to question what they read online. This is even more important for children who know that they've been diagnosed with a medical condition. At some point, they will probably want to go online to find out more, and could discover information that is either upsetting, just plain wrong, or both.

3 Remind your child not to share anything too personal. Children with learning difficulties can sometimes be more trusting of strangers than other children are. Encourage them to use a nickname online and to come to you if anyone asks for information, like their phone number or where they go to school.

Cerebra's website can give you more information about online communities and technology that works for children with autism and learning disabilities. For more information visit w3.cerebra.org.uk.

Check out our tools section on page 39, to find information on the parental controls and safety settings you can set up to help protect your child.

Using tech to enjoy the great outdoors

Do you worry that your child spends too much time on social media or watching YouTube videos? A new initiative from the Scouts helps switched-on youngsters use digital to get more from their offline life

Words: Gary Crossing

The Scouts' Digital Manifesto consists of six clear, concise rules (see right) to encourage young people to use digital technology to complement their offline life in a safe, creative, responsible way – for example, videoing an outdoor adventure and uploading it to YouTube.

As part of the Scouts' long-term partnership with Vodafone, the Digital Manifesto sits alongside the Scouts' new 'Digital Maker' and 'Digital Citizen' staged-activity badges, launched in January 2016.

Alex Peace-Gadsby, Senior Scout Volunteer, says, "As a parent of two girls, both of whom are members of the Scout Movement, and as a volunteer myself, I know the importance of preparing young people for life.

"The Digital Manifesto outlines the importance of embracing new skills and using digital in a balanced and positive way.

"Our 'Digital Maker' and 'Digital Citizen' badges are hugely popular and have already been completed by over 30,000 members across the UK."

Chief Scout and TV survival expert Bear Grylls is also a fan of the Digital Manifesto: "This will encourage hundreds of thousands of young people to develop a range of key digital skills, empowering them to have even greater adventures as well as helping them to stay safe online.

"Scouting is a worldwide force for good and, with Vodafone's help, our young people will have the chance to use technology to make even more of a difference in their communities while also getting outdoors and active."



Alife's at home in the online and offline worlds



Time for a selfie with some very happy Scouts

Big Deyes Out

YouTube star Alfie Deyes might have made his name online but he was happy to support the Scouts' Digital Manifesto at a camp at Gilwell Park, in the Essex countryside.

More than 5 million young people subscribe to Alfie's PointlessBlog channel on YouTube and he has a huge and enthusiastic following on social media. But he understands the importance of balance.

After an energetic day, he told his fellow adventurers: "I really enjoyed taking a break from everything. It's definitely important to stay grounded in the real world."

The Scouts' Digital Manifesto
proudly supported by Vodafone

1 Use digital to learn and embrace new skills Learn about constellations and how they can be used in navigation alongside GPS

2 Share your adventures digitally and inspire others Create a video of your outdoor adventures and share on YouTube

3 Know when to switch off Balance your screen time with outdoor activities

4 Use digital skills to support your family and community Teach someone how to make and receive a video call

5 Use digital to be creative Make an animation to promote Scouting

6 Stay safe online and know the risks Never share personal details with strangers



Vodafone's Jeroen Hoencamp with Chief Scout Bear Grylls

Apps that can help young people enjoy their offline life

Reach for the stars
SkyView Free Point your device at the sky to identify stars, satellites, constellations and more. (Free. Age 4+ on iOS; and PEGI 3 on Android.)

Map reading
OS Locate Make the most of your adventures in the great outdoors. Used with an Ordnance Survey map, OS Locate is a fast and highly accurate means of pinpointing your exact location on the map, anywhere in Great Britain. Comes with a built-in GPS system. (Free. Age 4+ on iOS; and unrated on Android.)

Safe and sound
First Aid by British Red Cross Know what to do in an emergency with the British Red Cross' official first aid app. With videos, quizzes and simple advice, it's never been easier to learn first aid. (Free. Age 4+ on iOS; and PEGI 3 on Android.)

Treasure hunt
Geocaching is the world's largest treasure hunt. Download the app and begin thousands of great treasure hunts across the UK. (Free. Age 4+ on iOS; and parental guidance recommended on Android.)

App age ratings explained
For information on app age ratings, turn to page 46.



“I wouldn’t be children’s minister today if my parents hadn’t fostered”



Edward Timpson, Minister of State for Vulnerable Children and Families, grew up alongside 90 children his parents fostered. He tells *Digital Parenting* about the challenges the internet creates for children in care, plus what the government is doing to help keep children safe online

Words: Eleanor Levy

In your role as minister of state for children and families, what are you and the government doing to help keep children safe online?

My department produces statutory guidance called Keeping Children Safe in Education (KCSIE). Schools and colleges must have regard to this guidance when carrying out their duties to safeguard and promote the welfare of children.

While we want children and young people to be able to enjoy and benefit from new technology, unrestricted and unmonitored use can be unsafe. It leaves them vulnerable to activities such as grooming and sexual exploitation and increases the chances of them viewing unsuitable and harmful material.

We recently consulted on changes to ensure that KCSIE remains relevant and effective, and it now includes an online-safety section for the first time. This includes a requirement for schools and colleges to have filtering and monitoring systems in place to protect children from accessing harmful material online. However, no filtering and monitoring system can be 100 per cent effective and children will be accessing social media from their own mobile phones, tablets and laptops, and at home.

Therefore, education about how to stay safe, particularly online, is very important and we have changed the emphasis in the revised KCSIE guidance so that schools should ensure that children are taught about this in an age-appropriate way.

“I try to practise what I preach but, as parents know, it is often a war of attrition in which your children find boundless energy to try to make you cave in”

Rex Features

You are a father to Sam, Elizabeth and Lydia. What tech rules do you follow at home?

I try to practise what I preach but, as parents know, it is often a war of attrition in which your children find boundless energy to try to make you cave in.

Rather than taking a negative approach, I find that offering alternatives, like creative activities and games, can move the children’s attention away from staring at a screen. Ultimately, it’s like everything else in life – you need moderation and perspective, although I appreciate and know from experience that’s easier said than done. However, the rewards are definitely worth it.

While you were growing up, your parents fostered nearly 90 children. What do you think you gained as a parent from being raised in that environment?

I wouldn’t be children’s minister today if my parents hadn’t fostered. Although at the start it felt more like I was in a competition with the foster children for my parents’ affection, as I grew older and the age gap widened, I started to take on more of a caring role, learning to change nappies, do the late-night feed and look after them at school. In many ways I was a grandparent before becoming a parent.

In the same way that the internet can be a threat as well as a fantastic resource for other children, it’s no different for those who find themselves in care. Where it can cause additional challenges is around cyberbullying, exploitation and the undermining of their placement.

I know many foster carers find this tough to deal with. It’s why the work we are doing in government to improve the educational support for children in care – to strengthen their resilience and self-esteem, as well as their academic attainment – is so important. When you put children first, you can’t go far wrong.



Keeping pupils safe online: the teacher’s view

We asked Catherine Goodwin, assistant head teacher and safeguarding lead at St Ignatius College, Enfield, how parents can help children deal with problems created by the internet

1 It’s illogical, but parents who quite often won’t let their children out on their own will buy them a phone or a tablet and have no idea what they are looking at on them.

2 The apps young people use are always changing, and it’s difficult to keep up with them. Take WhatsApp, for example. Children can add people they’ve never met to their WhatsApp group – hundreds of children they don’t necessarily know – and have no idea what these people will do with a message or picture after they’ve sent it. Parents should try to monitor the WhatsApp conversations that their child is having and who they are speaking to.

3 Ask if you can look at your child’s phone occasionally so you can check messages, WhatsApp conversations, photos and videos taken. This should be part of a contract between you and them when you buy them a phone or credit for their phone.

4 Show an interest in their digital habits and encourage them to tell you what apps they use or groups they belong to. If a child is very reluctant to show a parent what’s on their phone, trust your instinct.

5 You need to talk to them about what they are looking at. That’s the most important thing you can do.

6 Be honest and direct with them. And emphasise that it’s for their safety and their benefit that you’re taking an interest.

7 Make sure that they know what to do if they get themselves into trouble online.

8 Sometimes, young people get into situations they think no one else has ever been in, and they’re too embarrassed to tell anyone. So let them know they can tell you anything. And, however shocked you are, you can’t show it.

For advice on where to report any problems your child encounters online, go to page 44.

What is digital resilience, and why is it so important to your child's future?

The internet is here to stay – so, as parents, we need to teach our children how to navigate it safely. Vicki Shotbolt, CEO of Parent Zone and executive board member of the UK Council for Child Internet Safety, explains how to teach your child digital resilience



Getty Images

It's not a great word: resilience. You'll probably never overhear a parent at the school gates saying how pleased they are with their child's resilience.

And your teenager is unlikely to tweet about how resilient they feel today. But that doesn't mean it isn't hugely important, and something that all of us should want to develop. Because when we talk about a child's 'digital resilience', we're really talking about their ability to cope with setbacks and bounce back when they experience something difficult online.

A resilient child is able to navigate successfully the online world's potential risks. They have developed their own sense of right and wrong, and have the skills to make positive decisions about their life online.

Thankfully, digital resilience is easier to acquire than you may think.

Resilient children are less likely to experience harm

How can you ensure your child has the resilience to enjoy life online and avoid the pitfalls? A couple of years ago, Parent Zone worked with the Oxford Internet Institute (OII) to find out if digital resilience really mattered, and how children were able to acquire it.

First, we found that resilience was very important: resilient children are more likely to enjoy the benefits of the internet and less likely to experience harm. And second, we found that digital resilience is built by 'good-enough parenting' and by children having digital skills and a positive attitude to technology.

What is 'good-enough parenting'? Put simply, a 'good-enough' parent is consistent and responsive. They always aim to do their best for their child, while recognising that perfect parenting isn't realistic or achievable.

In terms of digital resilience, a 'good-enough parent' equips their child with the skills needed to be able to take care of themselves. It's about adapting what you already do to keep them safe and flourishing offline to work in the online world.

The benefit of boundaries

Setting boundaries is important in the digital world. Children need them because they feel more secure if they know what they can and can't do.

We've all had trouble putting down our devices, so it's easy to see why children need us to tell them when it's been too long or too much. Of course, you'll relax some rules as your child grows older, and there will be days when you bend them a little – but rules are critical in a digital world because managing technology use can be tough.

"When we talk about a child's 'digital resilience', we're talking about their ability to cope with setbacks and to bounce back from something difficult"

Finally, digital resilience is about letting children explore, knowing that you've taught them how to navigate the online world and that they can come to you if they have a problem.

When they were younger, you taught your child how to cross roads safely – you didn't wait until someone made the roads 100 per cent safe, because that was never going to happen. Likewise, the internet will never be completely risk-free.

But the answer isn't to keep your child away from it. If you rely on filters and parental controls, there is a chance you may make your child less safe. The first time they go online outside of your walled environment, they could find they don't have the skills to navigate potential problems and to make positive decisions. So it's important to teach them how to be safe online, then have the confidence to let them go it alone.

THE DIANA AWARD

The importance of teaching young people how to Be Strong Online

By Katie Collett, The Diana Award Anti-Bullying Campaign

The Diana Award is a charity whose mission is to inspire and recognise social action in young people, and our programmes encourage resilience among young people online and offline.

From The Diana Award Anti-Bullying Ambassador Programme – which builds young people's confidence and resilience by giving them practical skills to tackle bullying – to our Mentoring Programme – which helps to build resilience in the most hard-to-reach young people across the UK and Ireland – we aim to empower young people to fulfil their potential.

Our Be Strong Online Ambassador Programme, created in partnership with Vodafone and in conjunction with Parent Zone, takes a student-led approach to building digital resilience. These free resources give young people tools to deliver digital skills sessions to their peers on topics such as digital footprint, social media, peer pressure and critical thinking online.

These sessions empower students to help each other navigate the online world safely, and develop their public speaking, confidence, leadership and teamwork skills.

