



# Enfield Online Safety guidance - Based on the TECH approach.

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Enfield guidance is research-based, comprehensive and designed to genuinely help parents and to safeguard our children. It is based on the TECH approach.



**T**

## TALK

Encourage two-way communication with your child

**E**

## EDUCATE

Stay informed about the latest online risks

**C**

## CO-VIEW

Spend time online together

**H**

## HOUSE RULES

Set clear rules for internet use





## TALK

Encourage two-way communication with your child

### Talk to your child about their internet use and safety

**Talking to your child, and making sure your child feels able to talk to you, is the number one way to protect your child.**

Children want to be able to talk through online issues with a trusted adult and know that they will be welcomed and well received.

A recent study with a cyber-bullying focus (Mulhall, 2023) found that children preferred regular online safety guidance from their parents and wanted these discussions to occur at least once a week. As a parent/carer, you know your child best! Your child might need daily or weekly talks about their internet use and staying safe online.

### Have meaningful conversations about how they use the internet

**Be Curious!** Ask your child how they use the internet and what they enjoy doing.

How did you do that?  
Will you show me?

How did you decide the settings for this game?

Would you do it any differently next time?

Did you block them?  
Why/why not?

What outcome are you aiming for?

How do you decide which comments to report?

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How would you react if your child told you about a problem they were having online? What if it was their 'fault' to begin with?

How does your child know that it is safe to share worrying things with you?

**Welcome your child if they want to ask you a question or tell you about a problem, even if they've done something unwise themselves**



**E** **EDUCATE**  
Stay informed about the latest online risks



## ACTIVITY: Quick Quiz

Question	Answer
The majority of parents do not believe their child has viewed pornography online. What percentage of children report that they have viewed pornography by the age of 14?	
What percentage of children have had online sexual interaction with an adult?	
How many unique child sexual images are recorded in the Child Sexual Abuse Database (figure from 2019)?	
What percentage of children have accessed hateful content online?	
Online suicide and self harm sites have been indicated in what percentage of young suicides?	
Alexander McCartney from Co Armagh was sentenced to 20 years in jail for what?	
What is the number one way we can protect our young people from online harm?	



Question	Answer
The majority of parents do not believe their child has viewed pornography online. What percentage of children report that they have viewed pornography by the age of 14?	<b>94% (10% by the age of 10)</b>
What percentage of children have had online sexual interaction with an adult?	<b>5-25%</b>
How many unique child sexual images are recorded in the Child Sexual Abuse Database (figure from 2019)?	<b>8.3 million</b>
What percentage of children have accessed hateful content online?	<b>Up to 69%</b>
Online suicide and self harm sites have been indicated in what percentage of young suicides?	<b>25%</b>
Alexander McCartney from Co Armagh was sentenced to 20 years in jail for what?	<b>Catfishing: Alexander McCartney jailed for minimum of 20 years - BBC News</b>
What is the number one way we can protect our young people from online harm?	<b>TALK</b>





## EDUCATE

Stay informed about the latest online risks

Learn as much as you can about games, platforms, parental controls and the benefits and risks of online activity

### Step 1

**Check them out! Understand the games, apps and platforms your child is most likely to use**

The number one way you can understand how games and apps are structured is to download them and use them yourself before allowing your child access.

