



Willowbrook School & Nursery  
e-Safety Handbook

April 2016

Gaming  
Safe SnapChat  
Facebook  
e-Safety  
YouTube Passwords  
Twitter Privacy  
Instagram

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## **Online Safety**

At Willowbrook School, we promote the use of the SMART rules when using the Internet.

SMART stands for:

*S = SAFE*

- ➔ Stay safe by being careful not to give out personal information when you're chatting and posting online. Personal information includes your full name, school, age, email address, phone number, passwords and home address.

*M = MEETING*

- ➔ We instil in our children that they should never meet with anyone that they know online and that they should tell a trusted adult if they are asked to meet anyone that they meet online. We remind our children regularly that online friends are still strangers, even if they have been talking to them for a long time.

*A = ACCEPTING*

- ➔ Accepting emails, instant messages (IM), or opening files, pictures or texts from people you don't know or trust can lead to problems – they may contain viruses or nasty messages! We explain to our children that they should never accept a friend request from someone they do not know and should always tell a trusted adult if someone they do not know contacts them.

*R = RELIABLE*

- ➔ Willowbrook children know that unfortunately people online might lie about who they are and information on the internet may not be true. We advise that they always check information with more than one website, or in books, or with a trusted person who knows the facts!

*T = TELL*

- ➔ Willowbrook is a 'telling' school and so our children are continually encouraged to tell a parent, carer, or a trusted adult if someone or something makes them feel uncomfortable or worried whilst online, as well as informing someone if they or someone they know is being bullied online (please see the section about *Online Bullying* for more information).

At Willowbrook, the SMART rules are displayed in every classroom and year group area to constantly remind our pupils how to remain safe online. A copy of the SMART rules poster is included on the next page.

# Be smart on the internet



Childnet  
International  
[www.childnet.com](http://www.childnet.com)

**S**

**SAFE**

Keep safe by being careful not to give out personal information – such as your full name, email address, phone number, home address, photos or school name – to people you are chatting with online.



**M**

**MEETING**

Meeting someone you have only been in touch with online can be dangerous. Only do so with your parents' or carers' permission and even then only when they can be present.



**A**

**ACCEPTING**

Accepting emails, IM messages, or opening files, pictures or texts from people you don't know or trust can lead to problems – they may contain viruses or nasty messages!



**R**

**RELIABLE**

Information you find on the internet may not be true, or someone online may be lying about who they are.



**T**

**TELL**

Tell your parent, carer or a trusted adult if someone or something makes you feel uncomfortable or worried, or if you or someone you know is being bullied online.

THINK  
U  
KNOW

You can report online abuse to the police at [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)



[www.kidsmart.org.uk](http://www.kidsmart.org.uk)

KidSMART

Visit Childnet's Kidsmart website to play interactive games and test your online safety knowledge. You can also share your favourite websites and online safety tips by Joining Hands with people all around the world.



## **Social Networking Safety**

### Facebook

Facebook is a social networking site that is designed to allow people to connect with friends and communicate through chat, posting messages and sharing photographs, videos, links and other kinds of information. Facebook is aimed at people aged **13 and above** and therefore at Willowbrook, we do not allow its use by our children.

However, this does not mean that our children are not using Facebook. By entering a date of birth on the site that makes them 13, children can sign up and are able to view their profile, which is surrounded by advertisements appropriate to this age range. As their age increases, the content changes to match the age of the person whose profile it is and so can cause children to have access to content that is aimed at someone who is older than stated. It is much better that your child is open with you about their use of Facebook than using it secretly, so that you can help protect them whilst online.

#### *Who can see my child's profile and timeline?*

At Willowbrook, we teach the children to be aware of their 'Privacy Settings'. We advise that their profile and timeline are kept 'Private' at all times. This means that these are only seen by people that the children have accepted as friends, who are real friends and family.

Children should never accept a friend request from someone who they do not know in person.

These Privacy Settings can be quite difficult to find and alter on Facebook and so we advise that, if your child does use Facebook, you check their settings and who they are sharing their profiles and timelines with. These settings can be found under 'Account Settings' then 'Privacy'. The children at Willowbrook are constantly reminded that they should never share their personal information, including their full name, address, school, telephone number, email address and age with anyone on the Internet.