To find out more about Be Strong Online, and how your child's school can get involved, please visit **vodafone.com/bestrong**.

This year the Vodafone Foundation supported and sponsored The Diana Award's Stand Up To Bullying campaign because it is committed to encouraging and empowering young people to build resilience to give them the skills they will need to lead a healthy digital life.

To find out more about Stand Up to Bullying Day, and next year's campaign, please visit **standuptobullying.co.uk**.

Selfies vs sexting



selfie
noun
ˈsel.fi/
INFORMAL A photograph that you take of yourself, usually with a mobile phone. Selfies are often published using social media

sexting
noun
ˈsekst.iŋ/
The activity of sending text messages that are about sex or intended to sexually excite someone

Six out of 10 teenagers say they have been asked for sexual images or videos*. But when does sharing selfies turn into a criminal offence?

As police guidance to schools on the matter changes, Sharon Herbert, schools and youth engagement officer at City of London Police and mum of two, examines a very modern problem

Selfies seem to be everywhere nowadays. And with so many of the younger generation seemingly happy to send pictures and often inappropriate content to each other, should it really come as such a big surprise that occasionally something goes wrong?

Children haven't changed. Although we didn't have smartphones when we were going through puberty, we still said things that we shouldn't have said and didn't really understand. We explored our sexuality and pushed boundaries, just like every other generation does.

Our children need to grow, be allowed to make mistakes and learn from them

With headlines claiming that a whole generation is being criminalised, parents, teachers and police need to strike a balance. We need to understand what the law says, what the risks are and how we educate our children. And we must be careful not to drive necessary reporting and investigation underground for fear that mistakes made during childhood could be dragged up in adult life.

Telling already vulnerable children that when an indecent image has gone, it's gone, and it can't be controlled is no longer the answer. We need to reassure them, look at prevention and seek to support those affected. We can give them the tools that make them emotionally more resilient and intelligent. After all, it's not a fad that is just going to disappear.

Some schools and organisations are simply not sharing information because they're concerned about their reputation or reports of criminalisation of young people. It's been said before, but we should start talking more freely again.

A young girl who shares a topless selfie via Snapchat may not have been coerced into doing so, but she might be displaying worrying patterns of sexualised behaviour for other reasons. We should always think 'child first'. Has she been a victim of neglect or sexual abuse? Is this more than just exploring sexuality and experimentation?

What about a teen boy who pretends to be someone else to get explicit images from a girl he likes? Months later, his browsing history shows he has been accessing questionable content. Should we consider him a victim or an offender?

The Home Office's National Crime Recording Standard is clear: where any notifiable offence is reported to police, it must be recorded. The issue of investigation, and to what extent, must be down to some very careful considerations, not least by applying common sense.

Once a crime is reported and recorded, it's designated an outcome number. Outcome 21 has had a lot of attention in regards to sexting, but it's not that new. It says: 'Further investigation, resulting from a crime report, which could provide evidence sufficient to support formal action being taken against the suspect is not in the public interest.'

In other words, the police will sometimes decide that, in their professional judgement, further action isn't in the best interests of the public and the people involved.

This should provide some reassurance that children won't be unnecessarily criminalised and that the police will apply careful consideration when deciding what action to take.

As parents, we need to get digital – understand the technology, learn how it works and start to close the knowledge gap. Most of us will never be one step ahead of our children, but saying "I don't do social media" will mean that you miss opportunities to connect with your children and keep them safe. Becoming 'media mums' and 'digital dads' is a step in the right direction.

Don't wait for schools or the police to deliver their 'eSafety' lessons. The majority of children I speak to professionally (as well as my own) switch off as soon as they hear the term 'eSafety'.

Take responsibility and consider staying safe online a much-needed life skill

Start the conversation at home before you give your child a device, and continue talking to them, just like you would when teaching them any other life skill.

Parents shouldn't leave this challenge to the professionals, but if your child is ever forced or coerced to 'sext' (even by another child), remember that you should report it immediately to your local police.

The law
If you're under 18, it's illegal to share an 'indecent' picture of yourself, or to look at or share someone else's. CEOP (formerly the Child Exploitation and Online Protection Centre) has produced films to help parents understand this subject. Find them at **vodafone.uk/CEOP**

When sharing becomes shaming

One in 14 young people aged 11-16 have shared a nude selfie**. But what if the person they trusted with the image then passes it on to someone else? Childnet International looks at what parents can do to protect their child

Viral videos, memes and images spread from person to person with a simple 'like' or 'share', creating a fun and fast-paced digital experience. But imagine the fear and humiliation you would feel if you discovered that it was your nude selfie that was spreading among your friends and throughout your school community via social media and messaging apps.

This type of online sexual harassment can have a huge impact on a young person's wellbeing in both the short and long term.

This so-called 'revenge porn' is against the law, as it is illegal to take, distribute or download indecent images of people under the age of 18. And there are further laws that protect people from harassment and abuse online, including new legislation that came into force in the UK in 2015.

What you can do to protect your child
Talk to them regularly about the potential consequences of sending and sharing sexual images and videos, and make sure they know they can turn to you if anything worries them.

Try to encourage them to report sexual images they see online [see page 44 for how to do this] and to involve you, or a teacher if it concerns a pupil at their school.

Also, challenge attitudes that blame victims. You could use an example of an incident involving a celebrity and discuss why people might have a more negative attitude towards the person in the picture rather than the person who shared it.

And if the worst does happen...
Stay calm and act quickly. You may feel shocked, upset, disappointed or angry, but it's important to be supportive.

Save the evidence, report to the relevant social media service and report to police. If the incident happened at school, encourage staff to seek support from the UK Safer Internet Centre's helpline for professionals: **saferinternet.org.uk/helpline**

Find out more
To learn more about reporting, see page 44.

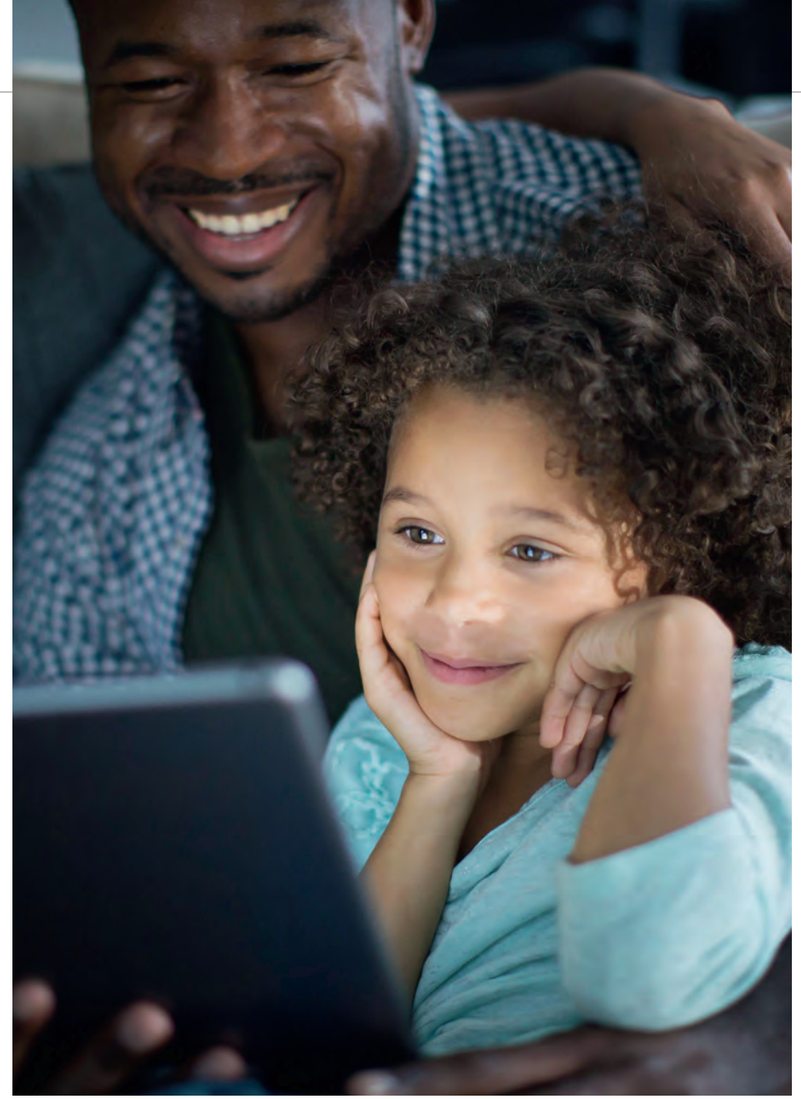
Getty Images

*bbc.co.uk/news/uk-24539514; **nspcc.org.uk/preventing-abuse/keeping-children-safe/sexting/

Our family's tech

We spoke to three parents about their family's tech – how they use it, how they control it, and what their biggest challenges are

Words: Gary Crossing



JULIET

Tunbridge Wells, Kent

Mum to Louis, 14, and Flo, 12



We own...

"Three iPads, four iPhones and two PCs. Flo has a laptop. Louis has a PC that he built himself. We also have games consoles."

Our rules are...

"Weeknights they are allowed an hour of TV once they've done their homework, but no gaming. There's unlimited gaming on Friday nights. Louis runs home from school and plays from four o'clock until 10:30.

"We use parental controls. Qustodio is free and covers all our devices – we can't access rude things or buy samurai swords! We also have OurPact, which is also free, and less restrictive. You get a phone app to schedule the kids' use of devices. If they misbehave, I can block access to all their tech!"

Our worries...

"Nobody remembers anything any more. They just look things up. Ninety-five per cent of the kids' homework is on the computer, so it's hard to monitor use and it's hard for them as the temptation is always there."

The best thing about the internet...

"Access to everything – but it's a double-edged sword."

"Nobody remembers anything any more. They just look things up"

JAMES London

Dad to Heath, five, and Finley, three



We own...

"A laptop, an iPad, iPhone 4 and an LG G2 phone."

Our rules are...

"Screen time is limited to the weekend. The boys appreciate it more when they've been denied it all week. Our rules can be undone though by going to friends' houses where their children are allowed access to technology most of the time."

Rex Features

CHRIS

Nottingham

Dad to Izzy, 11, and Ruby, four



We own...

"A Mac, two laptops, an iPad, a Hudl tablet, two iPhones and an iPod Touch."

Our rules are...

"We don't use parental controls and that seems to work at the moment. Our rules are a bit vague. One day we'll say, 'You've been on there too long, get off now and get outdoors.' Then the next day it's raining and we'll let them stay on longer because it's convenient. We don't allow them to take their tablets to bed though."

Our worries...

"My biggest fear is that they stumble across sexual imagery and, being young girls, they then think that's how women should be and how they should act. I want them to be two strong girls. I don't want them thinking that way."

The best thing about the internet...

"The internet is a great resource for quick information – whether that helps the kids with homework, helps me answer their questions, or allows us to find out what's happening locally."

Our worries...

"In-app purchases are a problem. The first I'll know about them is when I get a text telling me how much I've spent. The ease with which the boys can make these purchases alarms me." (For advice on preventing in-app purchases go to page 23).

The best thing about the internet...

"The access to information, entertainment and education. You can show your children something very quickly. For example, if you wanted to see how a blacksmith shoes a horse you can find a video on YouTube."

The devices and software mentioned are not endorsed by Vodafone or *Digital Parenting* magazine

Adjusting controls as children grow

Smartphones, tablets, games consoles, apps and computers all have tools to control what your child sees. But no one tool can work all the time. Use a range of strategies, including supervision, regular conversations and taking an interest in their digital life

By Internet Matters



Pre-schoolers (0-5)

A recent survey showed that two thirds of children between one and three years old know how to use a tablet. As the first device your child uses is likely to be yours, it's crucial that you make sure they don't accidentally stumble across things they shouldn't. The simplest way is to use parental controls. There will be settings you can choose on your home broadband, your phone and your tablet, which let you control the type of content your children can access online. You can also ensure they don't access inappropriate content stored on your device or make in-app purchases when playing games.



