#DITTO

STAY SAFE ● HAVE FUN ● REPEAT

In this edition

www.esafety-adviser.com

Hi there, I'm Alan Mackenzie.

I'm an independent consultant specialising in online safety, specifically within education to children, young people, staff, charities and other organisations.

I'm a strong believer that technology, for the most part, is neutral; behaviour is the most important aspect.

To understand behaviour, we have to be a part of children's lives in order to understand what they're doing with technology and why.

We have to be curious and guide them to realise the wonderful opportunities that the online world gives to all of us, and be there to support them when they need it.

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Foreword from
Alan Mackenzie

I don't know about you but the year seems to be flying past at the moment. The summer break whizzed by at lightning speed and we're already mid-way through September as I write this. Maybe that, or the fact I had my 55th birthday over the summer break and everything just feels different (yes that image on the left is a few years old!).

I'm on my soapbox again this month with a couple of opinionated pieces. Like them or loathe them, the most common positive feedback I get about this magazine is that it is written from a personal (rather than corporate) perspective and I believe it's important you know what my viewpoint is about certain things. It doesn't mean I'm right, it's just opinion that may help you to think about things a little differently.

There are a lot of new subscribers to DITTO since the last edition. In that last edition there were some important updates which I have chosen to leave in this edition for the new subscribers, so apologies if you see repeated information.

I hope you this edition useful. As always, please feel free to let me know what you think and would like to see in future editions, your feedback is invaluable.

Stay safe.

Alan

ONLINE SAFETY

What is the BIGGEST Online Safety Risk?

It's a difficult one to answer, different people will have very different perspectives and opinions. It could be something that has happened to you, a friend, your child. It can be the industry you work in.

Is it child sexual exploitation? Perhaps the knock-on effect from algorithm-driven social media leading to mental ill health and wellbeing issues, or someone excessively gaming to the detriment of social life and school work?

Maybe it's the fact that tech companies keep putting out new apps or features with little regard for protecting children?

Until a few days ago it isn't a question I could have honestly answered myself, the scope is too wide, but then there was a lightbulb moment.

I was driving to a school. It was a long journey and when in the car by myself I like to listen to podcasts. Two of my favourites are from Cath Knibbs (who regularly writes in this magazine) and SafeToNet, which covers a diverse range of safeguarding matters. On this SafeToNet episode the guest speaker was a man called Howard Taylor who is the Executive Director of the Global Partnership to End Violence Against Children.

The interview was really interesting and at one point he made a comment, and for me this was a

lightbulb moment, a few words that really made me stop and think:

"The biggest risk to children is a lack of awareness of the risks."

Why did it make me stop and think? To give you a few examples:

- On multiple occasions I have been in classrooms where a teacher has not been happy because I have insisted they have to stay.
- I have had parents come to a parents evening with their children, quote "I've brought her (pointing to Y5 child) because she needs to know this stuff more than me" unquote.
- I have been to too many schools where the all-staff training isn't attended by all staff, because "that's not my job" or "I did this a few years ago."

Thankfully these are not common, and if it sounds as though I'm being judgemental it isn't meant that way, but there's more:

- I have been reviewing and risk-assessing apps and games on behalf of the NSPCC. With a couple of exceptions the features available to help parents are either non-existent or easily circumvented.
- Many professionals (e.g. social care, children's homes, youth clubs and groups etc.) have never received online safety training and therefore have little idea what to look and listen out for. If they overheard a child saying they were being griefed, constantly raging, getting dodgy DM's on Discord or being gifted on Twitch, would these people recognise a potential concern?
- App and game designers, company policy makers, are they aware of the risks and issues?

The list goes on. If you are reading this magazine you will know that things can change and evolve very quickly, online safety never stands still, it is a constantly evolving (and growing) area.

There's a good reason why there is a statutory requirement for annual, updated safeguarding (including online safety) training in schools and colleges, but personally I don't think this goes far enough. It puts a significant pressure on schools who seem to have to deal with everything. Yet the vast majority of the issues are happening outside school, in less formal settings where children gather, talk about these things and may have free and easy access to technology: their local club, social gatherings in the park, informal child minders, etc.