Facebook's security information can be found at [www.facebook.com/safety](http://www.facebook.com/safety)

## Twitter

Twitter is a communications platform that allows users to share small bursts of information called 'Tweets'. Each Tweet is a maximum of 140 characters long. Twitter users can choose to 'follow' other users and can also get links, see photographs and videos which are posted, read news stories and participate in conversations using Tweets.

While Tweets can be protected so that only approved followers can see them, most of the communication taking place on Twitter is public and therefore viewable and accessible by everyone.

Your child can protect their Tweets through the Tweet privacy section of their Account Settings. The links below provide some further information regarding protecting Tweets:

<https://support.twitter.com/articles/14016-about-public-and-protected-tweets#>

<https://support.twitter.com/articles/20169886-how-to-protect-and-unprotect-your-tweets#>

## Instagram

Instagram is an online photo and video-sharing and social networking service that enables its users to take pictures and videos, apply digital filters to them, and share them on a variety of social networking services, such as Facebook, Twitter, Tumblr and Flickr.

By default, anyone can view your profile and posts on Instagram. To make your posts private so that only approved followers can see them, you need to turn on the 'Posts are Private' setting by editing your profile.

For step by step instructions on editing your privacy settings, please follow the link below:

<https://help.instagram.com/116024195217477>

Once you make your posts private, people will have to send you a 'follow request' if they want to see your posts, your list of followers or the list of people you are following. You will see follow requests in your 'News' feed, which you can then approve or ignore.

People can also send a photo or video directly to you, even if they're not following you.

For further information about Privacy and other Instagram features, please follow the links below:

<https://help.instagram.com/116024195217477>

<https://help.instagram.com/154475974694511>

### Snapchat

Snapchat is a photo messaging application developed by Stanford University students. Using the app, users can take photos, record videos, add text and drawings, and send them as messages to a controlled list of recipients. These messages are known as 'Snaps' and they are displayed to other users for 10 seconds before disappearing. Photographs can be copied to the recipient's device within this 10 second timeframe.

For information about Snapchat's privacy policy, please visit:

<https://www.snapchat.com/privacy/>

<https://support.snapchat.com/a/privacy-settings>

### YouTube

YouTube allows people to discover, watch and share videos, as well as post comments on what they have watched. The site states clearly under their 'Teen Safety' section that any persons under the age of 13 are not permitted to have a YouTube account. However, this does not stop children searching for content as an account is not required for this.

The content that appears both on the homepage of YouTube and results from searches can be unpredictable. The content of the videos themselves and also the comments left underneath the video can be inappropriate for young children. Willowbrook advise that children are not allowed to use YouTube without supervision.

For general safety advice when using YouTube, please follow the links below:

<https://www.youtube.com/yt/policyandsafety/en-GB/safety.html>

[https://support.google.com/youtube/answer/2802272?hl=en&ref\\_topic=2946312](https://support.google.com/youtube/answer/2802272?hl=en&ref_topic=2946312)

'Teen Safety' link –

[https://support.google.com/youtube/answer/2802244?hl=en&ref\\_topic=2803240](https://support.google.com/youtube/answer/2802244?hl=en&ref_topic=2803240)



YouTube offer a 'Safety Mode', which can be activated at the bottom of the homepage. This hides videos that could contain inappropriate content that have been flagged by other users. Please use the link below to activate this feature, but please note it is not 100% accurate:

[https://support.google.com/youtube/answer/174084?hl=en&ref\\_topic=2946312](https://support.google.com/youtube/answer/174084?hl=en&ref_topic=2946312)

### Online Gaming

Online gaming is the act of playing games on the internet, including using services such as the PlayStation Network (PSN) and Xbox Live. This is popular amongst our children at Willowbrook and children are reminded to keep SMART whilst gaming – especially as they will be playing alongside older children and adults. Unfortunately these networks are not moderated and many children use headsets, which can mean that children are susceptible to hearing inappropriate conversations and language.

All games include a game rating, which indicates the suitability for certain age groups based on the content (e.g., violence) and these should be considered carefully before allowing a child to play the game, in the same way that a film age rating is considered.

### Protecting Passwords

It is important to explain to your child that passwords should never be shared, not even with their friends. If the home computer is shared, remind them to log out when they finish their online sessions to develop good online safety habits. It is also always good practice to log out of any websites to stop other people accessing their information.