Young children (6-10)

At this age your child may use the internet without supervision – for example, when doing homework. So it's a good time to set rules about their online use.

Child-friendly search engines such as Swiggle, Kids Search and Kiddle make it less likely they will stumble across inappropriate content, but tools alone can't guarantee they won't see things they shouldn't. Talk to your child about what they see online and ask them about their concerns.

Most apps have age restrictions, and you should make sure that your child only downloads age-appropriate ones. (Find out how to do this on page 41).



Pre-teens (11-12)

We encourage parents to think carefully about allowing your child on social media. If you do decide to, make sure they reveal no personal information and choose privacy settings so they only share with family and friends they know offline. (You can find out more about parental controls for social media sites on page 42.)

A strong password is also essential. (See page 25 for tips on how you can make a strong password.)

If your child has a smartphone, make sure they know about the risks of sharing images, and encourage them to use Friendly WiFi when away from the home. It's free to use in lots of public spaces and can't be used to access explicit content.



Teens (13+)

It's important you trust your child to make smart choices online with your help and guidance.

You should adjust your parental controls depending on your teenager's maturity.

Parental controls exist so parents can filter out all offensive content, but when you feel that your child is old enough, and after discussing it with them, you may decide to turn them off.

Internet Matters** is a not-for-profit organisation supported by BT, Sky, TalkTalk, Virgin Media, the BBC and Google. It offers step-by-step guides and advice about how to keep children safe online. For more, visit their website: **internetmatters.org

"As a parent, you worry about what your child will find online"

Vodafone's Helen Lamprell explains why the company is proud of *Digital Parenting* magazine and its other initiatives to help families make the most of the online world

Words: Eleanor Levy



Helen Lamprell is the corporate & external affairs director of Vodafone UK and the mother of two daughters under 12

Like the physical world, the online world has risks. "Information is crucial," says Vodafone's Helen Lamprell. "Parents want to know about these risks and how to protect their children from them.

"That's why *Digital Parenting* magazine is important. For parents, particularly those a bit less tech-savvy than their children, it gives them knowledge. More schools are asking for it and more organisations are using it."

Helen believes that, as with offline parenting, communication is key when it comes to protecting young people in the online world.

"You worry about what your child will find online," she says. "Human behaviour doesn't change because of technology, but technology can amplify the pressures on children. You don't want to burst their bubble but if you leave it too long you're not equipping them to deal with any problems they come across. You have to start helping children build resilience when they're young.

"Knowing when to have that conversation is key. It's harder with older children, so I would encourage people to think about it early on."

Children listen to each other

Helen believes that it's not just a question of parents telling children what to do, but that young people should be encouraged to talk among themselves about staying safe online.

"Children listen to each other," she says. "Peer-to-peer communication is important, so our relationship with the Scouts is crucial." (See page 10.)

Vodafone also worked with anti-bullying charity The Diana Award (see right and page 15) to produce the Be Strong Online programme for schools. In February 2016, it launched a series of Be Strong emojis. They allow children and young people to show support to friends who are being bullied by adding simple, positive graphics to texts and social media messages.

"Showing my age here, I thought, 'Is that going to work?'" admits Helen. "But they've reached more than 150 million people on social media and the film has had nearly a million views on YouTube.

"Children find it much easier to use an emoji – it's a simple way to allow them to start a conversation."



Vodafone's #BeStrong anti-bullying emojis let children show support for victims of bullying. You can download them from vodafone.com/be-strong-online-emojis

Technology can be a force for good

Helen is a trustee of the Vodafone Foundation and the organisation is obviously hugely important to her.



Getty Images

The Foundation works throughout the world, including the UK, using mobile technology to help improve the lives of vulnerable people.

The Foundation's JustTextGiving service lets people make charitable donations using their smartphone.

"It's raised more than £38 million for charities so far," says Helen, proudly. "That's the challenge: how do we deploy our core products and services in a way that makes a real social impact?"

Despite the challenges families face, Helen is optimistic about the future. Whether it's her girls being inspired by watching videos of British astronaut Tim Peake on YouTube, or enjoying a simple country stroll, technology has the potential to unlock knowledge and widen positive experiences for the next generation.

"We went out for a family walk at the weekend and heard a beautiful bird singing," says Helen. "Neither I nor my husband knew its name but my daughter recorded the sound and then asked Siri on her phone what the bird was.

"Children use technology enthusiastically – it's an integral part of their lives. It allows them to access fantastic information – and that is a great thing."

To find out more about the Vodafone Foundation, go to **vodafone.com/foundation**

Strength through knowledge

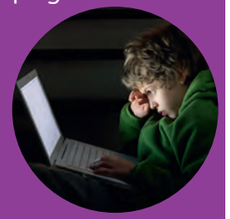
Vodafone and The Diana Award are collaborating on Be Strong Online, a digital-skills programme to encourage older children to pass on knowledge of how to make the most of the internet safely and securely.

The programme produces modules for secondary schools on subjects including cyberbullying, critical thinking, social media, and selfies and self-esteem. There is accompanying information for parents produced by Parent Zone.

The programme is being expanded for the 2016/2017 academic year, including the addition of in-school training events. To find out how your child's secondary school can sign up, go to **vodafone.com/parents**.

What should I do if my child is being bullied?

It can be upsetting when your child is being bullied. But it's important to give them the tools to deal with it. By Katie Collett, The Diana Award Anti-Bullying Campaign



1 If your child tells you they're being bullied, thank them for talking to you. It takes a lot of courage to admit to being bullied but it's the first step to sorting out the problem. It may be hard, but try not to get upset. Stay calm and reassure your child that you'll help sort things out.

2 Don't take over. Ask your child what they want to do, talk about possibilities, and make sure they're happy with what will happen next.

3 If the bullying occurs at school, talk to your child's teacher. They may be able to arrange for someone to keep an eye on your child at school and set up a system (with your child's approval and support) to report any further bullying.

4 Speak to your child about whether there's a member of staff they can talk to or a place they can go if they are being bullied at school. Maybe they could join a club so they would be in a group at lunchtimes and therefore less vulnerable to bullying.

5 Encourage your child not to react if they're bullied, as this often fuels bullying behaviour. Tell them to remove themselves from the situation as quickly as possible and report any bullying to an adult.

6 Monitor your child. Ask them how school has gone and check in regularly with a teacher to see how they are getting on during the day. If you don't get a detailed response, ask questions. Stay positive and try not to let the situation get you down.

7 Bullying can affect a child's confidence and self-esteem. Focus on their strengths and do activities that they enjoy and which help relieve stress.

8 Keep a record of the bullying so you have evidence if you need to take the matter further.

For more advice, visit **antibullyingpro.com/support-centre**

Apps for under 10s

From educational titles to videos and games, there are a whole host of excellent free apps available for children under 10. Here are five of our favourites for you to try Words: Stuart Dredge



Tynker

iOS/Android (Free)
Minimum age: 4+
PEGI 3

Children as young as five are now being taught computer programming at school, so apps that help them to develop their coding skills at home are becoming more popular.

Tynker, available for iPad and tablets, is one of the best. It starts with a series of exercises teaching children to program using drag-and-drop code blocks: it feels like a fun puzzle game, even though kids are learning as they play.

The real fun comes when children enter the app's free-creation mode. This allows them to make their own games, animations and physics demos, letting their imagination run free.

Tynker is free to download and use and lots of its puzzles are free. However, some are sold as in-app packs for £1.49 each.

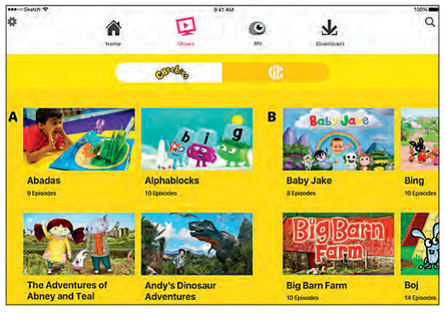
BBC iPlayer Kids

iOS/Android (Free)
Minimum age: 4+
PEGI 3

A third of shows watched on the BBC's iPlayer are children's programmes, according to the BBC. That's why it launched a standalone iPlayer Kids app. It's an easy way to stream shows from the BBC's CBeebies and CBBC channels. The app keeps a separate profile for each user and knows their age, so it knows which shows are appropriate for them to watch. Children can search for their favourites



or browse the latest selection. The app also lets them download shows to watch offline – perfect for a journey without internet access.



Game ratings and apps

You may be familiar with the PEGI age ratings you find on the packaging of games for consoles such as PS4, Nintendo DS and XBox. These Europe-wide symbols show consumers at a glance the age that each game is suitable for and the specific type of content included in the game.

Apps for Android phones and tablets available in the Google Play store are also categorised using the PEGI age-rating system.

The Apple app store doesn't use PEGI age-ratings but it does have ratings that show the minimum age that the game is suitable for.



For more information about PEGI ratings for video games, see page 46.



Doctor Who: Comic Creator

iOS/Android (Free)
Minimum age: 9+
PEGI 3

For decades children have watched *Doctor Who* from behind the sofa. But this official BBC app gets them in front of their devices making their very own Time Lord tales. It encourages children to turn various Doctors, companions and aliens into on-screen comic strips, writing their own speech bubbles to tell their story.

It's simple to use, easily customised and a great way for kids to flex their creative muscles. They can even design their own baddies using bits of famous *Doctor Who* aliens.

While the app is free to download and use, it does sell packs of extra characters and scenery as £1.49 in-app purchases.

Disney Crossy Road

iOS/Android (Free)
Minimum age: 4+
PEGI 3

The original Crossy Road game has been a big hit with children, as it reimagined the classic arcade game Frogger for a new generation of (purely virtual) road-hopping gamers.

Disney Crossy Road is an entirely separate version, featuring more than 100 Disney favourites – from Mickey Mouse and Donald Duck to the stars of *The Lion King*, *Toy Story* and *Wreck-It Ralph*.

The gameplay is the same: tap the screen to hop over roads and rivers without being squashed by passing traffic. And yes, the characters really do get squashed – some young Disney fans may need to look away.

The game is free to play, but sells some characters using in-app purchases – although the same characters can also be unlocked purely by playing the game.







Read with Fonics

iOS/Android (Free)
Minimum age: 4+
PEGI 3

Phonics is one of the most popular ways for children to learn to read in school and at home – and Read with Fonics is an app hoping to get them practising their newfound skills on their parents' tablets and smartphones.

Created by primary school teacher Sophie Cooper, the app is based around fun phonics games that test children on their letter-sounds – from the simple ones they first learn, through to harder three-letter sounds. There's a points system to track their progress, but it never feels stressful.

Read with Fonics may also make its way into classrooms in the months ahead – Sophie is hoping to get teachers using it with their pupils.

What you can do to stop your child making in-app purchases

People rarely develop apps for charitable reasons. Even people who make free apps are hoping to make money from them, and many do this by offering in-app purchases.

You can turn these off in a variety of ways, depending on the app. Within a game, you can find how to do this in the settings menu (look for a 'cog' icon), or you can create a password that means your child won't be able to buy anything without your knowledge (obviously that will only work as long as you keep the password a secret). You can also restrict in-app purchases at device level.

Ofcom has produced a series of video guides designed to show parents how they can turn off in-app purchases on a variety of popular phones and tablets.

You can find the video guides online at **vodafone.uk/OfcomGuides**.

It might not seem like something your family needs to worry about, but even young children can fall victim to cyber crime. Here are some of the top cybersecurity issues for children and adults to be aware of – and useful tips for staying safe

Is your family cyber secure?



Words: Rachel Rosen and Gary Crossing

What is cyber crime?

The National Crime Agency (NCA) defines cyber crime as an offence 'committed using a computer, computer networks or other form of information communications technology (ICT)'.*

It includes crimes such as:

Hacking
This involves gaining access to someone's computer network without their permission. The hacker can then take control and/or access information.

