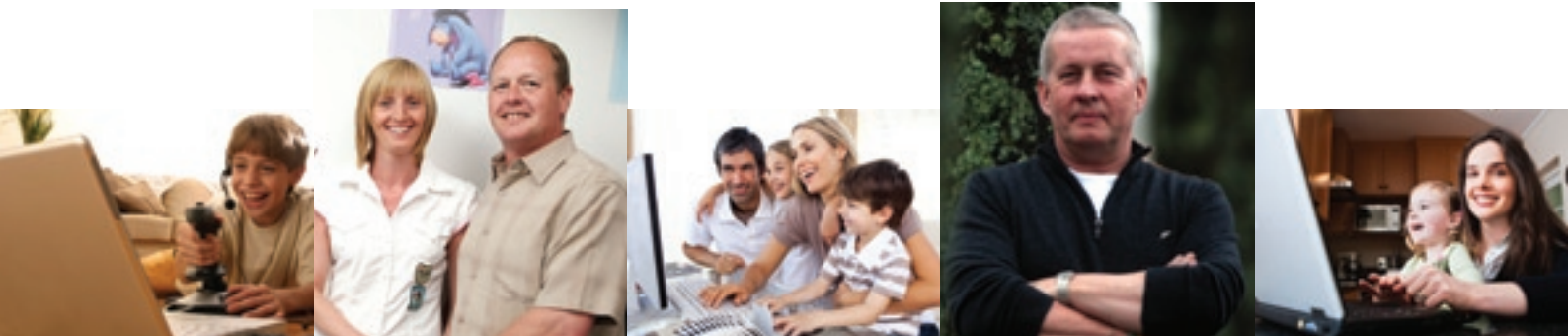


A free guide from Pathway Care



Keeping Children Safe Online

If you are a Pathway Care foster carer, this guide should be read in conjunction with our "Policy and Practice for Internet Safety"



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Introduction

For most adults the use of digital technology is very much a bolt-on to their lives, but for many children and young people it is integral to theirs. This digital divide presents a new set of challenges for parents and those responsible for the safety of children such as foster carers.

The Internet and digital technology like many great inventions was well intentioned and has transformed many aspects of life for the better. However there are always those who will seek use or adapt great inventions for the purposes of evil such as bullies, paedophiles etc. Historically paedophiles tended to act alone; the Internet has facilitated international groups sharing information and digital images, with dissemination of images being almost instant after the abuse has taken place.

If you believe that the likelihood of your child being contacted by such people is highly remote, consider the research findings below.

- 1 in 5 children have received unwanted sexual comments or solicitation on-line.
- 25% of children have met someone in the real world that they first met on-line.
- 83% of those children actually took another child or young person with them to that meeting - but no adult.

Other digital devices such as mobile phones now give access to the Internet and more recently mobile TV has been launched. Young people can exchange data such as pictures and ringtones wirelessly over short distances using their phone's Bluetooth technology.

With mobile phones and online social networking sites has also come mobile and cyber bullying. Bullying is no longer restricted to the playground and the school bus. It can be harder to spot and more difficult to stop than 'traditional' bullying, but understanding the dangers will help you keep your child safe.

Beyond these dangers, other websites have the potential to harm children and impressionable young people through the dissemination of extremist views (from religious and racist to promotion of anorexia and self-harming), and the presentation of violent or pornographic images.

There are other more insidious threats around too. Without the life experience to distinguish between genuine and misleading messages, children may be fooled by a variety of scams.

Whereas previous advice to parents or carers anxious to keep their children safe would be to keep the computer in a room where you could supervise what was going on, the advent of these "in the pocket" digital devices, with access to instant messaging, chat rooms, blogs, forums etc., means that advice now needs updating.

This guide is to help parents and those responsible for the safe care of children understand the potential threats and what actions they can take to minimise the dangers. In the overwhelming majority of cases, the benefits of the digital age easily outweigh any drawbacks but be vigilant.



