HALF TERMLY UPDATE

Welcome to our latest update! Lionheart Educational Trust is now sending out an e-safety update every half term, prior to the school holidays, in order to support parents and students. Due to the nature of widespread internet use at the moment, you will find this is a bumper edition this half-term, containing advice and support from a wider range of sources.

This update will feature resources by the National Online Safety organisation.

A FREE ONLINE SAFETY GUIDE ON CYBER RESILIENCE

In the last couple of decades, the volume of online traffic has increased exponentially – but, by and large, people's awareness of the accompanying risks hasn't grown along with it. To illustrate the scale of the issue, consider this: a report by the Internet Crime Complaint Centre found that, in the US during 2020, there was a successful cyber-attack every second. Yes: every second.

Criminals continue to find new and devious ways to attempt to hijack our online transactions and harvest our private information. To them, the smart devices that many of us now use as standard at home are simply a convenient back door into our lives – and our networks. Check out our #WakeUpWednesday guide for advice on beefing up your household's cyber resilience. In the guide you'll find tips on a number of potential risks such as how to use a password manager, how to back up your data and how to check for breaches.

A FREE ONLINE SAFETY GUIDE ON DIGITAL LIVES

Most parents frequently chat with their child about how things are going at school or what's happening in their friendship groups – but those discussions often doesn't extend to youngsters' online activities. In fact, National Online Safety conducted a recent survey which found that only slightly more than half (54%) of parents regularly talk to their children about staying safe online.

It can be an awkward topic to broach and, of course, it needs not to feel intrusive. However, just checking in with your child about their digital life can get them thinking about online safety and alert you to any issues they might be having. In support of Safer Internet Day 2023, our #WakeUpWednesday guide has some useful tips on potential ways to start those conversations.

In the guide you'll find a number of useful tips such as being as honest as possible, discussing how misleading the online world can be and creating a 'family agreement'.

A FREE ONLINE SAFETY GUIDE ON TWITTER

Twitter is a social media network which allows users to post short messages ('tweets') of up to 280 characters. Tweets can consist of text, photos, videos, audio, links, polls and GIFs – often linked by hashtags if they share a common theme or message. Hashtags receiving high levels of interest are said to be 'trending'. Twitter users can engage with other people's posts by liking, retweeting (sharing) or tweeting back (commenting on). Since the entrepreneur Elon Musk acquired Twitter in 2022 for $44 billion, the platform has undergone several major changes.

A FREE ONLINE SAFETY GUIDE ON WORLD OF WARCRAFT

World of Warcraft originally launched way back in 2004, and since then the game has blossomed into a major entertainment property. It's spawned spin-off novels, merchandise and even a Hollywood movie adaptation … but why are we still talking about it in 2023? World of Warcraft's most recent iteration, Dragonflight, launched last November and marks the game's ninth major expansion. This latest addition has attracted a whole host of lapsed players back to the game – as well as newcomers jumping into the realm of Azeroth for the first time.

In the guide, you'll find tips on a number of potential risks such as the potential for online addiction, in-game purchases and simulated violence.

A FREE ONLINE SAFETY GUIDE ON 10 WAYS GAMING CAN SUPPORT POSITIVE OUTCOMES

Gaming, of course, is phenomenally popular with children and young people. In 2021, for instance, more than three-quarters of teenagers played online games, with almost 70% of primary school aged children doing likewise. If enjoyed in moderation and supported by a healthy routine (staying hydrated, good sleep habits, taking breaks and so on), gaming can actually benefit a person's mental health. As long as we stay alert for potential risks, games can be much more than what we see on the surface: they can be a way to socialise, an avenue for creativity and a route to solving problems. Our top ten tips outline how gaming online can sometimes work to your child's advantage.

In the guide you'll find a number of potential benefits including a sense of achievement, learning about teamwork and encouraging creativity.