Malware (malicious software)
This can include viruses, spyware and remote access trojans (or RATs) – programs that create a 'back door' to allow administrative control from outside over a targeted computer. These programs allow criminals access to other people's computers to carry out illegal activities.

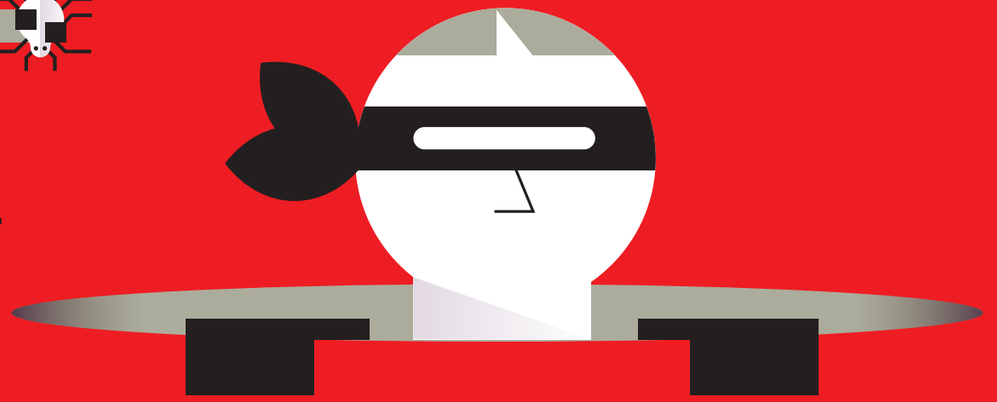
Distributed Denial of Service attacks (DDoS)
These involve sending a website a huge amount of internet traffic at one time. This can result in people who want to visit the site not being able to access it.

Clickjacking
This is when fraudsters disguise links that download malware onto your device or steal your personal information. The links are often made to look like something innocent and tempting such as a funny video, an exciting offer or 'clickbait'-style article. This type of cyber-attack is common on social media.

What you can do
Warn your child to be careful what they click. Usually with 'clickjacking' links there's something suspicious if you look closely – an offer that's too good to be true, or a phrase the person who shared it is unlikely to use. If it doesn't seem right, don't click on it.

Where to report
Even if you've taken precautions, things can still go wrong. Action Fraud is the UK's national centre for reporting cyber crime and fraud. You can report online via their website **actionfraud.police.uk** or ring them on **0300 123 2040**.





Illustrations: Romualdo Faura

Identity theft
Even children have to worry about identity theft as teens are appealing targets for some criminals. Often more trusting than adults, they can be tricked into sharing private information.

What you can do
Make sure your child knows not to give out personal information online. Obviously, they should never share their passwords. But any personal details that would help answer security questions on their account or profile information – such as their mother's maiden name, their first pet's name, or their postcode – could leave them vulnerable to cyber crime.



Viruses and malware
Make sure your child is aware of the risks of viruses. Opening an infected attachment or visiting a corrupt website could download harmful files onto their device, or yours, leading to fraud, important data being deleted or even your computer being made unusable.

What you can do
Install antivirus software on any device your family uses to go online, and update it regularly. Tell your child not to turn off your virus scanner, and talk to them about the risks. Even with virus protection, make sure your child knows to not download suspicious files or attachments.

Unsafe passwords
Your child's passwords are the keys to their online life. It's important to choose passwords that are impossible to guess, and to not use the same password for more than one account. For your child, the passwords to their social media and email accounts are especially important.

What you can do
Talk to your child about how to create a strong password. See our box below for tips about how to do this. Online password generators can help. And remind your child to keep their passwords private – even the best password is useless if it's shared.



Five tips to help you create a strong password

1 Use a different password for each account. If you use the same one for multiple accounts, they're all vulnerable if one is hacked.

2 Using a random combination of at least eight letters (both upper and lower case), numbers and symbols makes it much harder for would-be hackers. The Home Office's Cyber Streetwise campaign suggests the strongest password consists of three random words: "Numbers and symbols can still be used if needed. However, three random words is the key to a strong password."

3 Never use personal information such as your name, whole words, or sequential patterns such as 1234.

4 Regularly update your recovery email address so you can be easily contacted if you need to reset your password. You can also add a phone number to receive password reset codes by text. Ensure that the answers to any security questions you create are things that only you know.

5 Keep your passwords secure. Don't leave them lying around on a Post-it note on your desk.

More ways to protect your family
Get Safe Online: **getsafeonline.org**.
Cyber Streetwise: **cyberstreetwise.com**.

*nationalcrimeagency.gov.uk/crime-threats/cyber-crime/cyber-crime-preventing-young-people-from-getting-involved

"But everybody does it..."



Children and young people have always been influenced by their friends. This can now include people they meet online, which presents particular challenges for parents. Eleanor Levy, editor of Parent Info, the online advice and information service for schools, explains more

It's normal for children to want to copy their friends. But now offline peer pressure is joined by influences from the online world: the friends they chat to on social media or while gaming, and the celebrities they follow on Instagram or YouTube.

Of course, a child wanting to copy their peers isn't necessarily a negative thing. Young people can be inspired by friends and online role models to be creative, take up a sport and eat more healthily, or encouraged to work harder at school.

But sometimes online peer pressure can result in young people being pressured into acting in ways they would never think of doing by themselves, or in the offline world.

Cyberbullying

Bullying among school children isn't a new problem but the internet has created new ways for young people to gang up on others.

Encouraging someone to make nasty comments on social media, or joining in to impress your friends, may seem OK at the time. After all, it's easy to do when you're not standing in front of the person you're victimising and everyone else you know is doing it too. Unfortunately, the online bullying follows the person being bullied everywhere they go, even to what should be the safety of their own home.

What you can do

If you discover your child has joined in with online bullying, or has shared a cruel image, talk about why they did it.

Explain that it is often difficult to realise you're being pressured until afterwards, but encourage them to learn from the experience. Recognising the signs will help them identify if it happens again – and next time they may choose to act differently.

Scotland's anti-bullying service, Respect Me (respectme.org.uk), has excellent advice for parents of children who have exhibited bullying behaviour. They advise: "You change the way people behave by telling them what they did, why it was wrong, and what you expect instead.

"It's natural to be angry and upset, but it's important that you remain calm. When you've established the reasons behind the bullying, you have to address their behaviour and the impact that it has had. All behaviour carries consequences and your child has to realise that they are accountable for their actions."

If your child has been bullied, see our article on page 21.

"It's natural to be angry and upset [if your child has bullied someone], but it's important to remain calm"

Partying

Figures show that young people in the UK are generally smoking and drinking less than their parents' generation*. But a study of 1,500 15- and 16-year-olds in *The Journal of Adolescent Health* found that social media posts influence young people's behaviour and can make it more likely a child will experiment with drinking and smoking.

The study, by researchers from the University of Southern California, revealed that the more pictures a child sees on social media of their friends drinking or smoking, the more likely they are to do the same.

The report concluded: "These results provide evidence that friends' online behaviours should be considered a viable source of peer influence."

What you can do

Remind your child that both drinking and smoking are illegal if they are underage and that doing either to excess is dangerous. They may feel patronised but, as parents, sometimes it's our job to state the obvious. (Setting a positive example can be worth a thousand words!)

Also, point out that pictures of them partying could still be viewable years later, when their social media feeds may well be looked at by prospective employers and other people they want to impress. Today's fun night out could be tomorrow's rejected university application or career setback.

This might be a good time to suggest they make sure their social media privacy settings are set to 'friends only'.

See page 42 for details on how to set these up.

*http://bbc.in/2bpAIT2

Radicalisation and extremism

There have been a number of instances of children from the UK becoming radicalised online and joining religious extremist organisations such as the Islamic State group, or becoming involved with racist, far-right groups in the UK.

People looking to radicalise young people use social messaging apps with encryption so that their messages can't be read by others.

Extremists often use friendship to make targets feel part of a force for good – a compelling message for young people who feel powerless and aggrieved.

What you can do

The best thing you can do is listen to your child. Ask them what they do online, who they talk to and where they go.

If you take an interest, it will lessen the need for them to go somewhere else for support.

Parent Zone has produced Resilient Families – a free online course for parents and carers that covers all aspects of helping your child cope with the challenges of the internet. Episode 2 covers radicalisation and extremism. You can find it at **parentzone.org.uk/resilient-families**

Rex Features

Being made to feel bad about their looks

Peer pressure isn't just about influencing someone's actions. It can also be about affecting how young people feel about themselves.

And while we're all vulnerable to self-esteem issues, young people's lives are increasingly lived out on social media, which can bring pressure to look a certain way.

Since camera phones became widely available, young people have been under even greater pressure to look as 'perfect' as the stars they follow on platforms such as Instagram or YouTube.

The fact that images may have been extensively Photoshopped and those gleaming white teeth are really expensive veneers often doesn't register with young fans. They see the bright smile and flawless skin and think, "Why can't I look like that?"

What you can do

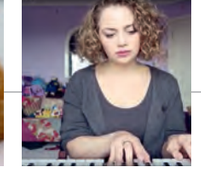
Ask them to think about why a celebrity has posted a particular image of themselves on social media. Now ask them what they think went into making that image look perfect.

Also, it may seem obvious, but don't constantly point out your child's physical flaws or weight gain – and try not to comment on your own in earshot either.

Suggest that they visit the YoungMinds website at vodafone.uk/selfesteem. The specialist mental health charity has really useful tips to help young people feel better about themselves in mind and body.

For more about peer pressure online go to **parentzone.org.uk/peerpressure** and **vodafone.com/bestrong**. Be Strong Online is a programme developed by Vodafone, The Diana Award and Parent Zone, aimed at building resilient young people in the digital age.



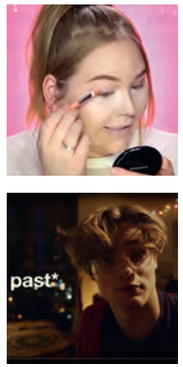



Why I love... Instagram, YouTube and Snapchat

Young people love apps and online platforms such as Instagram and YouTube. But why? We asked three teens to explain

Words: Eleanor Levy





Instagram

By Amelia, 16, Manchester



Instagram is a wonderful place to explore and share pictures with people who share your passions – people you wouldn't meet in your usual day-to-day life.

I joined Instagram in 2014 to create a fan account for my then-favourite band, Panic! At the Disco, and I met my first serious boyfriend through Instagram. I'd never have met him in real life as he lives in Birmingham. The relationship lasted two years and was strengthened by the bond we formed over Instagram. We created an account to post pictures of us together, for friends and family who supported our relationship.

Currently, I co-own a fan account with my best friend for the Korean boy band BTS. The amazing thing about Instagram is you get to talk to people on the opposite side of the world who share the same interests as you. In the first few months since we started the account we've gained almost 1,300 followers. Also, we're both trying to learn Korean, and having this account means we can practise the language with other people and learn from them.

I love Instagram because there are so many other worlds out there, and you can discover them all with just one tap of your finger.

What parents need to know

Minimum age: 13

Instagram allows its users to share images with each other. Users can comment on posted photos, which can lead to both positive and negative comments. Shared photos can be seen by anyone, but you can change your child's privacy settings so that only people they know can see them. However, their bio, profile and profile image will remain public.

See page 42 to find out more about parental controls for Instagram.

YouTube

By Jaffa, 16, Herefordshire

YouTube's variety of content means anyone can find something they're interested in. From beauty gurus like Zoella and gamers like PewDiePie, to education channels like CrashCourse and Philosophy Tube, YouTube has a bit of everything. You can also find viral videos (yes, like the cute cats).

I like its community feel – everyone is different, and YouTube embraces that individuality. The short-film maker Bertie Gilbert produces entertaining videos that often have a powerful message to get you thinking. And BuzzFeed uploaded a series of 'I'm... but I'm not...' videos where people break down stereotypes and stigmas – such as, 'I'm Muslim, but I'm not...' and 'I'm bisexual but I'm not...'.