Children receive excellent online safety in school all the way from early years through to college. But by their very nature children are inquisitive, they're risk-takers, they lack life experience and they won't always tell parents or a trusted adult when something is wrong, particularly teenagers.

Being 'tech savvy' is not the same as understanding, mitigating and managing risk and personally I think we, as a society, are falling very short when it comes to keeping children safe online.

Current government hype in relation to the Online Safety Bill is that they want the UK to be the safest place in the world to go online. That's a very positive and laudable statement, but I want every child around the world to be safe when they go online and unless we plug this enormous gap, the lack of awareness, it will never happen.

Alan

Are Changes Coming?

When it comes to risks and issues that affect children and young people online, we are continually hearing, year on year, that things are getting worse. Whether that's in a school and I'm hearing from the students themselves or the facts and figures from much of the research that is continually coming out. Is there hope in sight? Are we going to see changes that have a positive impact?

In 2008 the Labour Government commissioned Professor Tanya Byron to look at the risks to children online and make recommendations. The report, known as "The Byron Review - Safer Children in a Digital World" was revolutionary at the time and laid out 38 recommendations to government.

Here we are in 2021 and what has changed?

Apart from plenty of spin and cancelled (or deferred) legislation (remember the Pornography Bill?), very little has changed in reality, except for the fact that the range, scale and diversity of online harms has increased significantly with more and more pressure put on parents and schools to deal with the issues; technology looks nothing like it did in 2008 and children are growing up in a world that parents could not have imagined 20 years ago.

A few years ago I always used to say that the Internet is in its infancy. Not anymore, the Internet is now in its teenage years: rebellious, risk-taking, pushing boundaries, anything goes. I'm a great believer in free speech but even that has it's boundaries; it isn't free speech, it's regulated free speech, and whilst some don't like that, history has taught us that regulation is necessary, which includes online. Tech companies regulating themselves has not and will never work.

With that said, it sounds as though I'm blaming the tech companies. I think there is an element of blame but I'm also a great believer in 'behaviour not technology': the behaviour of children online, and the behaviour of others towards our children. The technology is the means of transport; the amplification. As far as I'm concerned, behaviour is the most important aspect of online safety, but technology certainly has its part to play.

To give you one example of many:

The 5Rights Foundation recently released some very concerning results from a small study. Called "Pathways: How Digital Design puts Children at Risk", researchers created a number of social media accounts based on a real 13 year old child, they searched for content and reflected the behaviour of a 13 year old child. Within hours they found the accounts:

• Were targeted with private messages from adults, asking to connect and offering pornography.
• Were targeted with age-specific advertising whilst also serving suicide, self-harm, eating disorder and sexual content.

The report is principally about how online services are designed and give the stark reality that it is money over safety, which I'm sure won't come as a surprise to anyone, but there's also a thought-provoking comment:

Children are offered content and experiences that in almost any other context would be illegal.

You can see the full report HERE or just search for '5Rights Pathways: how digital design puts children at risk'.

The Internet has always been seen as the great free-speech enabler and to a large extent it is. Many people will have very different opinions about whether it should (or even can) be regulated, but I hope most would agree that things cannot continue as they are, so what is the UK government doing?

Briefly, there are 2 big things happening:

Firstly we have the **Age Appropriate Design Code** from the Information Commissioner's Office (labelled as the Children's Code).

This came into law in 2020 with a 12 month transition period. Whilst it is primarily concerned with privacy and data, by its very nature there are safeguarding elements in there too. There are 15 standards that companies need to observe and by companies it relates to any information service likely to be accessed by children. The code applies to UK based companies and non-UK companies who process the personal data of children.

To give you an idea of the code, a couple of the standards relate to:

- Checking the age of the people who visit the website, download the app or play the game.
- Providing a high level of privacy by default.

Although none will admit to it, we are already seeing companies changing features in apps and services, e.g. TikTok, Instagram and YouTube have recently introduced new features that may help with wellbeing, prevent adults contacting children or defaulting accounts to private for certain ages.