Tried and Trusted Lessons Updated

As children and young people grow up, parents and carers have taught them a variety of things to ensure that they are equipped to face the challenges of the world. We have always taught them how to cross the road safely, how to deal with strangers, how to engage with other children, young people and adults appropriately in a variety of different settings, including home, school and the world at large.

When our children go out to play we want to know where they are going, who they are going to be with and how long they are likely to be. We satisfy ourselves that they know how to get there without any mishaps or being exposed to any dangers en-route and that they will be safe when they get there. Typically when they come home we ask if everything was OK. We take a close interest. A child going to a social networking site for the first time as a young person alone can be compared to a young person's first solo trip to a city centre, and thus it is important for that young person to know how to stay safe in this new environment. Using the Internet safely requires you to employ a similar parenting skill which is why it is important that parents and carers find out more about the Internet and digital technologies for themselves.

We now need to be reliant on educating children and young people on the dangers that socialising in the on-line world can present. Our challenge is to strike a balance between allowing children to have fun whilst also encouraging them to stay safe by reporting abuse or bullying, either to a parent or if they are too embarrassed or frightened, via official websites such as those listed at the end of this guide. Please make the time to look at this list and visit the sites. Print a copy off for any child or young person in your care and give it to them, it presents an opportunity for you to show you care and that you know something of the dangers that the digital age presents.

Digital technology, whilst opening up new and wonderful opportunities, like the real world is also fraught with dangers. We just need to be aware and be watchful if children are to safely enjoy this exciting new world.



Looking for the Danger Signs



Parents can play an important role in supporting their children in this digital world by staying alert to sudden changes in mood, appearance and habits or a tendency to increased secretiveness. These can often be telltale signs that something is not right.

Get to know how, when and why your child uses the Internet, this can help you spot any changes to the way they use the net, are they spending more time on line, are they starting to use the Internet away from home etc. This may not be significant it could be that they are being typical teenagers, but at least you would be aware that something may not be right.

Look out for changes in behaviour for example loss of confidence, anxiety, they may become argumentative, develop poor sleep patterns or a loss of concentration that may indicate that your child is being bullied or even abused on line, talk to your child and if necessary seek help.



Pathway Care Top Safety Tips

This guide has been created to help people who have little in the way of computer skills as well as experienced computer / Internet users where we hope it will provide a useful refresher course on Internet safety.

This guide also needs to assist parents or carers who look after very young children through to teenagers on the verge of independent living, it is therefore very general and wide ranging in nature. People requiring more detailed information should contact other professional sources of help.

Spend some time surfing the Internet yourself. The more you know about it the better able you are in turn to help a child navigate around it without coming to any harm. Just remember that it is a fast moving environment so try to stay in touch with it.

You will find more top safety tips on the following pages.



Top Safety Tips: Parents / Carers of Younger Children

For very young users install Internet filtering software showing a Child Safety Online Kitemark on your computer. The Kitemark scheme is sponsored by the Home Office and Ofcom.

Filtering products with this mark have been independently tested to provide a simple and effective means of support to parents and carers, helping to ensure that a child's online experience is a safe one. Older, more computer savvy children will find a way to alter settings and by-pass such devices; make sure you are aware when they arrive at that point!

As soon as children start using the computer wherever possible put your computer in an open area of the home.

On day one, start talking about safety and proven safety rules such as:

- Don't give out personal information such as e mail address, phone number, age, passwords.
- Don't meet anyone you have only talked to on line unless you have talked to your parents or carer and they are able to go with you. Impress on them - NEVER GO ON YOUR OWN.
- Don't accept e mails, messages or open files, pictures or text from people you don't know or trust.

Get to know your child's online habits. Children are inquisitive; they will look to explore the online world as much as the real world. Knowing the sites they go to, the people they meet there and what they do online will help in your aim of keeping them safe.

Ask your child to share all their online user names and passwords with you and try to encourage your child to share their Internet use with you. Try to ensure that your child only uses monitored chat rooms on reputable children's sites.