12 Top Tips for
BUILDING CYBER RESILIENCE AT HOME

As a society, we're increasingly using technology and tech services in the home. Digital assistants which can adjust the heating or turn lights on and off; streaming services for shows and movies on demand; games consoles; smart speakers; phones; laptops … the list goes on. As we introduce each new gizmo to our homes, however, we increase the level of threat from cyber criminals. It's essential, therefore, that we learn to become more cyber resilient in relation to the devices and digital services that the people in our household use.
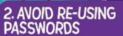
WHAT IS 'CYBER RESILIENCE?'

Cyber resilience focuses on three key areas: reducing the **likelihood** of a cyber attack gaining access to our accounts, devices or data; reducing the potential **impact** of a cyber incident; and making the **recovery** from a cyber attack easier, should we ever fall victim to one.

1. PASSWORDS: LONGER AND LESS PREDICTABLE

The longer, less common and predictable a password is, the more difficult it becomes for cyber criminals to crack. The National Cyber Security Centre's 'three random words' guidelines are ideal for creating a long password which is easy to remember but hard to guess.

2. AVOID RE-USING PASSWORDS

When you use the same password across different logins, your cyber resilience is only as strong as the security of the weakest site or service you've signed up for. If cyber criminals gain access your username and password for one site or service, they'll definitely try them on others.

3. USE A PASSWORD MANAGER

A good way to juggle different passwords for every site or service you use is to have a password manager. This software stores all your passwords for you, so you simply need to remember the master password. LastPass, Dashlane, IPassword and Keeper are all excellent password managers.

4. BACK UP YOUR DATA

Keep a copy of your data using OneDrive, Google Drive or another reputable cloud-based storage solution. If it's extremely important or sensitive information, you could even decide to keep more than one back-up version – by saving it to a removable USB drive or similar device, for example.

5. ENABLE MULTI-FACTOR AUTHENTICATION (MFA)

Multi-factor authentication is where you need access to your phone (to receive a code, for example) or another source to confirm your identity. This makes it far more difficult for cyber criminals to gain entry to your accounts and your data, even if they do manage to get your username and password.

6. CHOOSE RECOVERY QUESTIONS WISELY

Some services let you set 'recovery questions' – such as your birthplace or a pet's name – in case you forget your password. Take care not to use information you might have mentioned (or are likely to in future) on social media. More unpredictable answers make cyber criminals' task far harder.

7. SET UP SECONDARY ACCOUNTS

Some services provide the facility to add secondary accounts, phone numbers and so on to help with potentially recovering your account. Make sure you set these up: they will be vital if you're having trouble logging in or if you're trying to take back control of your account after a cyber attack.

8. KEEP HAVING FUN WITH TECH

Consider our tips in relation to the gadgets and online services your household uses. Protect yourself and your family, and don't let the bad guys win: devices are not only integral to modern life but also a lot of fun – so as long as you keep safety and security in mind, don't stop enjoying your tech.

9. CHECK FOR BREACHES

You can check if your personal information has been involved in any known data breaches by entering your email address at www.haveibeenpwned.com (yes, that spelling is correct!). It's useful if you're worried about a possible attack – or simply as motivation to review your account security.

10. CHANGE DEFAULT IOT PASSWORDS

Devices from the 'Internet of Things' (IoT), such as 'smart' home appliances, are often supplied with default passwords. This makes them quicker to set up, but also less secure – criminals can identify these standard passwords more easily, so change them on your IoT devices as soon as possible.

11. KEEP HOME DEVICES UPDATED

Download official software updates for your household's mobile phones, laptops, consoles and other internet-enabled devices regularly. Security improvements and fixes are a key feature of these updates – so by ensuring each device is running the latest version, you're making them more secure.

12. STAY SCEPTICAL

Cyber criminals commonly use various methods, including emails, text messages and social media posts. Be cautious of any messages or posts that are out of the ordinary, offer something too good to be true or emphasise urgency – even if they appear to come from someone you know.

Meet Our Expert

Gary Henderson is the Director of IT at a large boarding school in the UK, having previously taught in schools and colleges in Britain and the Middle East. With a particular interest in digital citizenship and cyber security, he believes it is essential that adults and children alike become more aware of the risks associated with technology, as well as the many benefits.