Then we have the **[Online Safety Bill.](#)** This is huge and I won't go into detail. Suffice to say there are lots of elements within the Online Safety Bill, but the big one for me is the 'duty of care' requirement. This distinguishes illegal content from that which is 'legal, but harmful'. The scope of this is enormous, but it encompasses many of the issues that we see directly related to children.

Regulating this will be a huge task for government (devolved to Ofcom) and a mammoth task for service providers. There are various consultations going on right now and, as you can imagine, there is widespread criticism, some of which I agree with.

But doing nothing is not an option anymore. We should have been doing this a long time ago; it is the inaction of governments and the blasé attitude of companies around the world that have, in part, led us to where we are:

• Where child predators can contact with children with ease.
• Where legal but seriously damaging content is easily accessible by and served to any child.
• Where wholly inappropriate content is fed to children and companies hide behind ineffective terms and conditions.

So is there hope in sight? Yes, I think there is. No-one likes regulation but you can't just allow people (and companies) to do what they want, that's anarchy. There is no place in society where we would allow that to happen, and the Internet is an integral part of modern society.

Will we see a positive impact? I remain sceptical but hopeful.

Alan

Online Grooming on the Rise

The NSPCC have recently reported a significant increase in online grooming. Figures from a freedom of information request to 42 police services in England and Wales have found that:

- In 2021 there is was an all-time high, a jump of around 70%.
- Snapchat and Instagram were the most common tools used by offenders.
- There were 5,441 offences of sexual communication with a child recorded between April 2020 and March 2021.

There can be little doubt that lockdown played a significant role in this and I would like to make a couple of important points:

- These are recorded offences; it is widely suspected that the majority of offences go unreported and undetected.
- Although the most common tools used by offenders to groom children were Snapchat and Instagram, grooming can happen anywhere, e.g. it can start in a game and lead to private chat within an app or within the game.

Advice

Talk to your child. Their online lives and the myriad of games/apps they are using can appear overwhelming, but unless you understand their online lives, the support you can give them is limited.
To learn more about grooming and how to talk to your child see HERE and HERE.

Use **parental controls**. All games, apps and consoles come with parental controls such as turning off chat. Many children and young people use gaming for socialising with their friends so if you do allow them to chat, keep a watchful eye on their friends list.
To learn more about what parental controls are available on devices and how to set them up, see HERE.

Report it - if you know or suspect your child has or is being groomed you can make an online report to CEOP HERE.
Make sure your child also knows that they can make a report.

What is Online Disinhibition?

Keyboard warriors, not afraid when behind a screen, being anonymous, a feeling of power.

What is online disinhibition, who is susceptible and what can we do?

The answer to the last 2 points, who is susceptible and what can we do, might sound easy: everyone and think before you post. But nothing is ever that easy, we need to get a little deeper so that we can understand how to apply critical thinking for ourselves so that we can talk to children about these issues.

Imagine standing in front of someone, you're angry or upset by something or you just want to give an opinion,. You hesitate for a second. Why? Perhaps you don't know the person, perhaps it's a good friend and you don't want to hurt them, or you're with a group of people and don't want to appear controversial.

This hesitation is a sub-conscious process - the brain is risk-assessing and will rely on things like:

- Past experience (have I been in this position before, what happened?)
- Physical cues, such as eye contact, frowns, smiles etc. (is this the right time and place?).
- Familiarity (do I know this person, how will they react?)

More often than not the the brain is right, but sometimes that thought or opinion just slips out and you quickly apologize, making mistakes is human.

But behind a screen it can be completely different. This is the **online disinhibition effect** of which there are two main aspects - benign and toxic.

Sometimes people may share very personal information, reveal secret emotions or fears or even show unusual acts of kindness to people they don't know. This is **benign disinhibition** and it's mostly harmless. This was seen a lot during lockdown where many people were struggling with different types of issues that were affecting them mentally and went online, looking for help and support. As well as friends and family, completely unknown people were going out of their way to offer advice and guidance - essentially it's empathy - putting yourself in another persons shoes.

But there can be hatred, anger, banter that crosses the line, criticism and much more. This is **toxic disinhibition**; it can be very harmful, even illegal under certain circumstances.