Finally, although I live in a very rural part of England, YouTube and other sites mean I can still be up to date with things the same way as teenagers living in cities all around the world.

What parents need to know

Minimum age: 13 with parent's permission; 18 without

YouTube lets users watch and comment on videos and upload their own. Some of its content is of an adult nature. There is a free YouTube Kids app aimed at under 13s.

CEOP (formerly the Child Exploitation and Online Protection Centre) advise making sure your child knows not to share content with details that may allow someone to trace them, such as school uniform, your house, or local area.

See page 43 to find out more about parental controls for YouTube.





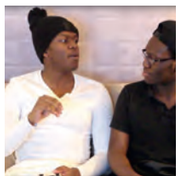


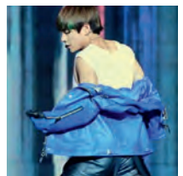










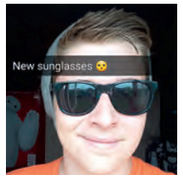



Snapchat

By Cameron, 17, Dorset

Snapchat lets you share Snaps – pictures taken on your phone (often selfies), or brief videos. You can edit the image or video and add some text or a filter before sending it. The beauty is that it isn't permanent: the sender selects how long the image or video will be available for, and after that it's gone. You add friends, much like Facebook or any other social media platform, and then you can send Snaps back and forth as you please.

People tend to use Snapchats more for conversation than for documenting. If someone wanted to save an image or video of something that happened, it would end up on Facebook or Instagram. But if you want to chat about it with your friends, you'd use Snapchat. It's more personal than sending a text, and it's far more fun.



The main point of Snapchat is to be social. Rather than forcing you to sit and hope that your post gets a certain number of 'likes', it provokes conversation and interaction – which, in my opinion, is a far healthier way to interact with people.

What parents need to know

Minimum age: 13

Snapchat is a photo messaging app that allows users to take photos, record videos, add text and drawings and send them to a controlled list of people. The user controls how long the Snaps are available for, usually just seconds. Recipients of images can't download them, but they can take a screen shot of them and send that to other people. Parents should remind children not to share inappropriate images on social media.

See page 42 to find out more about Snapchat. For advice about selfies and sexting, see page 16.

The perils and pleasures of social media

By Kate Medlin

Social media plays a large and primarily positive role in many young people's lives today. It gives them access to a new, different world to the one their parents had at their age.

But there are, of course, pitfalls to that new world. For example, a teenager struggling with an eating disorder may find it difficult to tell pro-recovery social media accounts from pro-ana ones (which promote anorexia as a lifestyle choice). For their parents, it must feel like they can't stop the enemy from coming straight through their front door and into their child's bedroom. Likewise, it can be unsettling for a parent to learn not all of the followers their child has on social media are personal friends.

Into the unknown

One of the hardest decisions a parent has to make as their child grows up is when to let them spread their wings and have more independence. How do we feel when they are invited to a house where we don't know the family? Do we still pick them up when they're 17? These are solvable problems in the offline world – but it's not so simple when it comes to life online.

However, while social media presents new problems, they are like any other parenting hurdles that have to be navigated and negotiated. The only difference is the element of the unknown.

So what can parents do?

It can be hard to keep up when the social media world moves so quickly, but knowledge is the best weapon. For example, some young people will have duplicate 'parent-friendly' social media accounts.

However hard it is, try to keep an eye on what your teenagers are up to, especially if their behaviour changes drastically. Even if you don't understand what they're doing, ask them questions about it – talk about the benefits, not just about the dangers. If they think they have to defend something to you, they'll be less likely to share with you when something feels wrong.

Communication, as always, is the key. Keep those channels open, and your teenagers should be able to enjoy their online life and allow it to open doors that we never even knew existed.

Kate Medlin is a member of the British Association for Counselling and Psychotherapy. She works in private practice and for the counselling service at a London university.

Ask about the benefits, not just about the dangers. If they think they have to defend it, they may be less likely to share with you when something doesn't feel right



Don't let tech be a pain in the neck

(and other bits!)

Every parent worries about keeping their children safe online, but making sure they stay physically fit and healthy while using their devices is often overlooked. Physiotherapist Joe Shotbolt explains some potential problems and how to avoid them

Pain in the neck, lower back and hand are the 'tech trio' of problems caused or exacerbated by excessive technology use. And they're more common than you might think – one in six youngsters experience discomfort in their hands from using technology, while a smaller number report discomfort in their wrists, arms, shoulders and neck.

Here are some simple ways your child can make sure they don't end up with aches and pains caused by prolonged tech use.

1 When using your phone or tablet, try to hold it high enough that you don't need to flex your neck too much as you look down to view the screen.

2 Keep your hands close to your body. It's hard to believe that the weight of a phone matters, but the load is significantly increased if your arm is outstretched and it will put strain on your neck and shoulder muscles.

3 Use both hands when typing and keep messages short. Using abbreviations and predictive text reduces the repetitive motion of tapping out letters.

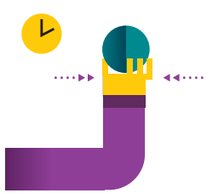
4 Try to make sure that you take a break: put your device down between messages or different levels in a game.

Helping hand

These exercises will help with hand and wrist pain*

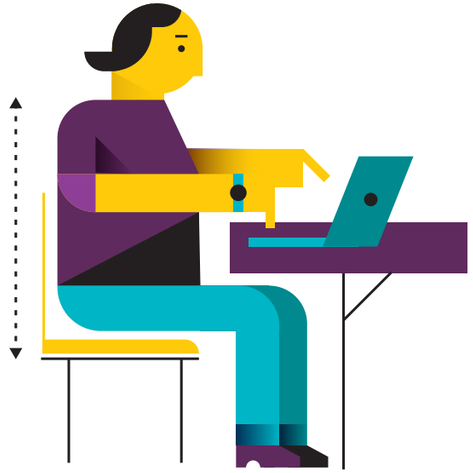


Wrist bend
Put your elbow on a table, with your arm upright and wrist straight. Slowly bend your wrist forward and hold it at 90 degrees for five seconds. Straighten, then bend it backwards and hold for another five seconds. Do three sets of 10.



Hand squeeze
Hold a rubber ball in your hand and squeeze it for five seconds. Then switch hands. Do three sets of 10.

Illustration: Romualdo Faura



Neck and back pain are very common and can have many different causes

Slouchers tend to lean backwards, sliding their hips forwards, putting the lower back out of contact with the chair, causing lower back and neck pain.

Leaners rest their forearms on the desk, putting pressure on the shoulders, bending the spine out of shape, causing neck and lower back pain.

Nearly all of us fall into bad habits, but there are ways to minimise the risk of injury.

The ideal position to adopt is with your feet touching the floor, your bottom and lower back touching the chair, and your forearms gently touching the table.

Also, make sure the screen is at head height. This should be easy to adjust with a desktop computer, but more difficult with a laptop. Using an external keyboard and mouse will allow you to raise the screen.

These are easy if you're at a table or desk. If you're using a laptop on the sofa and you've got one eye on the television, you're going to find it a bit harder. Sofas, by design, tend to make you slump, so you'll need some pillows to support your back and a pillow for the laptop to raise it up.

Move it!

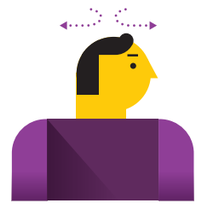
Do these exercises every day for better posture



Chin to chest
Drop your head so your chin rests on your chest. Gently tense your neck muscles and hold for five seconds. Lift it back to a neutral, upright position and repeat. Do five sets.



Sideways stretch
Tilt your head towards your shoulder, with your head facing straight ahead. Gently tense your neck muscles and hold for five seconds. Slowly lift your head back to the middle and repeat on the opposite side. Do five times on each side.



Flex your neck
Turn your head 45 degrees to the side. Gently tense your neck muscles and hold for five seconds. Return to looking straight ahead, then repeat on the other side. Do five times on each side.

*Anyone starting a new exercise regime should check with a GP or qualified physiotherapist beforehand **sciencedaily.com/releases/2016/04/160406124740.htm

Can viewing screens regularly affect children's eye health?

We asked Dr Nigel Best, clinical spokesperson for Specsavers

"All evidence to date has failed to establish any link between screen use and long-term eye problems. However, recent research** found that children who are regularly cooped up at home are more susceptible to short-sightedness, compared with those who spend more time outdoors.

"Staring at a computer screen all day can cause several symptoms including dry and aching eyes and headaches. But these symptoms are transient and tend to go away when you stop using the screen.

"There's no evidence that long-term screen use damages vision. If you experience symptoms relating to screen work, you should discuss these with your optician."

Start young with eye-care

"Some parents don't realise that the age of eight is often too late to correct eye conditions such as a squint or a lazy eye, which can lead to lifelong problems.

"I recommend an eye examination for all children when they start reception and that they're re-tested as often as their optician advises.

"A child's eyesight continues to develop right up to the age of eight and a number of eye-care issues can be corrected by an optician if detected before this time."

Vision screening is being made available at no cost to all 27,000 primary and secondary schools in the UK, through funding by Specsavers.

Turn to the next page for advice on looking after your child's mental wellbeing in the digital age



How to be a digital role model

Dr Fiona Pienaar, director of clinical services at children's mental health charity Place2Be, explains how to support your child in the digital age

As a parent, it's important to get to know the world your children are growing up in. Your openness, knowledge and attitude to all things digital will play a major role in maintaining your child's mental health and emotional wellbeing as they navigate an exciting but challenging new world.

How do we ensure our children grow up emotionally and mentally healthy?

A lot has been written about the negative aspects of the digital world, particularly social media. Online bullying, children becoming addicted to gaming, and the potential consequences of trying to create a perfect online image are all well-documented. But the digital world has also had an enormously positive effect on society.

So how do we find a balance? How do we ensure that our children grow up with an objective, sensible and well-adjusted approach to life in the digital age?

As a society, we have fairly recently moved to acknowledge how important it is to protect our children and young people from the real and potential challenges associated with life in the digital world.

Make time to talk to each other and, just as important, to listen to each other

If you want your child to have a balanced approach to the technology in their lives, set a good example. Eat meals together at a table without any technology turned on. Make time to talk to each other, and to listen to each other. Show interest in their daily lives, and explain how you decide which TV programmes you watch. Equally, explain how you decide when not to engage in digital technology, how and why you turn your devices off, and how you can use time to engage with others.

Why not create family traditions early in life that become so well-established and loved that they will always want to do them? Get outside, play games, walk in your neighbourhood and take your child to a favourite café for a milkshake.

In these ways you can support your child to use digital technology in a safe and knowledgeable way – and try to have fun together doing it.

Children pick up habits and attitudes from the significant adults around them

Nothing is more important than the example we set for children from the start of their lives. Children pick up habits and attitudes from the significant adults around them. Thinking about what we, as adults, present as normal in our homes, and in society in general, is crucial. How we manage digital devices dictates how our children and young people absorb early learning and how they develop their personal attitudes, beliefs and values.

Young people today not only have to manage their lives in real-time, but also in a parallel digital-time. If we want them to navigate that parallel world from a strong base of emotional wellbeing and mental health, we have to provide them with the guidance, education, tools, skills and support to do so.

Getty Images

Is the internet having a negative effect on your child's mental health?

It's something we worry about as parents, but what do young people think? Parent Zone's Rachel Rosen asked hundreds of young people and teachers across the UK

Research shows that one child in 10 has a diagnosable mental health issue*, and many experts say that number could be even higher.

Through Parent Zone's work with schools, health practitioners and parents, we know that they're worried about this trend, and some wonder if technology could be partly to blame.

In my report, *The Perfect Generation: Is the Internet Undermining Young People's Mental Health?* we set out to find out what young people really think about mental health and the internet. We talked to people aged 13 to 20 around the UK, as well as to teachers, deputy head teachers and school nurses.

What do young people think?

Is the internet bad for your mental health?