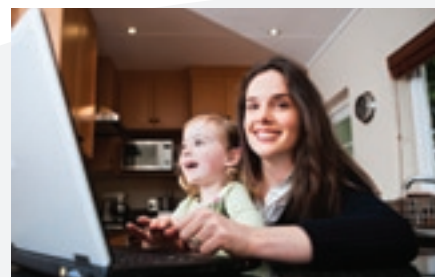
Talk to other parents about the rules they have set for their children. Encourage them to share their information and experiences.

If your child receives spam, junk emails and texts, remind them never to believe their contents, nor reply to them etc. It's not a good idea for a child to open files from people they don't know. They won't know what they contain - it could be a virus or an inappropriate film or image.

Make sure your child knows that not everyone they meet on line is who and what they say they are - some people will lie and do it very convincingly. For advice on how to get this message across visit the Child Exploitation and Online Protection Centre (CEOP) - see the directory at the end of this guide.

Develop your own computer skills, you may never be as competent as your child but at least you will have some awareness, attain the skills to check what sites have been visited, and if the history has been deleted ask him/her why? Don't panic if you discover inappropriate pictures or conversations after your child has used the Internet, talk to them about your worries and if after talking to them you are still concerned seek help.

- **CEOP** - www.ceop.police.uk
- **Childline** - www.childline.org.uk



Top Safety Tips: Parents / Carers of Older Children / Young People

Much of the advice for parents / carers of younger children is still relevant to those of older children and young people – just more difficult to apply!

Given that every young person wants to “belong and not be left out” there are enormous peer group pressures on them. Nowhere is this more evident than on the social networking sites (see the section on Social Networking later in the FAQ section of this guide) where popularity is almost measured by the number of online “friends” you have. It is vital to help the child or young person to understand why they should not give out personal details to “online friends” that they do not know offline i.e. in the real world.

Social Networking sites, chat rooms and blogs (all covered later in this guide) make life very easy for bullies and paedophiles. It can be easy to forget that these Internet spaces are not private and consequently young people sometimes engage in risky online behaviour. Information is power, and small pieces of information are easily pieced together to form a comprehensive insight into the lives and activities of a young person. E.g. once a predator has a picture of a young person and the name of their school, it is easy to locate the school and its postcode, look at the location on Google Earth and take a view on how easy it would be to make face to face contact and where, without that young persons consent or connivance. It is that simple!

It is therefore important to explain to the young person what information about them is personal i.e. email address, mobile number, school name, sports clubs, arrangement for meeting up with friends, pictures of themselves, their family or friends. Sharing this information can have consequences, not only for them but also their friends and family members. They may unwittingly post a piece of information on a friend or family member that helps someone complete a picture of their life and therefore expose them to danger.

Help your child / young person to understand that people do lie online and therefore they should keep online friends online. They should never meet up with any online contact (who is in



reality a total stranger) without being accompanied by an adult they trust. Always keep communication open for a child / young person and let them know that it is never too late to tell someone if they feel under undue pressure or if something makes them feel uncomfortable.

Advise the young person to think carefully about the information they post on their profile. Remind them that once it is published online, anyone can change or share these images of them, particularly cyber bullies.

Cyberbullying

Bullying isn't something that just happens in the real world. More and more children (usually teenagers) are being bullied via digital devices / media.

First of all it can occur anytime, anywhere – the victim can even receive bullying messages or materials at home. The scale of the bullying can quickly become enormous. The potential audience to the bullying can be large and reached quickly and easily if messages are passed around or things are posted online. Sadly the bullying may even be the unintentional result of a thoughtlessly sent message or image that provides the “ammunition” for the bully.