Here are some tips on keeping your passwords safe:

1. Use a mixture of upper and lowercase letters, numbers and symbols in your password, for example "H3ll0!"
2. Use different passwords for each of your online accounts
3. Be sure that no one watches you enter your password
4. Always log off if you leave your device
5. Avoid entering your passwords on computers you don't control and on unsecured WiFi locations, for example at internet cafes and the airport
6. Change your passwords regularly.



### Think Before Posting

It is important to help your child evaluate if something is suitable to post online by reminding them that if you wouldn't say it to the person's face or out loud, they shouldn't say it online either.

At Willowbrook, the children are encouraged to consider the 'Grandma Rule'. If you wouldn't want your Grandma to see or read what you are posting, then that would indicate it may not be appropriate to be doing so!

Our children understand that when they are online, they leave a 'digital footprint' and what they post online stays online.

## **Online Bullying**

As wonderful a resource as the Internet can be, it has unfortunately opened up the opportunity for unwanted online behaviour. 'Online Bullying' is when a person is tormented, threatened, harassed, humiliated, embarrassed, or otherwise targeted by another person using the Internet, interactive and digital technologies, or mobile phones.

At Willowbrook, we always encourage our children to:

1. *Save the evidence!*

➔ If they receive unkind or hurtful messages, they should save the evidence so that they can prove what has been sent to them, from whom and when.

2. *Do NOT retaliate!*

➔ Make sure they do not reply to the messages, despite how upset or angry they may feel.

3. *Tell a trusted adult*

➔ Things can only get better if a trusted adult knows what is happening. Ensure your child knows that they can approach you or a member of Willowbrook staff about any online issues they may face.

4. *Block the user or report them to the website*

➔ Most websites have the option to block users or report them for inappropriate use. Help your children to do this if necessary.

## **Start a conversation with your child**

It is important to have a dialogue with your child about their online activity and it is important to monitor the content they are viewing.

Ensure that you are aware of your child's usernames and passwords and engage in conversation often with them about which websites they are using regularly or have a profile with.

Ensure that they know the importance of sharing anything they feel uncomfortable about with you and go over the use of their 'Privacy Settings' regularly.

## **Dealing with e-Safety issues and reporting a problem**

If your child is experiencing repetitive Online Bullying or interpersonal conflicts that are taking place online, consider the following options:

### *1. Communicate your concerns with the school*

Many issues can be resolved by working with staff at Willowbrook School. Please do not hesitate to contact the class teacher or our e-Safety advisor Miss Yelland directly.

In relation to Online Bullying, please keep any evidence linking to the matter, e.g. inappropriate messages sent from another child.

The poster below is displayed throughout Willowbrook School so that our children know who the designated e-Safety advisor is.



Miss Yelland also regularly takes assemblies for Key Stage 2 children based on e-Safety throughout the year and our Police Community Support Officers (Richard Shelton and Paul Goodyear) also support us with e-Safety awareness.

### *2. Report a problem*

Many websites allow you to report a problem. This could include blocking users, reporting users for inappropriate conduct or content deemed to be inappropriate. Familiarise yourself with the policies of the websites your child is using and their reporting procedures.

The Child Exploitation and Online Protection centre (CEOP) works with child protection partners across the UK and overseas to identify the main threats to children and coordinate activity against these threats to bring offenders to account. For more information about CEOP, please visit [www.ceop.police.uk](http://www.ceop.police.uk).

CEOP have created the 'Report Abuse' button which can also be found displayed on other websites. By clicking on this button, you can report inappropriate online behaviour, as well as find advice and help.



*When should I report to CEOP?*

CEOP suggest completing a report if someone has acted inappropriately towards you or a child/young person you know. This may be sexual chat, being asked to do something that makes them feel uncomfortable or someone being insistent about meeting up.

At Willowbrook, we explain to our children that the 'Report Abuse' button is a last resort and the important thing for them to do first is tell a trusted adult and they will take appropriate action.

## **Helpful Links**

[www.kidsmart.org.uk](http://www.kidsmart.org.uk)

[www.safetynetkids.org.uk/personal-safety/staying-safe-online/](http://www.safetynetkids.org.uk/personal-safety/staying-safe-online/)

[www.childline.org.uk/Explore/OnlineSafety/Pages/staying-safe-online.aspx](http://www.childline.org.uk/Explore/OnlineSafety/Pages/staying-safe-online.aspx)

[www.bbc.co.uk/cbbc/curations/stay-safe](http://www.bbc.co.uk/cbbc/curations/stay-safe)