Many comments highlighted how the internet can have both a negative and positive effect. "The internet definitely amplifies everything – the good and the bad. You just have to choose the right route" was one response.

Another made a similar point: "Harmful sites [...] are too easily accessible. These can either trigger the beginning of a mental illness, or exacerbate it. On the other hand, the internet can make it easier for some to reach out for help, and one can also find others online struggling with similar difficulties."

The study also revealed that just over a quarter of young people would turn to the internet first if they had a problem, but more than 60% would prefer to talk, in person, to someone they trust. The most common reason that children said they wouldn't reach out was because they were worried about disappointing their parents or feeling awkward around their friends.

How can we help?

Nearly three-quarters of schools have dealt with a pupil with a mental health problem that they think was made worse by the pupil's online activity. And lots of teens felt adults would be more able to help them with digital problems if they better understood a young person's perspective.

The internet is now where social dramas play out, and where teens experiment with relationships. It's a tool they use to study and discover the world. As parents, we need to do what we've always done: talk to our children, be there for them, and make sure they know we love them no matter what.

*youngminds.org.uk/training_services/policy/mental_health_statistics



Photos: Andrew Woods

"I don't like adverts. They are on a lot of things. They get in the way." August, 5

"I like Netflix... and I play Subway Surfers on my mum's phone with her." Aisha, 5

"I like Evan and Jillian [young YouTube stars whose videos show them unwrapping toys]. I'm allowed to watch them for 20 minutes, then I have to turn it off. My mum has a timer that you use for cooking and puts it on to time me." Orlando, 6

"I use the internet to do my homework. I looked up Victorian times. What they wore – the big skirts." Natalya, 6

What kids really think about the web

Kids today have never known a world without the internet. We asked a group of primary school pupils about the digital world they live in

Words: Eleanor Levy



Left to right: Orlando, Aisha, Robyn, Louisa, Natalya and August

It can feel as though there's no end to the things parents worry about when it comes to children and the internet: screen time, inappropriate content, temptations to spend money. But what's it like for the children? We asked Louisa, Orlando, Aisha, August, Robyn and Natalya – all aged between 5 and 6 years old – what they think.

Interestingly, despite all the technology on the table, as soon as they sat down, all six reached for paper and coloured pencils and began drawing. It seems that despite the digital age, some things never change.

"We have a smart TV and watch Taylor Swift videos on it. It's not a computer, but you can get YouTube on it because it's smart." Louisa, 6

Quick-fire Q&A

Where does the internet live?
Robyn "It lives all around us."
August "It lives on electrical things."

What do you like to watch?
Aisha "My Little Pony."
August "I like *Star Wars*. And Lego. I like to watch *The Lego Movie*."
Louisa "I hate *Star Wars*."
August "Don't say 'hate', it's a bad word."

If you had five minutes to watch anything you wanted online, what would you look for?
Natalya "Jackets. I like fashion."
August "Transformers. They're machines that transform into cars. I've watched all the Transformer films."
Digital Parenting: "Do you have any Transformers toys?"
August "Of course."

Do you have any devices of your own?
August "I have a Nintendo 3DS."
Natalya "We [pointing to her twin sister Robyn] have an old phone to share. And we have an iPad to share."
Robyn "I'm not allowed to watch for very long. They stop me if I've been on too long. I'm happy with that."
Robyn and Natalya's mum "Wow, you're happy with that?"

Do your teachers ever talk to you about staying safe on the internet?
August "Yes, our head teacher told us about disrespect and respect online."

"I can watch ice skating videos on YouTube. I did ice skating once. I fell over." Robyn, 6



How you can manage your child's screen time

Professor Lydia Plowman is chair of education and technology at the University of Edinburgh and a contributor to CBeebies. Here, she offers some useful tips for parents

Few parents ban all screens, but some feel guilty about how long their young children spend looking at them – whether it's a mobile phone, a tablet or the television – and others wonder if they should feel guilty, but like having peace and quiet to do things without distractions. Here are a few tips to help you achieve a healthy balance.

1 Have family guidelines Most families have a routine for mealtimes and bedtime, and the same approach can work for screen time.

2 Start early The sooner you establish a pattern of behaviour, the better. It's much harder once children know what their friends are allowed to do.

3 Set boundaries You might allow screen time on Sunday morning so you can have a lie in, but not on weekday mornings, or within an hour of bedtime. Similarly, screen time in the living room may be OK, but not in the bedroom. Depending on your child's age, you could make these decisions together.

4 Share screen time Perhaps take it in turns to choose a game or video to watch – and talk about it the same way you would a book you were reading. Or video-call a relative and encourage your child to tell them family news or a story, or show something they've made.

5 Involve your child in your own screen time Share activities such as looking up train times and encourage them to join in. But try to limit your screen time when your child's about. If you're always checking your phone, they'll do the same.

6 Encourage creativity Use apps to help your child create photos, videos, drawings and stories.

7 Extend your child's play beyond the screen Find out which apps they like, and plan related activities, such as dressing up as one of their favourite characters.

These tips fall into one of two groups: ones that use screen time for positive, worthwhile activities, and those that create workable routines when your child can play independently. But there are no hard and fast rules – you have to work out what's best for your family.

You can find more articles by Lydia at edinburgh.academia.edu/LydiaPlowman



Can't beat 'em? Then why not join 'em? Andy Robertson from FamilyGamerTV explains why your child loves video games and how you can share their passion

Illustration: Megapont Fotoart

Mention video games and many parents roll their eyes at what is often a point of conflict and concern in the home. While games are second nature to children, parents worry about addiction, the negative impact gaming may have on their child's concentration and fitness and, where in-app purchases are concerned, the amount of money it may cost. But, although research into gaming is still in its infancy, studies show that there are actually lots of positive lessons to be learnt from gaming. As well as helping to develop social skills, such as taking turns and collaborating, games can also nurture strategic and conceptual thinking. You just have to set some ground rules.

Screen time is a recurring concern. General advice is that up to an hour a day is acceptable*, but a better measure for parents is how varied a child's screen time and interactions are. Ensuring children engage in a variety of activities on their screens instigates regular breaks between sessions and can also create a context for families to play games together.

Lack of exercise is another perceived danger for gaming children. Certainly, youngsters need to engage in a range of activities that aren't all sedentary or take place indoors. While some games with motion controls build in movement, it's essential that games form part of a healthy lifestyle.

Perhaps the biggest difficulty for parents is being an outsider in this crucial part of their children's leisure time. Even for those who haven't developed an enjoyment of games growing up, it's important to find titles they can play with their child.

By researching online or watching family gaming guides, parents have the chance to take an active role both in choosing the games their children play and in enjoying them together.

Keeping gaming technology in shared family spaces, and ensuring tablets don't end up in bedrooms is another way to stay involved in your child's video game enjoyment.

Parents often assume that children don't want Mum and Dad interfering with their games, but most youngsters are keen to share and talk about the games they play – just ask your child about their favourite Minecraft mob.

Finally, it's crucial that you set up parental controls on tablets and consoles before putting them in the hands of children. This not only specifies what PEGI age-rated games can be played but limits online interactions and sharing as you deem appropriate. You can also disable in-app purchases so you don't have any surprises in your next bill.

Doing this as a family means that you can agree the settings together, and have a healthy conversation about which games you play, and for how long you play them.

While not all of these things are easy to achieve, it's important to invest the time and effort. Make video games a family activity and most concerns will be resolved along the way. Children also get more out of these experiences by discussing and sharing them with the wider family.



"Most youngsters are keen to share and talk about the games they play – just ask them about their favourite Minecraft mob"

*ox.ac.uk/news/2014-08-04-little-video-game-playing-linked-better-adjusted-children

Family gaming tips

1 Play together
Keep games consoles in communal rooms and play games together. There are a number of active and sports titles available for consoles that the whole family can join in with.

2 Check PEGI ratings
These statutory age ratings help parents identify appropriate games based on their content.

3 Set up parental controls
Ensure you have specified what content children can access with secure passwords and user settings.

4 Regular breaks
Screen time studies vary but all agree that regular breaks are essential. Take one every 45-60 minutes.

5 Check play history
See what your child plays, and for how long, by checking the user history on their profile. For example, on the 3DS this is in the Activity Log app.

A bit about PEGI ratings

Many video games in Europe are given a PEGI age rating. If you wouldn't want your child to watch an 18 film, you probably wouldn't want them to play an 18 game. PEGI ratings can actually prevent children accessing age-inappropriate games. You can do this by setting age-appropriate parental controls on your child's games consoles and devices.

To find out more about setting parental controls and for a full explanation of age ratings, go to our Tools and settings section, which begins on page 39.



YouTube stars like Zoella and PewDiePie have millions of devoted followers – but it's not just the younger generation who have become internet stars. Thousands of mums and dads share their parenting adventures online too. Gary Crossing spoke to Alex Walsh (aka DaddaCool) – 'Britain's premier parent blogger', according to the *Sunday Times* – to find out more...

The rise of the mummy and daddy blogger

Why did you start writing about your family online?
My wife started blogging a few years before me when she was on maternity leave with our first child. I joined in a couple of years later because I like creating things.

Did you have any concerns before you started blogging?
From the start we had rules when it came to blogging. We don't use the children's real names (my daughter's name isn't Fifi) and we try to use photographs that don't identify the kids or our location. That's only fair in a world where digital footprints are becoming more and more relevant. Also, we don't blog anything about the school as they don't have a right to reply. I've seen other bloggers get into all sorts of scrapes with schools over what they've blogged about and I've no wish to experience that.

Can someone make money from blogging?
I know some individuals who make many thousands of pounds a year from it – enough, in some instances, to leave their job and make a career out of it. I am unlikely to ever be able to make as much from blogging as I do from my day job, so it remains a hobby for me. Adding money to something often reveals a nasty underside, and I'm glad I've not had to go there.

What does your family think?
My parents are bemused generally about the whole concept, and other people aren't much better. We never feature pictures or video of extended family though. Just because we decide to have some aspects of our lives online doesn't mean we shouldn't respect the privacy of others.

What will you do if your children ask you to take down anything you've posted about them when they're older?
My blog is about me, my wife and my kids. Without them, there would be no blog – so, without their permission, I wouldn't post anything or leave something up that might adversely affect them.
You can read Alex's blog at daddacool.co.uk

Blog log

Mrs Meldrum
Aberdeenshire mum of two Rebecca blogs and vlogs about pregnancy and parenting, shopping and meal plans. Nominated for Best Lifestyle Blog and Best Use of Video at 2016's Mum and Dad (MAD) Blog Awards.
mrsmeldrum.com

Goblin Child
Amber Wilde lives with her partner, Kirsty, and their twin boys, in London. She blogs about her family, life as a gay parent, IVF, and her pregnancy with twin girls due this summer. Nominated for Best Pregnancy Blog at the 2016 MADs.
goblinchild.com

Yorkshire Dad
Karl is a 20-something dad of two boys under two. He writes about fatherhood, food, and fashion. Oh, and he lives in Yorkshire.
yorkshiredad.co.uk

How do some vloggers and bloggers make money?

Charging people to mention their service or product on screen, or social media, such as Facebook or Twitter.

Selling adverts on their website or YouTube channel.

A vlogger can be **paid every time somebody clicks** on an ad displayed on one of their videos, or watches an ad for longer than 30 seconds.

Being paid to make **personal appearances.**

Where can I find help?



Keeping your child safe online can sometimes be a daunting prospect – but there are lots of tools available that can help

There are so many ways to prevent children accessing inappropriate content online, it's little wonder we sometimes get confused about what to use and when. This is where our Tools and settings section comes in. With such an overwhelming number of options available, it's important to understand what tools and settings can do – and what they can't.

Parental controls allow you to manage your family's use of online services and devices. Mobile phone operators offer similar parental controls for handheld devices as internet service providers do for software on laptops, PCs and Macs.

Filters include services like SafeSearch on search engines. They do just what they say on the tin – restrict access to specific content. Filters are helpful if you have young children, but can restrict useful content like sex education and other health-related information. They only work on classified content and a lot of sites, including reputable ones, carry content that isn't classified, so inappropriate content can slip through.