### Step 2

**Understand the terminology**

### Step 3

**Understand how to set up parental controls and filters in your home and on your child's devices**

### Step 4

**Understand the key benefits**

### Step 5

**Understand the key risks and read the statistics**



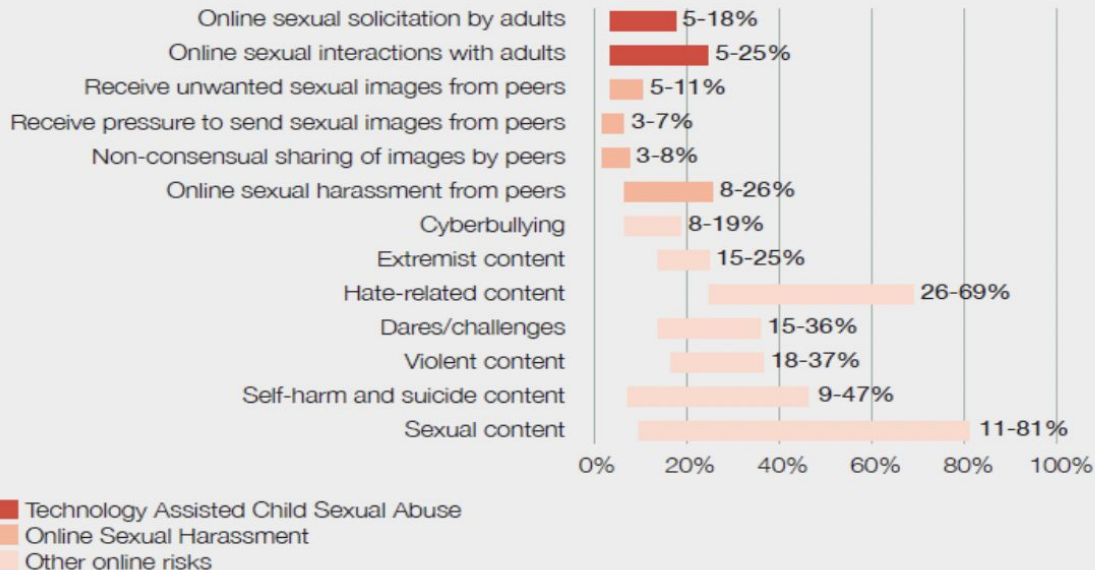
## EDUCATE

Stay informed about the latest online risks

### Step 5

Understand the key risks and read the statistics

### Prevalence of children's exposure to sexual online risks and a range of other online risks



Reference: [Online Risks to Children: Evidence Review Main Report \(nspcc.org.uk\)](https://www.nspcc.org.uk)





## CO-VIEW

Spend time online together

### Interact with your child online

Be involved. Be interested. Make sure your child knows that their online world is important to you too. Have your own profiles, join in games, send messages and ask your child to teach platform features to you.

**ACTIVITY:** What does your child like to do online? How much do you know about their favourite games and apps?

### Model appropriate online behaviour

Your child looks up to you as an example. Children learn how to use the internet from their parents, family members and friends, even if they use it for different things. They learn how to use the internet (e.g., searching for information, entertainment, socialising etc), learn when to use the internet (i.e., what time of day), how much time to spend online (from a few minutes to hours), how to interact with others, and how to be safe online. This also includes turning off content that is not appropriate and explaining why it's not appropriate.

**ACTIVITY:** Reflect on the questions to the right. You can find this on p18 of the guide.

Reflect on some of these questions. Use the spaces below to jot down your answers.

- How much time do I spend on digital devices daily? At what times do I use my phone?
- What type of content do I usually consume online?
- How do I use social media apps? How do I engage in positive, respectful conversations online? How do I handle conflicts or disagreements in online spaces?
- How do I filter and block content on my own device? How do I keep my online activities secure (e.g. strong passwords, sharing personal information)? Am I careful about the websites I visit and the links that I click? How do I critically evaluate fake news or misinformation?
- How do I show a balance of offline and online activities to my children? How do I follow my own online advice for my children?

What would you like to change about your current online habits?

*If you want to make changes, start making regular small changes!*



**CONNECT** – meet up with friends and family both offline and online.

**BE ACTIVE** – keep moving! Take part in sports and exercises that make you feel good and are highly enjoyable for you.

**TAKE NOTICE** – remember the good times! Take the time to reflect on things that make you happy, savour positive moments and practise mindfulness.