Quite often posts like this aren't meant to be harmful, it might be that someone has had a bad day and they're just venting. Maybe there are issues at home and that person is in a really bad place mentally or maybe the comment was just poorly worded or rushed.

The theory of online disinhibition was first published by Prof. John Suler from the United States in 2002 where he proposed 8 different ingredients to online disinhibition.
I won't explain them all but to give you an idea of the more common ones we see:

- **Dissociative anonymity** - you don't know me.

- **Invisibility** - you can't see me.

- **Perceived privacy** - it's just between you and me.

- **Social facilitation** - everyone else thinks it's okay. When commenting on posts or forums, people tend to exhibit the same behaviours. For example if someone posts that they've had a bad day, someone posts some support and others join in to offer kind words or support. Then someone comes in and says - just man up - or something similar - and then others start to jump in with similar comments either as a joke (in their mind) or because they really mean it. This is social facilitation - everyone else thinks it's okay - in other words, people just jumping on the bandwagon.

These aren't conscious thought processes, they are subconscious; the brain making decisions or assessments based on very limited information when you're behind a screen.

To limit this we give children simple strategies, such as 'think before you post/share'. But this advice, whilst helpful, is very limited. It isn't something children can always apply to their real online experiences such as games. For example Fortnite, which is very fast-paced, exciting, frustrating. Children freely admit to 'raging', in other words getting angry. It can be difficult for an adult to hold back what they're thinking when behind a screen, think what it must be like for a child who is impulsive and doesn't yet have those critical thinking skills.

It's important to understand that the theory of online disinhibition isn't a reason nor is it an excuse for good or bad behaviour, it's simply one explanation of how things can go wrong.

As much as we like to have solutions to problems we see, for issues such as this there is no single solution that will help. Much of this is about developing those invaluable critical thinking skills and primarily that's through lived experience. But the knowledge of aspects such as online disinhibition can help us when we're talking to children, young or old, at school or at home. It can also help us to understand when things go wrong (that falling out on WhatsApp, or why children talk to people online they don't know, despite continually being told not to).

This is why it is important to understand the online lives of children: what they are doing, their motivations for doing it. It's why the most common 'keeping safe' strategy for parents and teachers is talking with children.

To help, I have put a few questions below. These are conversation starters which are great for discussions in the classroom or at home. Importantly, try to apply it to their real online lives, such as gaming or use of social media.

QUESTIONS

- Is "think before you post or share" an appropriate message? Why? Does it always work? (Think fast-paced games or responding to group WhatsApp messages).
- Have you ever posted something and then realised that you shouldn't have posted it? What did you do when you realised? If not, what would you do if it did happen? (Think delete, apologise if it's too late to delete).
- Do you think your emotional state can determine what you post? (Think fast-paced games, using social media when feeling down or upset).

Alan

Internet Matters are continually putting out incredibly useful information and resources for parents, the latest of which is The Online Together Project.

A common concern is how do you strike up conversations about certain topics with children? It's a very understandable concern, particularly if you don't know a lot about a topic, and that's where The Online Together Project can help.

It is designed to help children (6+), parents and carers to develop their critical thinking skills, encouraging a positive and inclusive culture online by:

• Helping children to be prepared and respond to experiences they may encounter online.
• Encourage confidence using technology regardless of background.

The first phase of the project looks at tackling gender stereotype. It's an interactive tool can be used alone, together with their peers, in the classroom or at home with parents and carers.

Essentially the tool is a quiz, but it's more than that. You start by picking your age (6-10, 11-13, 14+), the number of players and whether you are playing with an adult. You then get to choose an avatar and start the quiz.

After each answered question you will be informed if the answer was correct, which is then followed by a 'What you need to know" section, advice for parents and carers and further questions to discuss.

It's a wonderful addition by Internet Matters and I'm sure many parents will find it useful. I would also add that I think it could be really useful in the classroom to strike up conversations, discussion and debate.

https://www.internetmatters.org/the-online-together-project/

Question 1: What interests do you think most people who like to watch gaming videos online have?

They spend all their time gaming for hours and don't really have any other interest but gaming.