The 10 most common ways of cyberbullying:

- **Social Networking websites** - offensive or humiliating messages and images can be posted on these sites.
- **Chat rooms, blogs and forums** – although many of these are moderated, people involved in discussions can be sent abusive messages / responses
- **Text, Picture and video clip messaging** – abusive and threatening texts, offensive images can be sent to mobile phones and widely circulated.
- **Prank or abusive phone calls** – made to your child's / young person's mobile phone
- **Email** – new addresses can be set up in minutes and used to send offensive messages and images
- **Instant Message Services** – quicker than email, these allow users to have 'real time' conversations, and offensive messages or content can be sent in this way.
- **Identity Theft** – in many cyber environments fake profiles can be set up pretending to be someone else with the aim of bullying others.
- **Webcams** – usually used to view each other when chatting online, children can also be sent abusive images or encouraged to act in an inappropriate way while being filmed.
- **Video hosting sites (like YouTube)** – children may find themselves the subject of films being shown or be accidentally exposed to pornographic images.
- **Gaming sites, consoles and virtual worlds** – chatting is possible within many games and picking on particular players can occur.

To minimise any fear or the impact of cyberbullying have a frank discussion with your children about it before it happens.

Let them know if they ever have a problem, they can talk to you about it and that you are not going to blame them, punish them or cut off their online access. That also means talking about how they can try to resolve the situation on their own too. First off, encourage your child to stay calm and avoid retaliating as this usually only makes things worse.

If your child is getting threatening messages online, there are a number of ways to get them stopped.

Children can usually block someone from sending bullying messages, whether they come via instant messages or a social networking site and this is the first thing they can do. They should issue a formal complaint with a site administrator if they're being impersonated. If a child suspects someone is hacking into his or her e-mail account, they should immediately change passwords or even consider starting a new account altogether. Of course, if messages threaten physical harm or other illegal behaviour or are sexual in nature, children and young people should know it's time to get an adult involved. Listed below are some useful sites that will provide help.

- www.bullying.co.uk
- www.getconnected.org.uk
- www.childline.org.uk/CyberBully
- www.stopcyberbullying.org.uk
- www.facebook.com/page/Stop-Online-Bullying

We are hoping more schools will become proactive about cyberbullying, even though the actions may take place off site, their effects spill over onto school grounds. Schools, for example, should have a counsellor schooled in methods for dealing with this type of bullying, tip sheets on the topic available for parents and educators, and address the issue in their handbooks. For those of you serving on PTA's, this is something you can put pressure on the school to do.

In some schools there's often this strange idea that if we talk about it, people will think we have a problem. The approach they should take is to say, 'Let's be preventative in nature, talk about it and help kids feel like they're in a school where we care.'

Cyber Stalking

This is a disturbing “U.S.A. style” trend that involves the use of websites and apps that can pinpoint the location of mobile phone throughout the day once the number and personal details of the user has been logged. This is a recent but growing menace which, combined with the use of Facebook and other social networking sites to obtain victims details, now exceeds “traditional stalking” according to the crown prosecution service.



Frequently Asked Questions

What is "IM"?

IM is short for "instant messaging" – is a type of real time communication service conveyed over a network such as the Internet. It is somewhat like email, but much more like a chat room. Both parties are online at the same time, and they "talk" to each other by typing text and sending small pictures in instantaneous time. IM allows you to "talk" online with friends in your contact list, in other rooms, other cities, and even other countries.

Examples include Jabber, and Windows Live. IM technologies can have features such as file sharing, talking for free or viewing the other party via a webcam that make IM even more attractive

What is a Buddy List?

A buddy list is a contact list, a collection of screen names in an instant messaging or e-mail programme or online game or mobile phone. It has various trademarked and proprietary names in different contexts.

This list allows users to check whether their buddies are online, online but busy or offline. It also allows you to choose who to ignore etc.

What is a forum?

An Internet forum is a discussion area on a website. Website members can post discussions and read and respond to posts by other forum members. An Internet forum can be focused on nearly any subject and a sense of an online community, or virtual community, tends to develop among forum members. An Internet forum is also called a message board, discussion group, bulletin board or web forum.