**LEARN SOMETHING NEW** – learn a new skill like a new recipe, a language, or something creative.

**GIVE** – do something nice for a friend/family member or help your local community.



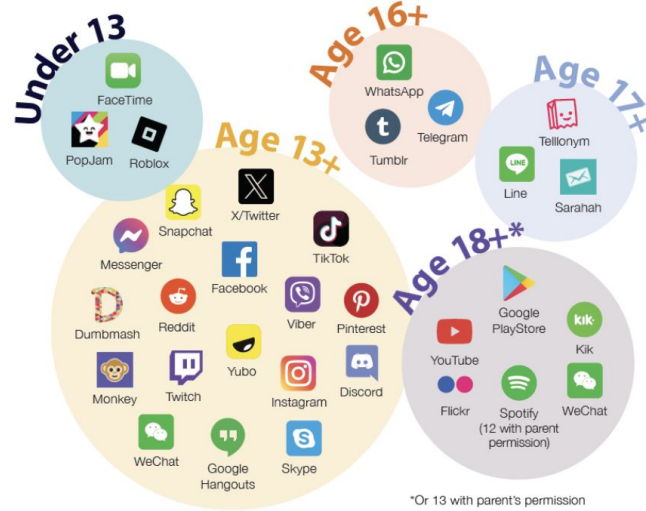


## HOUSE RULES

Set clear rules for internet use

### A guide to the minimum age restrictions in place for popular social media platforms

What is the minimum age for account holders on these social media sites and apps?



Note: WhatsApp has changed its age rating to 13+



### App Store (Apple)



## Minecraft: Play with Friends

Build, Craft, Explore & B...

£6.99 In-App Purchases

95K RATINGS

4.5



AWARDS

Editors' Choice Apps

AGE

9+

Years Old

### Google Play (Android)



## FarmVille: Harvest Swap

Zynga · May 26, 2018 · Everyone

Puzzle

Offers in-app purchases

This app is compatible with all of your devices.

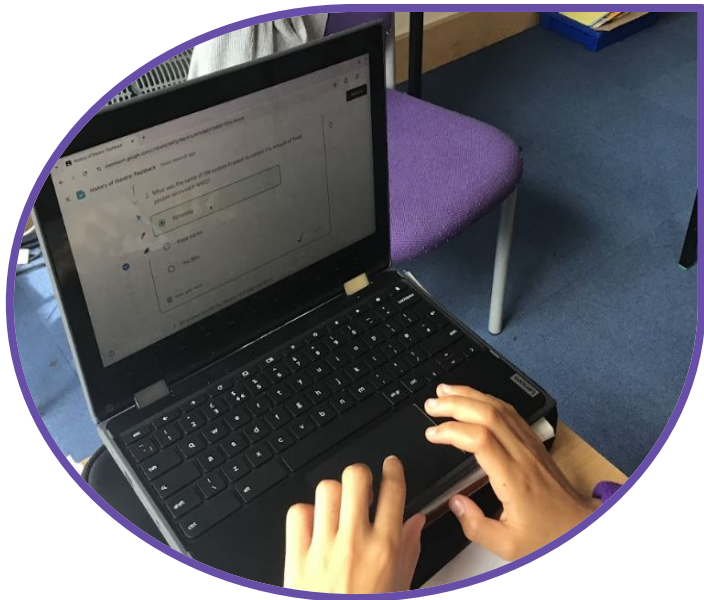
★★★★☆ (3,756)

Top Developer

### PEGI



- Clear guidance on age restrictions for apps and games
- Step by step instructions for setting up parental controls and filters
- Recommendations for house rules



## HOUSE RULES

Set clear rules for internet use

### Restrict online activity to daytime and communal areas

You wouldn't allow your child to wander unaccompanied around a city late at night, not knowing who they were interacting with or what they were doing. Apply the same supervision and care to your child's online activity.

