



Online Safety at Home CRGS

October 2021



There are a multitude of positive experiences online and it is also good to be mindful of the issues surrounding personal responsibility and safety. The main theme for this newsletter is the use of group chats such as WhatsApp and we offer some guidance on the second page for parents and students.

The main issues arising in school are:

- Friendship issues and disagreements have occurred due to messages shared within large group chats.
- Students will respond to the whole group via the group chat (not to individuals directly), which means other students get involved.
- Unacceptable language on group chats.
- Sharing of unacceptable images or memes on group chats.
- Sharing people's contact details without their permission

Our pastoral teams work effectively in resolving safety incidents. We hope you will find some of this guidance helpful in your discussions with your son/daughter.

Social media

You may be wondering when is the best age to let your child have a social media account, or have some concerns if they're already using them. For advice and guidance, read [Is your child ready for social media?](#)

The simplest way to have information about your child removed from a website, or app is to contact the site itself. Read [reporting to social media sites](#) for more information.

Online gaming

Online games are social activities, and most have features that allow young people to chat with others whilst they play.

For information about the positives of gaming, the risks of 'in-game chat' and measures you can take to help protect them, watch this short video: [In-game chat: a guide for parents and carers](#).

The PEGI (Pan European Game Information) rating system can be a useful tool to help you decide what online games are appropriate for your child.

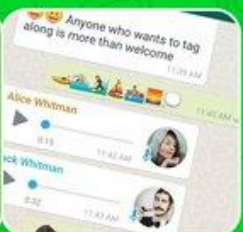
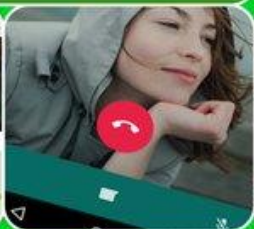
For more information on the PEGI system and other factors to consider before deciding what's suitable, read [Gaming: what's appropriate for your child](#)

Gaming is popular with both children and adults and can help to cure that lockdown boredom! If your child is gaming, you may have some questions about how to keep them safer. If so, check out - [gaming: what parents need to know](#).

For a guide on the apps, sites and games your child might enjoy, visit: [Net Aware](#).



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



AGE RESTRICTION
16+



What parents need to know about WhatsApp



AGE LIMIT CHANGE

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

SCAM MESSAGES

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

FAKE NEWS AND HOAXES

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

THE 'ONLY ADMIN' FEATURE AND CYBERBULLYING

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

CONNECTING WITH STRANGERS

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

LIVE LOCATION SHARING

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



National
Online
Safety

Top Tips for Parents



CREATE A SAFE PROFILE

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

EXPLAIN HOW TO BLOCK PEOPLE

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

REPORT SCAM MESSAGES

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

LEAVE A GROUP

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

USING LIVE LOCATION SAFELY

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

DELETE ACCIDENTAL MESSAGES

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

SET TIME LIMITS

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

SOURCES: <https://www.theguardian.com/technology/2018/apr/20/whatsapp-plans-to-ban-under-16s-the-mystery-is-how>, <https://whatsappbrand.com/>, <https://www.independent.co.uk/life-style/gadgets-and-tech/news/whatsapp-update-latest-india-bans-forward-messages-app-download-39456011.html>

Steps you can take to help keep your child safer online

Keep the conversation channels open

Have an ongoing conversation: Continue to talk about the apps, games and sites they like to use, and what they like and don't like and any concerns about being online. Discuss with them when to unfollow, block or report. For help starting this conversation, read [having a conversation with your child](#).

Be non-judgemental: Explain that you would never blame them for anything that might happen online, and you will always give them calm, loving support.

Limit screen time: Consider having a time where all devices in the house are turned off, maybe after 10pm. This has been found to be very effective for wellbeing all round.

Talk about how their online actions can affect others: If your child is engaging with peers online, remind them to consider how someone else might feel before they post or share something. If they are considering sharing a photo/video of somebody else, they should always ask permission first.

Parental Controls

Parental controls: Parental controls have been designed to help you manage your child's online activities. There are various types, some of which are free but others which can be bought. However, nothing is totally fool proof so they shouldn't replace the need for you to support and advise your child using the internet. For more information and step by step instructions on setting up parental controls, visit [Parental Controls & Privacy Settings Guides - Internet Matters](#).

Websites

Make sure they know about NCA CEOP: Young people can report a concern about grooming or sexual abuse to NCA CEOP at <https://www.ceop.police.uk/safety-centre/> and get support from a specialist Child Protection Advisor.

Make sure they know where to go for support: Remind your child they can always speak to you or an adult they trust if anything happens online that makes them feel worried or upset. Remind them that they won't be in trouble at that you are there to help. For a breakdown of report services, visit:

[Supporting your child with reporting unwanted content online](#)

Tell them about Thinkuknow: Our websites provide open and honest guidance for young people on friends, relationships and the internet, covering topics like dealing with pressure; consent; and getting support when you're worried. Visit our [website for 11-13's](#) or our [website for 14+](#) for age appropriate information.

Direct your child to age appropriate information about relationships and sex: It's natural for young people to start exploring their sexual feelings online and adolescents are more inclined to take risks. It's important to understand this and to talk to your child in a positive, encouraging and safe way. [Thinkuknow](#), [Brook](#), [The Mix](#) and [Childline](#) all provide age appropriate information about relationships and sex that you can signpost your child to.