Anyone can like watching these types of videos, they could have a range of things they like to do.

They often only socialise with online friends rather than real friends.

CHECK YOUR ANSWER

SNIPPETS

TikTok

TikTok have been making a lot of good changes over the last few months as well as creating guides for users and their parents/caregivers. All of these changes are detailed on their Safety Centre which you can find **HERE.**

There is also a comprehensive TikTok guide for parents on the Internet Matters website which you can find **HERE**.

The Ann Craft Trust and The Marie Collins Foundation have collaborated to produce a resource to help parents of children with autism understand various online risks.

You can download a really useful leaflet which helps with talking to your child about sexual abuse, spotting the signs and much more.

Download the leaflet HERE.

Sexual Abuse Online

Helping my autistic child

In this booklet you will find information about what online harm is and ways you can effectively help and support your children.

MCF The Marie Collins Foundation

ann craft trust

Lego have created some activities for parents of younger children to talk about digital safety and wellbeing. These look really good and are free. See HERE for more information.

Online Harms & Cybertrauma Advisor, Consultant, Author and Gaming/Tech Therapist. Clinical & PhD Researcher. Child/Adult Trauma Psychotherapist. Podcaster, Vlogger, Blogger. Polymath.
Expert in helping you understand human behaviours in a world of technology. Using technology to help you understand yourself.

Web: www.cybertrauma.com
Twitter: @nibzy

From Alan

It's quite rare I allow advertising in this magazine unless:

1. The product is free or

2. It is something different to the norm and I feel will be of significant benefit to professionals and parents.

Regular readers of this magazine will know that Cath is a regular contributor and gives valuable insights into her ground-breaking work, but lately she is incredibly busy on a number of projects, her clinical practice, research and a brand new book.

It is the latter I want to mention here: Children, Technology and Healthy Development. Myself and others reviewed this book before publication and I think it is fantastic. I have not been paid for saying this, I do not receive a commission, not even a packet of chocolate HobNobs, but I do think it is very different to everything else out there.

It takes many complicated theories and turns them into meaningful insights which anyone can understand. From the workings of the human brain, to gaming, social media, addiction, trauma and everything in-between, Cath takes us on a journey discussing the online world; the difficulties many of us face with children, the myths, the realities and, most importantly, clear and practical guidance.

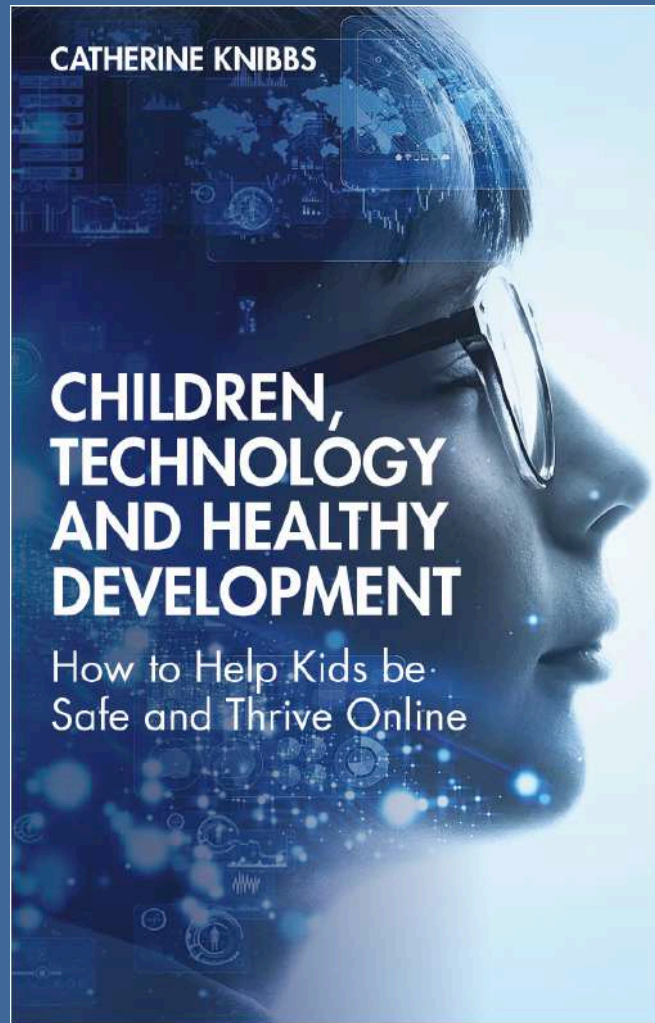Why does online gaming trigger so much fear for parents?