However, it differs from a blog, the name for a web log, as a blog is usually written by one user and usually only allows for the responses of others to the blog material. An Internet forum usually allows all members to make posts and start new topics.

What is a blog?

A blog is a personal diary, a daily pulpit, a political soapbox, a breaking-news outlet. It is your own private thoughts, your memos to the world. Your blog is whatever you want it to be. There are millions of them, in all shapes and sizes, and there are no real rules.

In simple terms, a blog is a website, where you write content on an ongoing basis. New content shows up at the top, so your visitors can read what's new. Then they comment on it or link to it or email you. There are free blog services that almost anyone could set up in a matter of minutes.

Is blogging something safe for Children? The dangers are largely the same as in any environment where they may come into contact with strangers.

Frequently Asked Questions

What is a Chat Room?

Chat rooms are designated areas where people with similar interests can come together to talk. The conversations happen in real time. By simply typing with your keyboard, you can talk to someone on the other side of the world. There are chat rooms for various interests. Almost every topic you can think of is covered in some chat room.

There are two main types of chat services, Internet Relay Chat, (or IRC for short) and individual web page chat rooms in 2D or 3D. Most chat rooms are mainly for entertainment and have little or no educational value.

There are different levels of supervision in chat rooms: some are open rooms with no one supervising and some use electronic monitors that scan conversations for specific words and then issue automated warnings if they come across inappropriate language. Other sites have leaders who guide the discussion, or monitors who preview what people write before anyone else gets to see it. If people misbehave, these monitors or leaders can give them a warning or kick them out.

The newest types of chat rooms allow the user to enrol in an entire virtual world. Owing their history to expansive massively multiplayer online games, these new virtual chat rooms (graphical multi-user environments) feature a 3D or 2D environment where people are free to make their own characters or avatars which represent them in the virtual world. Many of these virtual chat rooms, such as Second Life, are free of charge. Many members choose to spend real world money to purchase costumes and other virtual items. With graphical multi-user environments, you are free to develop your character however you choose and you can even create your own home away from home in the virtual world provided you are willing to buy the necessary pieces. Habbo Hotel is another popular site.

Dangers when using Chat Rooms or IM

Chatting online can be great fun but children & young people can sometimes find themselves in situations where they can quickly feel out of their depth. The anonymity of the Internet means that trust and intimacy can develop quickly online and young people often give out their details to strangers surprisingly easily. Predators take advantage of this anonymity to build online relationships with inexperienced young people.

Kids feel they are aware of the dangers of predators, but in reality, they are quite naive about online relationships. Young people will often swap friends through IM and be chatting to stranger they feel are OK because a friend knows them. IM is a more intimate environment than a chat room which generally has many more participants.



Frequently Asked Questions

How do online predators work?

Online predators find kids through social networking, blogs, chat rooms, instant messaging, e-mail, discussion boards, and other Web sites.

They seduce their targets through attention, affection, kindness, and even gifts. They know the latest music and hobbies likely to interest children and young people, listen to and sympathize with their problems.

They try to ease young people's inhibitions by gradually introducing sexual content into their conversations or by showing them sexually explicit material. Most dangerously they might evaluate the kids they meet online for future face-to-face contact.

What is online grooming?

Online grooming is defined by The Sexual Offences Act 2003 as:

"A course of conduct enacted by a suspected paedophile, which would give a reasonable person cause for concern that any meeting with a child arising from the conduct would be for unlawful purposes."

Often, adults who want to engage children in sexual acts, or talk to them for sexual gratification will seek out young people who desire friendship. They will often use a number of grooming techniques in addition to those previously outlined including the use blackmail and guilt as methods of securing a meeting with the child.

How can parents minimise the risk to children when using chat rooms?

First, follow the advice for general Internet usage outlined earlier in this guide.

Talk to your children about potential online dangers, particularly sexual predators.

If you think your children take part in chat rooms, make sure you know which ones they visit and with whom they talk. Monitor the chat areas yourself to see what kind of conversations take place.

