

## Report your concerns to 10 of the main online service providers

Ask FM <a href="http://safety.ask.fm">safety.ask.fm</a>	If your child comes across inappropriate content on Ask.fm, click the flag next to the post and select the reason why it's inappropriate.
Disney Club Penguin <a href="http://bit.ly/PCsafety">bit.ly/PCsafety</a>	Just click on the Penguin avatar and then the 'M' icon to report a mean or inappropriate player.
Facebook <a href="http://bit.ly/FB_report">bit.ly/FB_report</a>	Facebook has tools for reporting inappropriate behaviour, including suspected grooming on every piece of content.
Google <a href="http://bit.ly/google_report">bit.ly/google_report</a>	If you've set up 'Google Safe Search' but your child is still able to access inappropriate content, report it to Google for investigation.
Instagram <a href="http://bit.ly/IGhelpcenter">bit.ly/IGhelpcenter</a>	To report a post tap the 3 dots below it, then select 'Report inappropriate' and follow the instructions.
Moshi Monsters <a href="http://bit.ly/MM_help">bit.ly/MM_help</a>	To report inappropriate pinboard messages, click the 'X' or 'M' button on the message.
PlayStation <a href="http://Bit.ly/PS_Grief_Reportin g">Bit.ly/PS_Grief_Reportin g</a>	To report unwelcome messages via the 'XMB' menu, under 'Friends' select the message on PS3 or highlight the message you'd like to report on PS4. Press the triangle button and select 'Grief Report' on PS3 or 'Submit Grief Report' on PS4.
Twitter <a href="http://bit.ly/TW_help">bit.ly/TW_help</a>	To report an abusive tweet, tap the three dots next to the tweet and select 'Report' Chose 'It's Abusive or Harmful'. To report a user's profile, click or tap the gear icon on their profile and follow the same process. In both cases you will be asked to provide further information.
Vodafone <a href="http://bit.ly/VFsupport">bit.ly/VFsupport</a>	If you want to report inappropriate content or conduct related to your child's Vodafone mobile, click on 'Contact us' at the bottom of the Vodafone website to see your options.

YouTube  
[bit.ly/YT\\_flagging](http://bit.ly/YT_flagging)

If you think a video violates YouTube's Community Guidelines, you can flag it by clicking on the 'More' button below the video player, the highlighting and clicking the 'Report' button in the drop-down menu. You will then need to click on the reason for flagging the video and provide further details.

## Report your concerns to the Police and other Authorities



### National Crime Agency, CEOP Command

CEOP is the child protection section of the National Crime Agency. If someone has acted inappropriately towards your child or another young person online (eg engaged in sexual chat or insisted on meeting up), you should report them directly to CEOP.

[bit.ly/CEOP\\_report](http://bit.ly/CEOP_report)

### Internet Watch Foundation

If anyone in your family comes across online child sexual abuse or criminally obscene adult imagery, notify the Internet Watch Foundation. Reports are confidential and can be made anonymously. Click 'Report Criminal Content Here' and follow the on-screen instructions.

[lwf.org.uk](http://lwf.org.uk)

### ParentPort

To report something you have seen online, on TV, in a film, in an advert, in a video game or in a magazine that is unsuitable for children, go to 'Make a Complaint'. Select an option and follow the instructions.

[parentport.org.uk](http://parentport.org.uk)



# Somerford Primary School



## Keeping Safe Online

2016—2018

## Parental controls on your home internet

Did you know that many internet service providers in the UK offer free parental controls? If you are a BT, Sky, TalkTalk or Virgin Media customer you can decide on which kind of online content your family can access.

## BT

BT Parental Controls come free with any BT broadband package. There are three pre-set filters, plus the option to create your own and even set filters for certain times.

[Bit.ly/BYParentalControls](http://Bit.ly/BYParentalControls)

## SKY

'Sky Broadband Shield' works on all devices connected to your Sky home broadband and comes at no extra cost. You can choose between three age categories (PG, 13 and 18) or customise the protection according to your needs. The Watershed feature lets you set tighter controls at specific times of the day, when your child might be online.

[Bit.ly/skybroadbandshield](http://Bit.ly/skybroadbandshield)

## TalkTalk

'HomeSafe' is free to all TalkTalk customers and lets you customise filtering preferences from nine different categories and block individual websites. The 'Homework Time' tool restricts access to content that might distract children during core homework hours.

[Bit.ly/TTprotect\\_your\\_family](http://Bit.ly/TTprotect_your_family)

**INTERNET MATTERS** was launched in 2014 to provide advice for parents about online safety and a range of other issues relating to digital technology.

[internetmatters.org](http://internetmatters.org)



Virgin Media's 'Web Safe' works on any device that is connected to its home network. Provided free in broadband packages, it includes 'Child Safe' which helps to block websites unsuitable for young users, and 'Virus Safe', which blocks websites that may have viruses and other security issues.

[Bit.ly/VM\\_security](http://Bit.ly/VM_security)



Parental controls are available to anyone with a Vodafone Broadband service and protects all devices connected to the home network. Once you have opted in, the controls prevent access to inappropriate online content, such as violence and gambling, as well as to websites that could pose security threats.

[Bt.ly/VF\\_safety](http://Bt.ly/VF_safety)

**THE PARENT ZONE** can help parents with any dilemmas and queries, including those about technology.  
[www.theparentzone.co.uk](http://www.theparentzone.co.uk)



www

## REPORT ONLINE CONCERNS

If something goes wrong online you need to know what action to take. As with any concerns you might have about your child, you will have your own way of talking to them about it. For more serious issues, you might also feel that you need to report it.

There are many ways you can report inappropriate (eg bullying) and potentially illegal online content. Reporting content to an online provider does not guarantee that it will be removed but they take safety and security very seriously so they will investigate and take the appropriate action.

If you sense that your child or another child is in immediate danger, call 999 or contact your local police.

See the back page of this leaflet for agencies you can contact for further advice.