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Tips for Encouraging Open Discussions about
DIGITAL LIVES

The online world is an entirely familiar and commonplace part of life for today's children and young people, far more so than for previous generations. There are many positives to children being able to access online materials, so it's important not to demonise the internet, games and apps, and limit the benefit of their positive aspects. At the same time, we *do* have a responsibility to educate children about the hazards they may encounter online (just as we would about real-world dangers) so it's essential that we don't shy away from talking to them about the complex – and often sensitive – subject of what they do and what they see when they're online.

Here are some suggestions for kicking off conversations with your child about their digital life …

MAKE YOUR INTEREST CLEAR

Showing enthusiasm when you broach the subject signals to your child that you're keen to learn about the positives of their online world. Most children enjoy educating adults and will happily chat about what they use the internet for, or what games and apps they're into and how these work. Asking to see their favourite games and apps in action could help you spot any aspects that may need your attention – such as chat functions which might require a settings adjustment to limit contact with strangers. Keep listening even if your child pauses for a long time: they could be considering how to phrase something specific, or they may be gauging your reaction.

BE OPEN AND HONEST, APPROPRIATE TO THEIR AGE

At various stages, children and young people become curious about puberty and how their body changes; about relationships; about how babies are made; and about sexual health. If your child knows that they can discuss these sensitive subjects with you, they tend to be less likely to go looking online for answers – which can often provide them with misleading information and, in some cases, lead to them consuming harmful content. Don't worry if you don't immediately know the answers to their questions – just find out for yourself and go back to them once you have the facts.

REMIND YOUR CHILD THEY CAN ALWAYS TALK TO *YOU*

In my role I work with many children and young people who admit being reluctant to tell a trusted adult about harmful content they've viewed online, in case it leads to having their devices confiscated. Emphasise to your child that you're always there to listen and help; reassure them that if they *do* view harmful content, then they are **not** to blame – but talking about it openly will help. Children shouldn't be expected to be resilient against abuse or feel that it's their job to prevent it.

KEEP TALKING!

The most valuable advice we can give is to keep talking with your child about their digital lives. You could try using everyday situations to ask questions about their online experiences.

DISCUSS THAT NOT EVERYTHING WE SEE ONLINE IS REAL

Here, you could give examples from your own digital life of the online world versus reality – for example, those Instagram posts which show the perfect house: spotlessly clean, never messy and immaculately decorated. Explain to your child that there are many other aspects of the online world which are also deliberately presented in an unrealistic way for effect – such as someone's relationship, their body, having perfect skin and so on.

TRY TO REMAIN CALM

As much as possible, try to stay calm even if your child tells you about an online experience that makes you feel angry or fearful. Our immediate emotions frequently influence the way we talk, so it's possible that your initial reaction as a parent or carer could deter a child from speaking openly about what they've seen. Give yourself time to consider the right approach, and perhaps speak with other family members or school staff while you are considering your next steps.

CREATE A 'FAMILY AGREEMENT'

Involving your whole household in coming up with a family agreement about device use can be immensely beneficial. You could discuss when (and for how long) it's OK to use phones, tablets, consoles and so on at home; what parental controls are for and why they're important; and why it's good to talk to each other about things we've seen or experienced online (both good and bad). Explaining your reasoning will help children to understand that, as trusted adults, we want to make sure they are well informed and kept safe. Allowing children to have their say when coming up with your family agreement also makes them far more likely to stick to it in the long term.

Meet Our Expert

Rebecca Jennings of RAISE (Raising Awareness in Sex Education) has almost 20 years' experience delivering relationships and sex education and training to schools, colleges and other education providers. A published author on the subject, she also advises the Department of Education on the staff-training element of the RSHE curriculum.

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What Parents & Carers Need to Know about
TWITTER

AGE RESTRICTION

13+

Twitter is a social media network which allows users to post short messages ('tweets') of up to 280 characters. Tweets can consist of text, photos, videos, audio, links, polls and GIFs – often linked by hashtags if they share a common theme or message. Hashtags receiving high levels of interest are said to be 'trending'. Twitter users can engage with other people's posts by liking, retweeting (sharing) or tweeting back (commenting on). Since the entrepreneur Elon Musk acquired Twitter in October 2022 for $44 billion, he has implemented several major changes to the platform.