Instruct your children to never leave the chat room's public area. Some chat rooms offer private areas where users can have one-on-one chats with other users. Chat monitors can't read these conversations. These are often referred to as "whisper" areas.

Most social networking sites require that users be age 13 and over. If your children are under the recommended age for these sites, do not let them use them.

When your children are young, they should share the family e-mail address rather than have their own e-mail accounts. As they get older, you can ask your Internet Service Provider (ISP) to set up a separate e-mail address, but your children's mail can still reside in your account.



Frequently Asked Questions

What is an Application?

An application is a programme enhancement that a user can choose to add to their profile to improve and increase interaction with other users in their contacts or networks. Young people enjoy using applications to share their interests with others. Examples include 'Top Friends', 'Where I've Been'.

What is a network?

A network is a general group on a social networking site based around a common characteristic for instance a region, workplace, university or secondary school. If a user joins a network then they can find out more about the other users within the same network.

What is Social Networking?

Social network sites utilise applications which help to connect friends using tools such as blogs, photographs and internal email. These sites allow users to share ideas, activities, events, and interests within their individual networks.

The main types of social networking services are those which contain category places (such as former school-year or classmates e.g. Friends Reunited), means to connect with friends (usually with self-description pages) and a recommendation system linked to trust. Popular methods now combine many of these, with Facebook and Twitter widely used worldwide. Other sites include; MySpace, Bebo, YouTube, Flickr.

How do young people use blogs and social networking?

Step one, they sign up and create their own profile or 'space'. Step two; they usually populate standard sections with their information/details. These might include; 'About Me' and 'Who I'd Like to Meet' and also include things like Music, Films, Sports, Scared Of and Happiest When. They can also add specific personal details such as physical appearance, and the school they go to. Most sites also have a blog section where children can write daily thoughts or include articles which they have found interesting.

An important element in social networking is young people's ability to personalise their 'space', e.g. by changing the colour of their profile, adding applications to their profiles, uploading images or pictures onto their profile. One of the pictures can be chosen to be the "default image" and this will be seen on the profile's main page. The child or young person should therefore make sure that it does not help anyone identify which school they attend or club that they belong to. There is often also an option to upload videos as well - including music videos and personally recorded films.



Frequently Asked Questions

What are the additional risks when social networking?

Because it is fun and they believe they are amongst “friends” they usually put aside concerns about privacy and safety believing they have been taken care of by someone else. Although chatting online can be great fun, young people can sometimes find themselves in situations where they can feel uneasy and not in control.

In 2008 an Ofcom reported that almost 60% of children use social networking sites to make new friends, compared to 17% of adults who use the sites for the same purpose. Almost half the children had set their profile so that it was visible to anyone, according to the report. Many parents admitted they did not know if their child's profile could be seen or not by strangers. Do you?

Use of social networking websites such as Facebook can also pose a serious risk to specific groups such as adopted children who can be easily tracked down by birth relatives they may not be ready to meet. While there are no precise figures on the number of children who have been contacted in this way, in June 2010, David Holmes, chief executive of the British Association for Adoption & Fostering (BAAF), says the phenomenon is a growing concern.

Just how much can social networking alter behavioural patterns? Some provocative public health research carried out by researchers at Case Western Reserve University School of Medicine (USA) reported in November 2010 that excessive texters and Teens who spent more than 3 hours per school day on social networking sites were more likely to binge drink, use illicit drugs, and be sexually more active. Try to be aware of the amount of time your child spends on social networking activities.

What additional guidance is there for protecting children using social networking websites?

Encourage them only to upload pictures that they would be happy for you as their parents / carer to see – anything too sexy to be passed round the family dinner table should NOT make it on to the web.

Tell your children not to post their email address or phone numbers on their homepage.

Suggest that they adjust their account settings so that only approved friends can instant message them. This won't ruin their social life – new people can still send them friend requests and message them, they just won't be able to pester them via Instant Messenger (IM).