Settings are built into services such as Facebook. They help you control what other people see about you and your children.

Finally, one of the most useful tools you can set as a parent is a **strong**, **private**, **unique** password for each app and service your children use. To find out how, see p25.

You can find more detailed guides for many of the tools mentioned above at vodafone.com/content/digital-parenting/tools

Please note: Information checked and up to date as of summer 2016. Complicated web links have been shortened for ease of use. If links are broken or out of date, you can usually find information on tools and settings in the help or support section of a company's website.

Parental controls on your computer's operating system

Mac OS X and Windows both include parental controls that allow you to set time limits for your child's use and restrict access to certain types of content. In both operating systems, parents can set up user accounts for each member of the family with their own unique passwords and then tailor the controls and restrictions to the age and maturity of their child.

Windows
Windows 10 offers access controls, time limits and activity reports, including reports on the websites, apps and games your child uses. You can set up individual user accounts with different age-appropriate controls. Earlier versions also offer controls but the set-up process differs.
vodafone.uk/windows

Mac OS X
Parental controls on your Mac let you add a 'managed user' so you can limit your child's access to age-appropriate websites and apps, determine who they are allowed to contact via Mail, Messages and Game Center, set time limits and block use of the computer's built-in camera.
vodafone.uk/apple

Safety controls on search engines

Setting SafeSearch on search engines means that the majority of sexually explicit videos and images will be filtered from search results, along with results that may link to explicit content. It isn't 100% reliable but is useful if you have a young child.

Restricted Mode on YouTube performs a similar function to SafeSearch – and both can be locked if you have a Google+ account. But these are device-level settings – meaning you have to set them on each tablet, phone or computer your child uses.

Google's SafeSearch setting enables you to filter out most adult content. If an inappropriate search result gets through, you can report it to them.

You can also find information about safety features on YouTube, Google Play, Chrome and other services in the Google Safety Centre.
To find out more: vodafone.uk/google

Other search engines, such as Yahoo and Bing, offer their own safe search options. You will usually find them under 'settings'.

See our online version at vodafone.com/digitalparenting for direct links to the parental support pages for each service we mention.

Parental controls on your home internet

Most UK broadband providers offer free 'whole-home parental controls' which apply to any device that connects to your broadband via your home hub.

Sky has parental controls turned on by default, and you have to choose to turn them off. For the others, you can turn them on yourself. Contact the company for details of how to do this.

Bear in mind that these controls only work on your Wi-Fi network, not when you're using 3G or 4G to get online. (See opposite for more about parental controls on mobile devices.)

Vodafone Broadband

Vodafone Parental Controls are free and available to anyone with Vodafone Home Broadband. They protect all devices connected to your Wi-Fi and prevent access to inappropriate online content, such as violence and gambling, as well as websites with viruses or malware.

You can control your children's access to Wi-Fi at home by creating a guest 'family' network for them and then setting time limits on when the Wi-Fi is available via an app on your phone. You can download the Vodafone Broadband app for free at Google Play and Apple App Store.
To find out more: vodafone.uk/home

Sky

Sky Broadband Shield works on all devices connected to your Sky home broadband and comes at no extra cost. You can customise your settings in three steps:
1) Choose a rating – PG, 13 or 18
2) Use the Watershed feature to set restrictions at specific times of the day
3) Add specific websites that you would like to block.
To find out more: vodafone.uk/sky

BT

BT Parental Controls let you manage internet access on all devices that connect to your BT Home Hub and BT Wi-Fi hotspots (for example, cafés and other public spaces).

Available for free, they include Strict, Moderate and Light filters, an option to restrict access to specific websites, and a Homework Time setting that blocks social media, gaming and homework cheat sites.
To find out more: vodafone.uk/BT

TalkTalk

TalkTalk Home Safe lets you control internet access on all devices connected to your TalkTalk router (Wi-Fi and cable). The free package includes Kids Safe (which lets you block all or your choice from nine categories of website), Homework Time (which limits access to social media and gaming websites at certain times) and Virus Alerts (which avoids malicious websites).
To find out more: vodafone.uk/TalkTalk

Virgin Media

Virgin Media Web Safe works on any device connected to your home Wi-Fi. Provided free in broadband packages, it has two settings: Child Safe, which blocks websites that are unsuitable for younger users, and Virus Safe, which blocks websites that could lead to viruses and other security issues.
To find out more: vodafone.uk/VirginMedia

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By Vicky Prior, editor of Vodafone Digital Parenting website vodafone.com/parents and Eleanor Levy, editor of *Digital Parenting* magazine.

Parental controls in your web browser

You can change the settings on the browser you use to access the internet. But if you use more than one browser, you'll need to change the settings on each one.

Chrome

With Supervised User accounts on Google's Chrome, you can allow or block certain sites, see which ones have been visited and prevent apps being installed.
To find out more: vodafone.uk/chrome

Internet Explorer

Microsoft's Content Advisor enables you to prevent your child seeing websites containing nudity, violence and other inappropriate content.
To find out more: vodafone.uk/IE

Firefox

The parental controls in Firefox let you filter web content that may be inappropriate or offensive for children.
To find out more: vodafone.uk/firefox

Third-party parental controls

You may decide to use a dedicated parental control solution to block inappropriate content. If you already have a security suite on your computer, check whether it includes parental controls. You may not need a third-party one. Some are free, but most will cost you an annual subscription.

McAfee Family Protection

(Paid for)
To find out more: vodafone.uk/mcafee

Norton Family

(Paid for)
To find out more: vodafone.uk/norton

Net Nanny

(Paid for)
To find out more: vodafone.uk/netnanny

Qustodio

(Free)
To find out more: vodafone.uk/qustodio

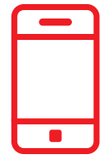
Parental controls on your child's smartphone and tablet

Parental controls on tablets and smartphones can restrict specific sites and 'adult content'. Mobile phone companies can filter content rated 18+ at network level. Contact your mobile phone company to check whether this filter is on or off.

Smartphones and tablets

The UK's main mobile providers (e.g. Vodafone, EE, O2 and Three) automatically block 18+ rated content through the Active Choice network-level filtering system. But this only works if the device is connected via the mobile network, not Wi-Fi.

Your mobile's operating system may also include safety features and you can set restrictions on the App Store and Google Play (see p43).



Android

(e.g. LG, Samsung, Sony, HTC, Huawei, Motorola, Amazon)
The Restricted User feature lets you choose which apps and content your child can access, such as the camera and Chrome web browser.
To find out more: vodafone.uk/android **and scroll down to 'multiple user tips'**

Windows Phone

(e.g. Microsoft Lumia)
The My Family option helps you to manage the apps and games that your child is able to download to their phone. You can also set up Kid's Corner on your own Windows Phone so that if your child borrows your phone, they can only access age-appropriate content and not get to the rest of your stuff that you want to keep private.
To find out more: vodafone.uk/WindowsPhone
To set up Kid's Corner: vodafone.uk/kid

iOS

(e.g. iPhone and iPad)
You can enable Restrictions on your child's iPhone or iPad and select 'on' or 'off' for features such as FaceTime, in-app purchases, and Safari.
To find out more: vodafone.uk/apple-IOS

Safety and privacy controls on social networks and apps

Facebook
Minimum age: 13
What can you set? Decide who sees your posts and Timeline, unfriend people and block people.
To find out more and report concerns: vodafone.uk/Facebook

Instagram
Minimum age: 13
What can you set? Control your visibility (set photos and videos to private) and block people.
To find out more: vodafone.uk/Instagram
To report concerns: vodafone.uk/InstaReport

Kik
Minimum age: 13 with parental permission; 18 without
What can you set? Manage who can talk to you and block people.
To find out more and report concerns: vodafone.uk/Kik

Whisper
Minimum age: 17
What can you set? Block people and hide your location.
To find out more: vodafone.uk/whisper
To report concerns: vodafone.uk/whisperrep

WhatsApp
Minimum age: 16
What can you set? Control who sees your information, what you see, who you interact with and what you share.
To find out more and report concerns: vodafone.uk/WhatsApp

Snapchat
Minimum age: 13
What can you set? Choose who can send you Snaps, decide who can view your Stories and block people.
To find out more: vodafone.uk/snapchat
To report concerns: vodafone.uk/SnapReport

Twitter
Minimum age: 13
What can you set? Protect your tweets so that only approved followers can see them, hide certain users' tweets from your timeline, block people from contacting you and make use of the quality filter.
To find out more: vodafone.uk/twitter
To report concerns: vodafone.uk/TwitterReport

ooVoo
Minimum age: 13
What can you set? Prevent certain people from contacting you, block incoming calls, prevent people from seeing your photos and set video-call privacy options.
To find out more: vodafone.uk/ooVoo
To report concerns: vodafone.uk/ooVooReport

ASKfm
Minimum age: 13
What can you set? You can allow or block anonymous questions, block specific users, delete answers from your profile and control other users' questions appearing on your profile.
To find out more and report concerns: vodafone.uk/AskFM

Live streaming services

Live streaming platforms let users chat to each other or broadcast videos of themselves in real time. This can create privacy and safety issues for users of all ages, so check the settings and controls on each individual app. Here are three of the most popular streaming platforms:

Skype
Minimum age: 13
What can you set? You can hide your age, date of birth and gender; only allow people in your contact list to get in touch; and block people.
To find out more: vodafone.uk/Skype
To report concerns: vodafone.uk/SkypeReport

Periscope
Minimum age: 13
What can you set? You can hide your location; set Private Broadcast, so only people you invite can watch your broadcasts; restrict chat to only the people you follow; and choose not to share your broadcast on Twitter.
To find out more: vodafone.uk/periscope
To report concerns: You can report individual posts through the app

YouNow
Minimum age: 13 with parental permission; 18 without
What can you set? Use a nickname, hide your location and block people.
To find out more: vodafone.uk/YouNow
To report concerns: vodafone.uk/YouNowReport

We have listed select features of all services. There may be other safety or privacy settings available.

If your child sees anything inappropriate or sexual on a live streaming app, they should report it to the site's administrators. If they are the subject of inappropriate sexual contact or approach by another person, they should tell a trusted adult and report it immediately to CEOP (formerly the Child Exploitation and Online Protection Centre) at ceop.police.uk.

App store restrictions

You can set up parental controls on the App Store at vodafone.uk/apps and Google Play at vodafone.uk/googleplay to prevent your child downloading apps that are inappropriate for their age.

Safe mode on video websites

Movie and TV channels online offer a huge range of content for all the family. Some use a combination of password and PIN to set restrictions on viewing, based on age ratings. Some let you create separate profiles for child users so they can only view child-friendly content. Obviously, these restrictions only work if you keep the passwords and PINs secret.

YouTube
YouTube's Restricted Mode helps to screen inappropriate content that you wouldn't want your child to see.
To find out more: vodafone.uk/YouTube

BBC iPlayer
The Parental Guidance lock lets you manage the BBC content your child can access. In addition, the free BBC iPlayer Kids app contains CBeebies and CBBC favourites.
To find out more: vodafone.uk/bbc
For more about iPlayer Kids: vodafone.uk/bbckids

Netflix
There are four maturity levels in Netflix parental controls (Little Kids, Older Kids, Teens and Adults) to help you control what your child watches.
To find out more: vodafone.uk/netflix

Amazon Video and Amazon Prime
Amazon's PIN feature lets you set purchase and viewing restrictions on your registered devices.
To find out more: vodafone.uk/amazon

Apple TV
Turn on Restrictions to limit access to specific features – such as app purchases and multiplayer games and content – on your Apple TV.
To find out more: vodafone.uk/AppleTV

Sky TV
Using PIN-protected parental controls, you can restrict the programmes and channels your child can watch on Sky TV. In addition, the Sky Kids app contains thousands of children's shows and lets you filter them by age.
To find out more: vodafone.uk/SkyTV
For more about Sky Kids: vodafone.uk/SkyKids

TalkTalk TV Store (previously called Blinkbox)
TalkTalk TV Store has been integrated with the parental controls in the Xbox 360 and Xbox One. Safety features are also available in the Windows 8.1+ app.
To find out more: vodafone.uk/TalkTalkTV

We have listed select features of all services. There may be other safety or privacy settings available.