Are we addicted to technology?

How can we identify vulnerability?

I can highly recommend this book from Cath, further details on the following page.

Alan

UKCIS
Digital Passport

Internet Matters have been producing some amazing content recently. As well as the Online together project mentioned a few pages ago, they have also released a new resource for care experienced children and young people, and their carers.

The Digital Passport is a communication tool created to support children and young people with care experience to talk with their carers about their online lives. Although aimed at parents, I think this would be an excellent resource to use in schools too.

There are three parts to the passport which provide structure and resources to support open conversations. For more information and to download the free resources see **HERE**.

Privacy and Security Checklist

Roblox is a hugely popular game. With hundreds of millions of users and the means to interact with others all around the world there still seems to be a common misconception that this is a game that is played by younger children, but this isn't the case, it's popular across all ages. The vast majority of players just want to play and have fun, but when you have that many players and the ability to communicate with anyone the risks related to content, contact and conduct are enhanced. So it's important to know what settings are in the game, and apply the settings that are appropriate for your child. It's also vitally important that parents are vigilant. In one recent case I'm aware of a child was chatting to what was supposedly another child within Roblox. This other 'child' talked the young girl how to set up a TikTok account without her parents finding out. Once this was done the girl was groomed via private chat on TikTok.

South West Grid for Learning have a really useful guide which takes you through all the settings that are available and how to apply them. For schools, it's worth asking the children what settings are available and how to apply them. Commonly I find they don't know. The guide is free and can be downloaded **HERE**.

INSTAGRAM CHANGES

Instagram have made changes to their accounts so that all users who have a DOB under the age of 16 for the UK on their account, will automatically be moved to a "private" account, this is to aim to stop most unwanted contact on the platform towards minors, including stranger contact which has become more and more common since the first lockdown as reported by the users themselves. _Find out more...._

THE CURIOSITY BEAST

We are welcoming you to the Curiosity Beast, a curious little creature who will go through a journey with you in the real world, he helps grown ups and children alike and will let you know how he is feeling about certain things happening in the Online Safety world and ask how you're feeling about this also.

A Digital World, Safer. ❤️

Tap Icons For More Info

Playstation Parental Controls

Nintendo Switch Parental Controls

Xbox Parental Controls

MOTIVATION & POSITIVITY IS KEY TO ALL LEARNING

"

"Mother Nature is providential. She gives us twelve years to develop a love for our children before turning them into teenagers."

- WILLIAM GALVIN
#MondayMotivation

"

"Why don't kids understand their nap is not for them, but for us?"

- Alyson Hannigan

Online Safety UK

Online Safety UK

"WHEN YOUR CHILDREN ARE TEENAGERS, IT'S IMPORTANT TO HAVE A DOG SO THAT SOMEONE IN THE HOUSE IS HAPPY TO SEE YOU."

— NORA EPHRON

#MondayMotivation

"IT JUST OCCURRED TO ME THAT THE MAJORITY OF MY DIET IS MADE UP OF THE FOODS THAT MY KIDS DIDN'T FINISH."

- Carrie Underwood

Online Safety UK

Online Safety UK

ONLINE INDEPENDENCE IS GROWING

Lee Haywood

One of the most important points for us here in the Online Safety Sector is the need for up to date and credible research that is done on a regular basis. This is also one of the largest gaps that hinders many professionals from creating an effective learning package for their audienace. This is something we are changing.