Make sure your child has ticked the “no picture forwarding” option on their social networking site settings page – this will stop people sending pictures from their page around the world without their consent .



Frequently Asked Questions

Why do children and young people like to play games over the Internet?

Gaming can be exciting and entertaining, and can also be a place where young people play and chat to each other. Gaming chat is often focused solely on the game, and young people will often swap user names to ensure that they can get to the next levels.

As with any online technology - there are risks. The three main risks are:

- **Addiction** - Online gaming can occasionally be addictive for young people. They can become so involved in the gaming communities to the extent that they lose touch with their real life friends. Young people often spend hours every night playing, especially when their parents have gone to bed
- **Abuse** - Some young people who use online games can be abusive to other gamers. Young people should be encouraged that when they play online games, they treat others how they would like to be treated.
- **Risky behaviour** - There are some young people who engage in risky behaviour to obtain cheats or knowledge to progress within a game to the next level. Adults with a sexual interest in children will encourage them to engage in inappropriate behaviour including sexual acts via webcam or sex chat for these rewards.

How can I reduce the risks to my children when they are gaming online?

Gaming can be part of a predators grooming technique. Young people often don't understand enough about the risks and should be encouraged to talk to an adult they trust if they are engaged by someone in a gaming area in a manner that makes them feel uncomfortable.

As a parent, it's vital that you talk to your child and make sure they know how they should behave when they are gaming. They should be encouraged not to accept cheats or talk to people that they don't know in the real world. If anyone asks them to do anything that makes them feel uncomfortable, they should tell a trusted adult or report their suspicions to CEOP or one of the other bodies listed at the end of this guide.

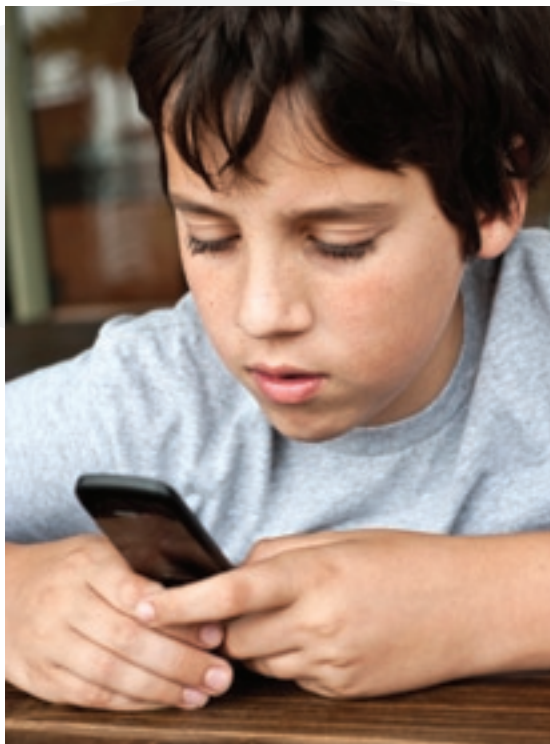


Frequently Asked Questions

How do young people use mobile phones?

Young people like to use mobile phones, the very size of them means that in one sense they are very personal items and it is much more difficult for parents and carers to monitor and supervise access and contacts in the same way they can when using a PC.

In most cases the term mobile phone is largely redundant; today they are voice and digital communication pocket devices providing children with access to their email, social networking and gaming sites etc on the move.



What are the risks that young people encounter when using mobiles?

- **Contact** - some children have been sexually harassed after contact through mobile phone, and bullying via the mobile phone is common. Children are often reluctant to discuss such problems.
- **Theft** - expensive mobile handsets are often stolen, and children may be mugged or physically attacked for their handsets.
- **Spam** - Most children with mobile phones have received some form of SMS spam. Some of these services are charged at a premium rate (i.e. a surcharge) and may be difficult to stop.
- **Photographs and videos** - many mobile phones now include cameras. Photos and videos are often taken without permission and forwarded to friends or websites and are often a stimulus for cyberbullying or abuse.
- **Supervision** - children normally use mobile phones when they are alone, so it is much more difficult for parents to monitor.
- **Advertising and sales pressure** - children may receive advertising content via SMS, and some services for children allow them to pay for goods using their phone credit.