Ensuring online activity occurs primarily in communal spaces provides an extra level of supervision and means your child will feel more able to approach you for support if something concerns them online. Additionally, restricting device use to daytime and communal areas allows your child space to unwind, to interact with their household, and to sleep soundly at night.

Your house rules should include boundaries about where and when devices are used. Most devices and Wi-Fi hubs have settings which switch off online activity for specific devices between specific times.

### Use filters and parental controls

It is your responsibility to understand how to set parental controls on your child's devices and to ensure these are in place. There are many instructional videos available online. The following links may be useful to you:

#### ACTIVITY:

What are your house rules at the moment?

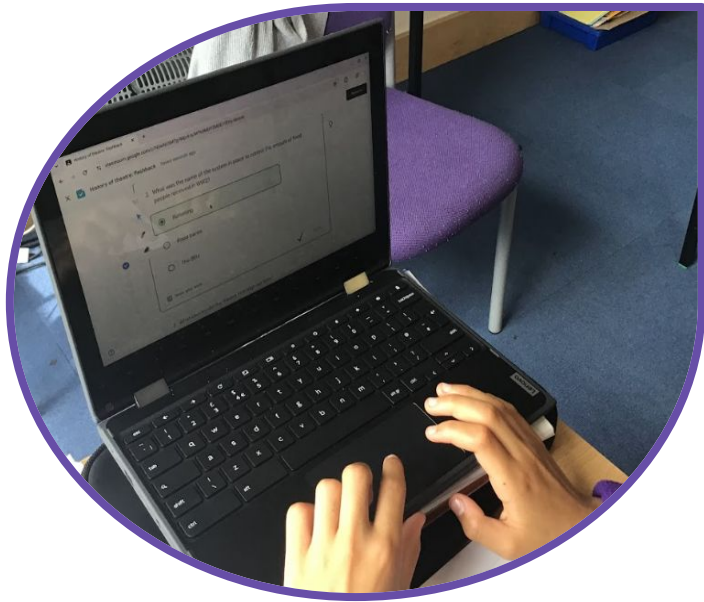
What house rules would you like to have now?

What filters and parental controls have you already got in place?

What do you need to do next?

### Step by step instructions on how to set up parental filters and controls: p24

- How to set up parental controls on a range of devices, apps and providers: [Use Parental Controls to Keep Your Child Safe | NGPCQ](#)
- How to set up parental controls on an iPhone or iPad: [Use parental controls on your child's iPhone and iPad - Apple Support](#)
- How to set up parental controls on an Android phone: [How to Put Parental Controls on Android: Step-By-Step Guide | bestparentalcontrolsapps.com](#)
- How to set up parental controls on an Amazon Fire tablet: [How to Set Parental Controls on Your Amazon Fire Tablet | Digital Trends](#)
- How to set up parental controls on an Amazon Alexa/Echo: [Set Controls for Amazon Kids on Alexa with the Parent Dashboard - Amazon Customer Service](#)
- How to set up parental controls on Xbox: [Xbox family settings: peace of mind for parents | Xbox](#)
- How to set parental controls on PlayStation: [Parental controls \(UK\) | playstation.com](#)
- How to apply filters and parental controls on your home internet provider (UK Safer Internet Centre): [Parental controls offered by your home internet provider - UK Safer Internet Centre](#)



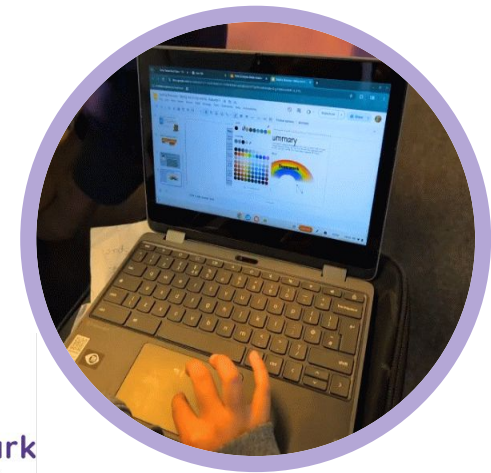
### **ACTIVITY:**

What is the balance of digital and non-digital play in your home?