WHAT ARE THE RISKS?

INTERACTION WITH STRANGERS

Tweets are public by default, meaning that anyone can view and interact with posts, follow someone and send direct messages. The concern here is that young people may therefore connect and communicate with strangers. Some individuals may follow a young person's Twitter account simply because they have similar interests; however, others may turn out to have more sinister intentions.

FIXATION ON VIEW COUNT

Twitter has recently introduced a 'view count' feature – telling users how many people have seen their tweet (even if they haven't reacted to it). Previous research has found that unfavourable comparisons with other social media users can cause young people to experience feelings of insecurity, jealousy and low self-esteem – leading to an obsession with increasing their numbers.

TROLLS AND BULLYING

The anonymity offered by fake profiles encourages some users to send tweets designed to provoke a reaction; to disrupt conversations; to spark an argument; or to harass the recipient. Such trolling and bullying can impact the mental wellbeing of both the target and anyone who witnesses it. Encourage your child to come to you if they experience such behaviour on Twitter, or if they see it taking place.

PAID-FOR VERIFICATION

Previously, if a Twitter profile displayed a blue tick icon, it meant that the owner – usually a celebrity or a major organisation – had been verified as genuine. Now, however, anyone can pay for a Twitter Blue subscription to receive the tick, with the platform carrying out limited checks on the account's authenticity. This could easily lead to more fake accounts impersonating real people or companies.

CONTENT MODERATION CHANGES

In late 2022, Twitter stated that their "policy enforcement will rely more heavily on de-amplification of violative content: freedom of speech, but not freedom of reach". No policies have changed yet, but this wording suggests they may limit who can see posts rather than removing them. While supporting free speech, this could encourage an environment where some toxic content remains online.

HIJACKED HASHTAGS

The hashtag (#) is one of Twitter's most recognisable facets, allowing users to find specific trends or topics. But the sheer volume of tweets each hour can rapidly distort a hashtag's meaning: an initially innocent search term can quickly end up returning inappropriate results. This is common with 'trending' hashtags, as people know that using them will get their tweet seen by a larger audience.

Advice for Parents & Carers

SET ACCOUNTS TO PRIVATE

To reduce some of the fear of your child's tweets being seen and shared by anyone, you can always make their account protected. This means that your child has to give approval for another user to view their posts. You can change Twitter's privacy settings so that your child can't be messaged directly by other people on the platform and their geographical location won't be shared.

FOSTER CRITICAL THINKING

It can be difficult for *anyone* to ascertain if something online is real or false, but particularly for young people. Encourage your child to check several reputable sources to determine if a story they've seen is true; remind them to watch out for scams and think about the message's possible motive. Emphasise that it's not a good idea to retweet something if they aren't sure it's correct.

ENGAGE SAFETY MODE

When Safety Mode is activated, Twitter checks for abusive or spammy behaviour such as hurtful language or repeated negative replies. The platform then flags these suspect accounts and blocks them from responding to your child's tweets. The autoblock function then prevents these accounts from interacting with your child's again for seven days.

EXPLORE THE NEW SETTINGS

Previously, any user could reply to anyone else's tweets. However, the new conversation settings let your child determine who can reply to their posts – either by selecting everyone (the default option), people they follow or only people they mention (using the @ symbol). This improvement has given users extra control, providing them with more protection from trolls and online abuse.

PAUSE BEFORE POSTING

It's important that young people think about what they're about to post and whether they might regret it later. Twitter has developed 'nudges': little prompts which appear if someone is about to tweet using harmful or offensive language. These nudges promote more positive online behaviour by giving users an opportunity to pause and consider their words before they post something.

BLOCK, REPORT OR MUTE

If someone is upsetting your child on Twitter, you can block and report them. Blocking stops them from messaging or following your child, while reporting an account alerts Twitter to investigate possible misuse. The 'mute' feature, meanwhile, keeps tweets from a specific account (or which include certain words) out of your child's timeline. The other user won't know that they've been muted.