What can I do to reduce the risks to my child when they use their mobile?

More and more mobile phones have full Internet access. That is why the same safety measures as for surfing on the web become important (protection of personal data, harmful content, consumer protection, gaming etc.).

Age verification will help, but children and young people will often be able to find ways around this. Again, good communication is the key.

Useful sites Directory

- www.thinkuknow.co.uk
(the main UK Government website that also has advice for parents on how to keep children safe on-line), or
- www.ceop.police.uk
(Child Exploitation and Online Protection Centre - the government body dedicated to eradicating abuse of children. Any concerns about inappropriate contacts between a child and an adult can be reported directly to CEOP).
- www.iwf.org.uk
(the Internet Watch Foundation works to remove illegal material from the Internet. If you have found any material that you believe to be illegal e.g. child sex abuse images, other obscene material or material which incites religious or racial hatred, report it to the IWF)
- www.parentlineplus.org.uk
(offers support on broader issues).



Help Stop Cyberbullying

- www.bullying.co.uk
(abuse can also take the form of digital bullying and in this event parents or children should contact).
- Other sites include;
- www.getconnected.org.uk
 - www.childline.org.uk/CyberBully
 - www.stopcyberbullying.org.uk
 - www.facebook.com/page/Stop-Online-Bullying



Thinking about fostering with Pathway Care? Please call 0871 226 3760.

Regional Support Centres

South West England Region

Bristol Office Tel: 0117 957 3533
Pathway Care (Bristol) Limited Fax: 0117 957 3573
Church Court, North View, Soundwell Road Email: mail@pathwaycarebristol.org.uk
Bristol. BS16 4NQ Web: www.pathwaycare.com

Newton Abbot Office Tel: 01626 333787
Pathway Care, Second Floor Fax: 01626 333788
Manor Buildings, Brunel Road Email: mail@pathwaycaresouthwest.org.uk
Newton Abbot. TQ12 4PF Web: www.pathwaycare.com

Midlands Region

Bromsgrove Office Tel: 01527 834934
Pathway Care (Midlands) Ltd, Bartleet House Fax: 01527 889980
165a Birmingham Road, Bromsgrove Email: mail@pathwaycaremidlands.org.uk
Worcestershire. B61 0DJ Web: www.pathwaycare.com

East England Region

Oundle Office Tel: 01832 274715
Pathway Care, The Wharf House Fax: 01832 273352
Station Road, Oundle, Peterborough Email: mail@pathwaycareeast.org.uk
Northants. PE8 4DE Web: www.pathwaycare.com

Cambridge Office Tel: 01954 470010
Pathway Care, Sycamore Studio Fax: 01954 231055
New Road, Over Email: mail@pathwaycareeast.org.uk
Cambridgeshire. CB24 5PJ Web: www.pathwaycare.com

Wales Region

South East Wales Office Tel/Ffôn: 029 2081 1173
Pathway Care Limited, 10 Village Way Fax/Ffacs: 029 2081 5300
Tongwynlais, Cardiff. CF15 7NE Email/Ebost: mail@pathwaycare.org.uk
10 Ffordd y Pentref, Tongwynlais Web: www.pathwaycare.com
Caerdydd, CF15 7NE

West Wales Office Tel/Ffôn: 01267 290033
Pathway Care (West Wales) Limited, Capel Dewi Fax/Ffacs: 01267 290035
Hall, Capel Dewi, Carmarthenshire. SA32 8AD Email/Ebost: mail@pathwaycarecarmarthen.org.uk
Neuadd Capel Dewi, Capel Dewi Web: www.pathwaycare.com
Sir Gaerfyrddin, SA32 8AD

