

Remember...

- It is rarely as bad as it feels at the time.
- **There are a number of people who will help you, no matter what has happened.**
- The longest journey starts with a single step and the first step if something has gone wrong is to tell someone you trust who can help you.
- **You can keep yourself safe online by following the “Zip it, Block it, Flag it” steps.**
- There are a lot of new applications available and some can make changes to your privacy settings on Facebook and other social networking sites or mobile phones. Be careful what you download and use. If you don't understand the privacy implications, don't use it.
- **The number of applications that can be added to the modern mobile phone is growing at a rate of 200 per week.**
- Sometimes the best reply is no reply at all. If someone is being abusive to you in a chat room, the best thing you can do is leave them to it or not reply. Some chat rooms allow you to block users. This is the best way of dealing with it.
- **Together, we can make E-Sussex, E-Safe.**

Zip it, Block it, Flag it.

Zip It reminds you not to give out personal information over the internet, in chat rooms or by any other means. Personal information includes photographs of you, your name, address, telephone numbers, bank account details, or anything else that is personal to you. Make a list of the things you should not give out.

Block It reminds you that you have the ability to block users in chatrooms, or websites that upset you or that you do not like. Ask your parents or your teachers how to do this.

Flag it means, in short, tell someone. The reporting button is available and more and more websites are including it as standard. You can also download a version of Internet Explorer 8 with the zip it block it flag it buttons on. Flag it can also mean just talk to someone about it.

The more responsibility you take, the safer you are. Set yourself standards of behaviour that you expect from yourself and others and review them regularly.

**You do not have to put up with abuse....
....EVER.**

What to do if you are worried about the internet or mobile phones

(A guide for children and young people)

If something has gone wrong...

If you are receiving messages, emails, texts or images that are making you unhappy, **or** if you are being bullied online, **or** if you have sent pictures of yourself that you now wish you hadn't, then this leaflet is for you!

First, Don't Panic...

There is always someone who will help you, and there is nothing that we have not seen before. The first step is.....

Tell an adult you trust what has been happening.

Tell them the truth, and the whole truth, even if you have done something like sent a nasty message or sent pictures of yourself. Everyone makes mistakes and errors of judgment from time to time. **The important thing is to keep you safe and make you feel better.** You may have some lessons to learn, but you **will** be supported.

What happens when I tell someone?

They will listen to you and try to understand exactly what has been happening. They will probably not ask you too many questions while you are talking, because they need to hear it from you. Then they will talk to you about what needs to happen next.

Will they tell anyone?

The short answer to this is yes. For example, a member of a school staff has to tell the head teacher if a child in the school is unhappy or being harmed, **but** the only thing that matters is helping you. You will be

talked to throughout and you **will** be supported. Even if you have to tell your parents, someone can be with you to help.

OK, then what?

Then, what has been happening to you, (or what you have done) will be explored and measures put in place to stop the behaviour happening. If it is you who have messed up, then you will be helped to understand what happened, how it happened, and how to avoid it happening again. If you are on the receiving end of something unpleasant, then you can be assured that the help and support you get will continue until the behaviour stops.

Will it be embarrassing?

It needn't be. You will be talking to people who have experience of helping with this kind of problem.

Will I have to talk to the police?

That depends on what has been happening. If, for example, you are being bullied, threatened or pressurised into doing things that you do not want to do, then there may be a need to involve the police. Even if there is, you will be talking to officers who specialise in dealing with this kind of thing, **and** in dealing with children.

OK, so who can I tell?

Your parents or carers should be your first port of call, but sometimes that can be difficult. You can tell any adult who works in your school. They all have a duty to keep

you safe and they will be able to help you, or get you the help you need. They will also be able to support you when talking to your parents or carers about what has been happening.

I've been getting nasty messages. I sent some pretty bad ones back to make it stop. Will I be in trouble too?

It is totally understandable that you may have reacted angrily. You may have sent some strongly worded messages to the person sending you the initial message. Two wrongs don't make a right, though and there are better ways of dealing with unpleasant messages than becoming part of the problem yourself. In this circumstance, there are two outcomes. One is to get the sender to stop sending you the messages, and the other is to give you the skills of handling it better if it ever happens again.

A friend of mine is being bullied on the internet. How can I help?

You can help best by encouraging your friend to tell an adult. You can offer to go with him/her and support them. Try not to get involved yourself in trying to stop the bullying. East Sussex County Council has a special team of people who can be brought in to help with serious incidents of bullying. Your school can get in touch with them.

How can I help myself stay safe?

Ask your parents to download "Click Clever, Click Safe" from the UK Council for Child Internet Safety.