How do you spend time with your child?

How would your child like to spend time with you?

What would you like to do differently?



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# Recommendations for phone ownership

**There is no perfect age for a young person to receive their first phone and research in this area is still developing.**

Studies have shown that the age a child first owns a mobile phone is linked to the age they first view pornography and is also linked to heightened risk in many other areas (Children's Commissioner for England, 2023).

It is our recommendation that children under the age of 11 do not have their own phone and that the devices they do use are closely monitored and restricted.

It is our recommendation that smartphone use is delayed until at least age 14, and ideally until age 16. We also recommend that any device a child uses is always monitored and restricted and that family boundaries are agreed.

We recommend that caregivers agree a written contract with their child when first presented with any device, and revisit this regularly. This includes a restricted device. An example is given below for a restricted smartphone. It can be adapted for any device and family circumstance. A further example can be found here: [www.internetmatters.org/resources/digital-family-agreement-template](http://www.internetmatters.org/resources/digital-family-agreement-template).

A useful 'First Phone Checklist' can be found here: [www.childnet.com/wp-content/uploads/2022/04/First-phone-checklist.pdf](http://www.childnet.com/wp-content/uploads/2022/04/First-phone-checklist.pdf)

**AGE 11+**  
for a basic phone or highly restricted smart phone without internet access or social media

**AGE 14+**  
for a smart phone with parental controls

\*\*\*\*\*

Agree a contract with your child to encourage responsible phone use.

## EXAMPLE RESTRICTED SMARTPHONE CONTRACT

This phone is a restricted smartphone. There is no internet access, no social media and most apps are restricted. There is access to standard messages, email, a safe messaging app (Starz), maps, tools, Google Classroom and some games.

[Child's name] agrees to:

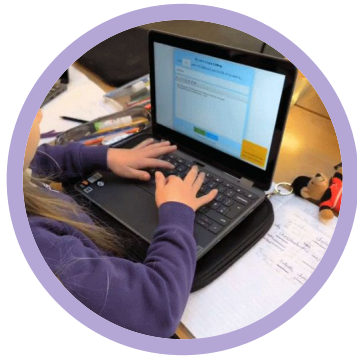
1. Use this phone responsibly and with kindness
2. Talk through anything which causes concern, however small and whatever your part in it has been
3. Keep school rules regarding phone use
4. Not alter any settings, restrictions, or hide content
5. App additions will be agreed by a parent
6. Notifications and locations will be shared with a parent
7. The phone has "downtime" enabled between 7pm and 7am each day. It cannot be used between these times
8. The phone is not allowed in bedrooms and will be kept in [a communal space] overnight
9. Parents may check the phone from time to time
10. Parents may make alterations to settings from time to time

[Parent/carer] agrees to:

1. Respect [child's name] privacy, aside from occasional checks
2. Discuss and fully consider any requests to change this contract or any settings on the phone

Signed [child]:.....

Signed [parent/carer]:.....



## Common Issues and Possible Solutions

### *My child needs a smartphone to talk to extended family members.*

Keeping in touch with family is important, however, we do not recommend that children have their own unrestricted smartphone, nor that they have unsupervised use of social media or communication apps which are not suitable for their age. In particular, WhatsApp can seem harmless but because of both its encryption ability and its use in large groups where bullying/abuse can often occur, it is a common source of harm. We suggest children use alternative ways to communicate with family members.

### *My child needs their smartphone for an alarm in the morning, so they have to have it in their bedroom.*

We suggest you find an alternative alarm, such as investing in an alarm clock.

### *My child has Type 1 Diabetes (or other medical need) and needs a smartphone to connect to their monitor.*

This is clearly an exceptional circumstance and the child does need a smartphone to enable their medical device. However, the smartphone does not need social media or internet access and should be restricted to the medical functions only.