We completed a survey of over 7,000 participants in Spring 2021 covering a wide range of questions and situations. We will provide you with our key findings in each edition of this newsletter. We are always looking for new schools, parents and children to be a part of our next research projects, if you're interested in this, sign up below.

in 2021 we've had the first opportunity to see the real changes in behaviours involving technology and how those changes may be having a positive or negative effect on it's users. The major positive that we've found is that children's independence has increased significantly but there are added risks that come with this.
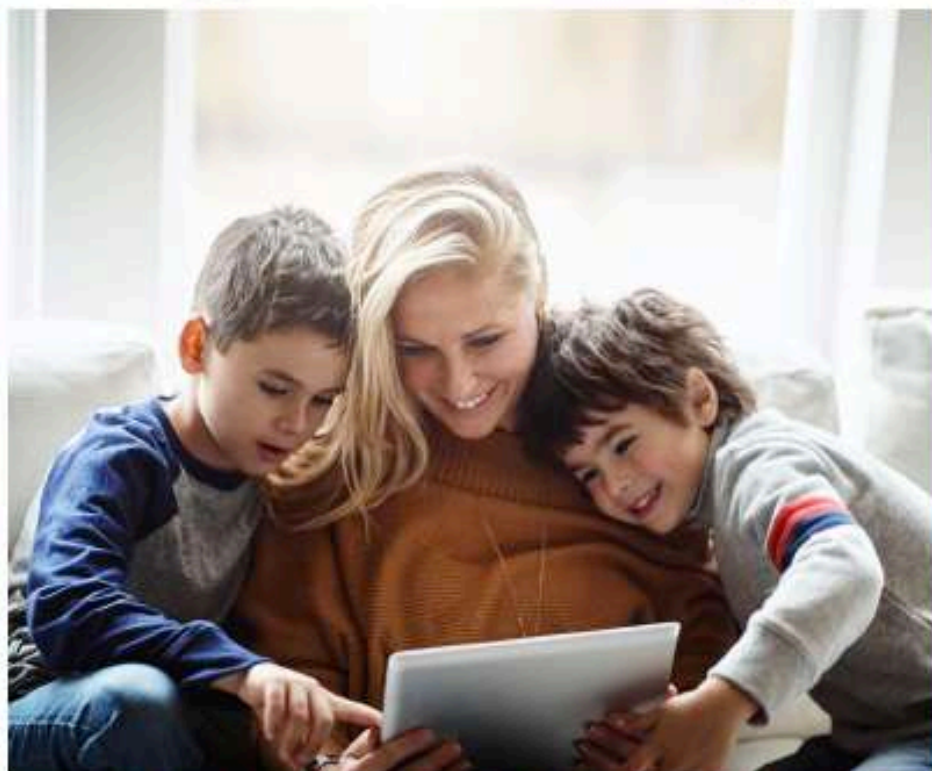
Become a part of the change by opting in to our future research projects

✉

78% OF 11-12 YEAR OLDS *DISAGREE* WITH THE STATEMENT "YOU SHOULD NOT SPEAK TO STRANGERS ONLINE."

But why? We believe the fact that online gaming at an early age encourages stranger interaction to complete the objectives of the game and that there has been nothing bad happen to them during these interactions which adds validation to the fact that us adults just "don't get it" anymore. Also, the message "You should not speak to strangers online" is further tarnished by our own actions, whether that's online dating, the use of social media ourselves or the influencers on social media around them.

So should you be worried? Every parent is going to worry about stranger contact online, some of which is massively inappropriate to say the least, **but what are your options?**