Did you know...

Premium-rate services such as competitions, voting in TV shows, donations to charity and directory enquiries calls can all add charges to your mobile phone bill.

PhonepayPlus regulates all phone-paid services in the United Kingdom and they can help you track down unexpected charges on your mobile phone bill.

If you've spoken to your service provider and your network and you're still not satisfied, you can contact PhonepayPlus on 0300 303 0020*. They're open Monday to Friday, 9.30am to 5pm, excluding bank holidays.

To opt out of a text service, send a new text saying 'STOP' to the short code quoted in the message (this is a five- or six-digit number that usually begins with 6, 7 or 8, or 5 in the Republic of Ireland). This should cost the same as a standard network message and is likely to be included as part of any inclusive text and calls package, depending on your provider and the package you have.

For more information, visit the PhonePayplus website phonepayplus.org.uk/for-consumers/unexpected-phone-charge

*Calls to 03 numbers should cost no more than geographic 01 or 02 calls and may be part of inclusive minutes, subject to your provider and your call package.

Reporting

Where can you report content that's hateful or illegal, or inappropriate contact with an adult online?



If your child becomes upset or concerned about something they've seen online, it's important to talk to them about what they encountered. Then, depending on the type of content they came into contact with, you have a number of options for reporting it.

If they experienced bullying or abusive comments, or see something inappropriate such as pornography, racial hatred or images of violence, you can report it directly to the content provider – i.e. the website, service or app that hosted the images, videos or words and made them available to view.

Most social media platforms have simple processes in place for reporting inappropriate content. Try searching for 'Report', or look through their terms and conditions, or Help section. You will find links for reporting to the most popular social media sites on p42. Although there's no guarantee that the content will be removed, sites should take your concerns seriously.

If your child stumbles across something illegal online, such as images of children being abused, there are established organisations who will deal with the report promptly.

Internet Watch Foundation (IWF)
Any images or videos that show child sexual abuse should be reported immediately to the IWF. Reports can be anonymous and confidential. You can report to the IWF via their website: iwf.org.uk. (If you want to find out more about what happens when someone reports illegal content to the IWF, see below for our interview with a senior internet content analyst.)

ParentPort
ParentPort is run by the UK's media regulators and allows you to make complaints about online content, wherever you find it. Their website is parentport.org.uk.

True Vision
True Vision is a police-funded site that provides information about hate crime. You can report all forms of hate crime, including online content, via report-it.org.uk. This includes racial, homophobic, transphobic, religious or disability hate crime.

Mobile phone content
Report any unsuitable online content that your child sees on their mobile phone – films, still images or even just text – to your mobile operator. If the mobile operator requires further advice, the query may be passed to the British Board of Film Classification, whose website is bbfc.co.uk.

Inappropriate contact with an adult online
You should report it immediately if you know or suspect your child has been communicating with an adult online who has done or tried to do any of the following:
1 Talk about sex or other type of sexual activity
2 Asked them to do something that makes them feel uncomfortable, such as sending them an image or video in which they're naked or partially clothed
3 Asked them to meet offline
4 Asked them to lie to their parents about their online relationship or tried to hide it.

Should your child experience any of these things, report it immediately to CEOP (formerly the Child Exploitation and Online Protection Centre), the child protection command of the National Crime Agency. You can make a report via their website: ceop.police.uk/Ceop-Report.

What happens when you report an inappropriate image online?

The Internet Watch Foundation (IWF) is a charity dedicated to supporting victims of child sexual abuse by taking reports of, analysing and removing the images of their abuse. They provide an anonymous and safe hotline to report online child sexual abuse imagery. Find out more at iwf.org.uk

Ian, a senior internet content analyst at the Internet Watch Foundation, explains the process of reporting to them

When should someone report something they've seen to the IWF?
Let's say that you're on your favourite social media site, or just surfing online. All of a sudden, you see an image or a video that you think shows a child being sexually abused. Instead of panicking and closing down the windows on your mobile device or computer, you need to report that image or video to us.

How do you make a report?
Reporting to the IWF is quick and easy. And you can remain completely anonymous. Copy the URL (web address) associated with the image or video in your browser. How to do this will vary on different devices and different browsers. A quick search online will show you.

To report something to the IWF, go to iwf.org.uk/report and follow the five-step process with clear information about what you're reporting, and paste the URL into the correct field. Then just click submit.

What happens next?
Every single report made to us is viewed by a real person. Either myself, or one of my colleagues, will open your report, look at the image or video and determine whether it is illegal, according to UK law.

If we decide that the content you reported is illegal, we need to find out where in the world it's hosted, so we can get it taken down. If the content is being hosted in the UK, we contact the hosting company, as well as UK police, to let them know we've found an illegal image or video that needs taking down immediately. Typically we're able to remove UK-hosted content in under two hours.

If what you've reported is hosted outside the UK, we'll use our huge network of international hotlines, internet industry members and overseas law enforcement partners to get that content taken down.

We work with the police to try to identify that child and rescue them from the abuse. And that's why reports are so important to us – by choosing to report, you could be saving a real child from abuse.

How can Vodafone help?

Vodafone Content Control prevents access to online content and services rated 18+, such as violent games, adult content and gambling websites, on Vodafone's mobile network.

Content Control is in place on most of the devices Vodafone offers, except BlackBerry devices, which use their own server.

The age-restricted content bar only works on Vodafone's mobile network, not on Wi-Fi, and proof of age (18+) is required if you wish to remove it from your device.

To find out more: vodafone.co.uk/control

For more information about parental controls, check out the interactive guide on the Vodafone Digital Parenting website at vodafone.com/parents/tools



Games consoles

Games consoles have built-in parental controls, which are usually accessible through the console's home screen. These allow you to restrict users to viewing only age-appropriate games, based on the official PEGI ratings. (To find out more about PEGI ratings, see the next page.)

You can also disable in-app purchases for some games.

You can find detailed instructions about setting up controls for the following consoles on the website of the Video Standards Council: Xbox One, Xbox 360, PS4, PS3, PS Vita, PSP, Nintendo 3DS and Nintendo WiiU. Visit gamesratingauthority.org/GRA and click on 'Controls' in the top navigation bar.



Games ratings explained

Just like films and DVDs, many games have age ratings – and you can use parental controls to make sure your child only plays age-appropriate games. Gianni Zamo from the Games Rating Authority explains why ratings matter

It has been suggested that video game ratings – and also film and DVD ratings, come to that – are pretty pointless. The argument goes that, these days, most of us (including young people and children) can access virtually anything, anywhere, anytime, courtesy of the internet, and without official hindrance.

While this may be true to a certain extent, the problem is that, while we welcome the freedom the internet offers us, that freedom brings with it a certain amount of responsibility – particularly for content providers.

This is where organisations such as the Games Rating Authority (GRA) and ratings systems such as the Pan European Game Information (PEGI) can be used to help parents and young people make informed choices.

In the UK, all physical games are regulated by the GRA, which uses the PEGI rating system to ensure that they are suitable for the specified age group.

While PEGI 3 and 7 ratings are not legally binding, PEGI 12, 16 and 18 are. It's illegal to sell a game to someone younger than the specified age. Anyone who does so can be prosecuted.

The GRA also has active input into the International Age Rating Coalition (IARC), an organisation incorporating worldwide regulators to oversee online content such as apps and games. This enables online stores such as Google Play and Microsoft to display recognised PEGI ratings.

3 steps to safety in online games' chat rooms

1. Don't give away your full name and where you live.
2. If other gamers you don't know in the offline world ask to connect outside the game, such as on social media, tell a trusted adult.
3. Speak out if anyone makes you feel uncomfortable or upset. Always tell a parent, teacher or older relative.



Games content is checked under all these categories (left). The 'discrimination' descriptor has never appeared on a game box in the UK. If a game did receive this, it is likely that it would infringe national criminal laws.

The GRA strongly believes in providing as much information as possible, so as well as the PEGI rating and content descriptor, it also provides Additional Consumer Information (ACI) – a detailed breakdown of why a game has the rating it does by describing the degree to which content issues such as violence, sex and bad language appear. This information is readily available via the GRA's website: **gamesratingauthority.org**.

Through the PEGI system, the GRA is committed to providing independent, clear information, which is why we've launched a campaign to get schools to join us in providing appropriate knowledge and information to parents and children alike.

In a world of modern and often complex entertainment media and systems, games ratings DO matter. Not only do they remove a lot of the guesswork and uncertainty involved in choosing the appropriate game, but they also ensure that the widest range of games are available for all to play safely without the risk of something frightening, worrying or unpleasant suddenly appearing on screen.

We hope you agree, and if you require further information about video game ratings then contact us at **videostandards.org.uk**.

How confident are you online?

Take our quiz to find out if you know your Keeks from your catfishing

1. What does a vlogger do?
1 Chops down trees in the online game Lumberjack using a v-shaped saw.
2 Keeps a video blog.
3 Keeps a record of the number of visitors to a website.



2. How long is a Keek? And what is it?
1 A video post no longer than 36 seconds.
2 A very short tweet, up to 10 characters long.
3 The second-long squeaky alert that your phone/tablet emits when you have a message.



Illustration: Parko Polo



3. What does it mean to be 'catfished' on social media?
1 To be lured into a relationship by someone adopting a fake online persona.
2 To be lured onto malicious websites with pictures of cute fluffy animals such as kittens.
3 To be hooked on using dating websites.

4. Where would you find a PEGI rating?
1 On the windows of recommended internet cafés where People Enjoy Great Internet.
2 On the packaging of a computer game – it's the game's age rating.
3 On shows listed on the Internet Soap Awards Database – named after Barbara Windsor's legendary *EastEnders* character Peggy Mitchell.

5. What's the difference between streaming and downloading?
1 Streaming is listening to music or watching video directly from the internet, while downloading is copying an audio or video file from one computer system to another.
2 Streaming is cleaning a virus from your computer, while downloading is the process of being infected by a computer virus.
3 Streaming is spreading rumours online, while downloading is getting the gossip online.

6. What does ISP stand for?
1 Internet Sausage Procurement.
2 Internet Service Provider.
3 Intermittent Signal Problem.





7. What would you find in the Cloud?
1 Digital rain, the falling columns of green data in the *Matrix* films.
2 Your local online Met Office weather forecast.
3 Data and files kept on servers connected to the internet.

8. In internet slang what does 'rofl' stand for?
1 Resting offline for lunch.
2 Rolling on the floor, laughing.
3 Reddit on Facebook love.

9. In which online game would you find the characters Steve, Pig and Enderman?
1 Super Mario Bros.
2 Call of Duty.
3 Minecraft.



10. What is a router?
1 Software that roots out malicious viruses from your computer.
2 A journey planner that gives directions especially for people on foot.
3 A hardware device that sends data from a local area network to other connections.

Answers: 1) 2; 2) 1; 3) 1; 4) 2; 5) 1; 6) 2; 7) 3; 8) 2; 9) 3: 10) 3.

How did you do?
0-4 points
Analogue: OMG, what a disappointment.
4-9 points
Digital: N2B – you're no stranger to the online world.
10 points
Warp drive: Gratz, you clearly know your stuff. Well done!

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Just some of the great feedback we received after last year's *Digital Parenting*

"It's highlighted how important it is to have open and regular discussions with my teenage stepdaughter about internet safety."
Cass, mum and stepmum of two, Leeds

"This practical and informative guide is greatly appreciated."
Michael, dad of one, Cumbernauld

"*Digital Parenting* addressed some real-world issues the digital world was creating – thank you!"
Naomi, mum of two, Leicester

"Parents love it. Our head teacher loves it. I love it!"
Tony, teacher, Hertfordshire

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