### *I don't know how to enable or my child's device.*

It is your responsibility to learn how to use a device. We do not recommend that you have an unrestricted device. We recommend you set the house rules and keep your child safe when they are in your care. You could ask other parents to attend the online e-read the TCH guidelines.

### *My child spends half the week parent, who doesn't restrict. There's no point in me restricting it doesn't happen everywhere.*

We recommend you set the house rules and keep your child safe when they are in your care. You could ask other parents to attend the online e-read the TCH guidelines.

### *Children will override any rule placed on their device.*

Research shows that children will ensure you have enforced controls. Have agreed a contract with your child on their setting controls on the device communication with your child is open.

### *Children won't talk to adults online issues.*

Research shows that children will approach their trusted adults if worried about an online issue. A reluctant to discuss issues, if they consequences like parents confide or children may find it difficult to talk subjects. We recommend that you and openly with their children. On to discuss their issues and be able how to manage specific situations.



Keep Your Child Safe Online | A Guide for Parents

### *How do I protect my child from content they might see on someone else's device?*

You can and should take precautions to ensure your child is safe at home, at school and through friendships and other relationships, but you cannot manage every avenue of exposure and risk. We would recommend that you talk with your child about the possibility they may view something unpleasant or risky on someone else's device and discuss the ways they could both avoid this and how they could manage certain issues should they arise. Encourage your child to come to you if they've seen anything which worries them and welcome open discussion about tricky situations. Talk to your child about the person they would like to be and how they could enact this in practice now. This will help your child to problem solve and to manage issues responsibly, and will give you greater peace of mind as a parent.

### *All my child's friends have WhatsApp, Snapchat and TikTok. My child will be bullied or feel left out if they don't have access.*

It can be difficult to balance safety with your child's emerging independence and desire to communicate with their peer group. This is true of allowing your child to go out of the house independently or engage in certain risky behaviours as well as using online communication tools. As a parent/carer, you have to weigh up the risks and opportunities offered by accessing social media. Although social media offers the opportunity to connect with others, it is your responsibility to keep your child safe whatever the pressures may be. Additionally, we would recommend that you encourage your child to meet up regularly with peers in person and also have time away from friends at home. These are both important for rest, reflection and general well-being.

### *My child has Special Educational Needs (SEN) and needs to watch YouTube while playing asleep.*

Children with SEN are especially vulnerable to online risks, such as online bullying, and YouTube is also associated with many risks such as exposure to inappropriate content. We recommend that our guidance is followed for all.

### *My child needs a smartphone because they walk to and from school on their own.*

Having a smartphone on your person increases the risk of mugging and distraction while walking. There are countless alternative ways that you can track your child or your child can contact you if needed, for example an alarm, a smartwatch or basic brick phone, or a REACH-FEAR device. A fully restricted smartphone without apps, internet access or social media is also an option once your child is over the age of 11.

### *My child has had unrestricted internet access for years. How can I impose restrictions now?*

Talk to your child. Discuss the concerns you have and agree some rules together. Your child will likely have some issues themselves, and may tell you about their own worries and how you could help.

We would recommend you start with:

- T TALK**  
Make sure you have open communication with your child and that they feel able to come to you with any worries.
- E EDUCATE**  
Explain some of the key risks and what is worrying you. Be ready to listen too.
- C CO-VIEW**  
Spend time getting to know what your child likes to do on the internet. Allow them to show you their favourite things.
- H HOUSE RULES**  
Agree some simple boundaries to begin with, such as keeping devices in communal areas overnight and introducing restrictions for some sites and apps.
- T TALK**  
Back to talking: keep your communication friendly and clear. Encourage your child to monitor their own internet use and praise them when they come to you with a concern. Agree a way forward together.



**Thank you:  
Any  
Questions?**