- Try the softer approach of checking in and talking about their interactions online.
- If you have a child who isn't wanting to engage willingly, consider free parental support apps like the ones mentioned above for consoles, which will allow you to see friendships as they develop, from your own device.
- Consider how these stranger connections appear to be changing the behaviours of your child. Increased secrecy, or a real want to be online to speak with this person are little warning signs that may require some conversation to understand what is happening.
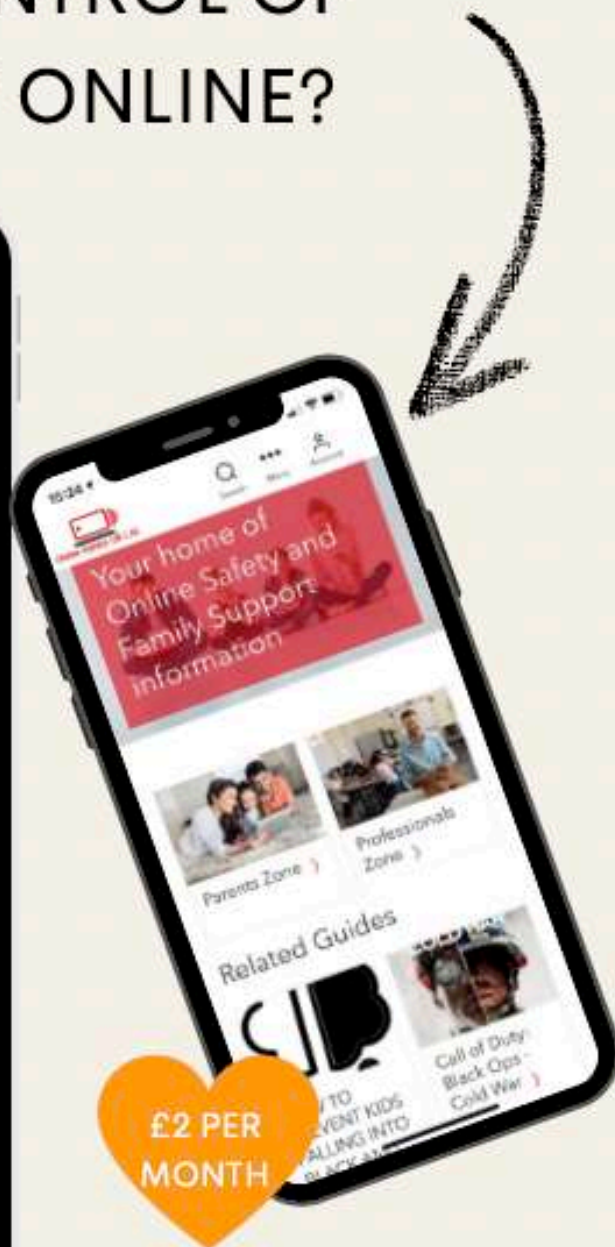
FREE

THURSDAY 30TH SEPTEMBER – 8PM

Lootboxes & Microtransactions

Spend 45 minutes talking about why in game purchases have become so important to the gaming industry, why they are so hard to resist for the users of all ages and how to help put measures in place to stop unwanted transactions occurring as the 14 day cooling off period does not apply to digital currency such as these.

BOOK YOUR FREE SLOT NOW

The Curiosity Beast

I have a question...

Have you had unwanted transactions from games consoles before? If so, come along and let us stop that from happening again...

RESOURCES FOR PARENTS

I'm quite often asked what the best resources for parents are. Not an easy question to answer as it would depend on what your concerns are, your level of knowledge, or a particular risk that you would like more information on.

As well as the links from the articles in this magazine, below are 4 of what I believe to be the best,

Common Sense Media
To learn more about the games or apps your children are using, Common Sense Media covers thousands, which includes advice and reviews from other parents:

https://www.commonsensemedia.org/

Internet Matters
Tons of age-specific related information created specifically for parents. Includes information to set up devices.

https://www.internetmatters.org/

YouTube
With over 5.5 billion videos, if you need to know something there's a good chance it's here. Use simple searches such as, "What is..." "How do I..."

https://www.youtube.com

School
The school your child goes to is a wealth of information. If you're not sure or don't know where to turn to, they can and will help. Find out what what your child does in school about online safety so that you can replicate the same advice at home.

Contribute to the magazine

I'm always on the lookout for great content to share with schools and parents, but I also know that people have their own individual stories to tell. This information can be hugely beneficial for everybody.

• Are you a parent who has experienced something with your child? What was it and what did you do? Has your child experienced something and would he/she like to share their advice with others?

• Are you a school that has experienced a series of incidents? How did you tackle this? Do you have an innovative way to engage with specific online safety topics in the school?

• Do you have an opinion or a thought-provoking idea?

Drop me an email and let me know your thoughts. Everything can be kept anonymous if you wish.

Alan Mackenzie

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