BE CAREFUL WHO TO FOLLOW

As accounts are no longer being as rigorously verified under the 'blue tick' system, it's essential that young Twitter users understand what this means, in terms of people not necessarily being who they claim. Anyone who your child only knows online is *still* a stranger, regardless of how long they've been communicating for. Remind your child never to disclose personal information on social media.

Meet Our Expert

Dr Claire Sutherland is an online safety consultant, educator and researcher who has developed and implemented anti-bullying and cyber safety policies for schools. She has written various academic papers and carried out research for the Australian government comparing internet use and sexting behaviour of young people in the UK, USA and Australia.

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What Parents & Carers Need to Know about

WORLD OF WARCRAFT

AGE RESTRICTION 12+

World of Warcraft originally launched way back in 2004, and since then the game has blossomed into a major entertainment property. It's spawned spin-off novels, merchandise and even a Hollywood movie adaptation ... but why are we still talking about it in 2023? World of Warcraft's most recent iteration, Dragonflight, launched last November and marks the game's ninth major expansion. This latest addition has attracted a whole host of lapsed players back to the game – as well as newcomers jumping into the realm of Azeroth for the first time.

WHAT ARE THE RISKS?

ALWAYS ONLINE

World of Warcraft is an MMORPG, which stands for Massively Multiplayer Online Role-Playing Game. Players create a character and head off on mythical quests to earn rewards and become more powerful. The game's environment is absolutely vast, and it can only be played online on PC or Mac – so there's a high probability of young Warcraft fans wanting to monopolise the family computer.

REGULAR EXPANSIONS

As is common with many MMORPGs, World of Warcraft's developers, Blizzard, release regular expansions for the game (usually every 18 months to two years). So although there's still plenty of content for young players to experience right now, there will almost inevitably be a requirement to continue buying future expansion packs, which tend to cost around £50.

IN-GAME PURCHASES AND SUBSCRIPTIONS

Just like its genre contemporary Final Fantasy XIV, World of Warcraft requires a monthly subscription fee to play. It's currently £9.99 per month (although you can get it cheaper by signing up to a longer subscription). There are also many items which can be purchased from the in-game store that don't affect gameplay, but instead offer cosmetic alterations to a player's character.

VOICE AND TEXT CHAT

Because World of Warcraft is played exclusively on PCs and Macs, it's easy for users to type out text messages if they aren't comfortable using voice chat. If you'll forgive the pun, that's a double-edged sword because – although there's less chance of them being harassed verbally – it puts young players at increased risk of being trolled or receiving spam through the in-game messaging function.

SIMULATED VIOLENCE

The fact that World of Warcraft is almost 20 years old means that even its most violent battles look slightly cartoonish compared with the level of authenticity in many more modern games. The exception tends to be Warcraft's in-game cutscenes: animated sections which move the plot onto the next stage. These offer more realistic visuals, but they still aren't overly gory or scary.

POTENTIAL FOR ADDICTION

World of Warcraft can trigger a powerful "just one more quest" mentality in players (especially young ones) as they rush to secure the next dopamine hit from levelling their character up or earning a new item or weapon. It's also a game that doesn't have a definite 'end' – because as soon as a player finishes levelling up one character, they can start afresh with another one.

Advice for Parents & Carers

MANAGE PLAYTIME

World of Warcraft can be an extremely enjoyable game to play with friends, but it's important that your child doesn't let their adventures crowd out school work, socialising or anything else they also enjoy. You could, for example, consider imposing playtime limits – such as a set number of hours to play Warcraft per week, or restricting it to particular days or just weekends.

MAKE IT A REWARD

If your child is excited about getting the next World of Warcraft expansion, you could consider using it as a reward for completing their weekly tasks (you could even call them 'quests'!) like tidying their room or doing their homework. This will demonstrate that you're happy for them to play the game but will also help them to build good, productive habits, reinforcing that hard work earns rewards.

SIGN UP FOR THE FREE TRIAL

Warcraft's monthly subscription effectively 'pays' for the regular new content, but there's also a sizeable free trial that lets new players explore the world of Azeroth without paying a penny. Players can play up until Level 20 for free, which is easily several hours' worth of gameplay. If your child does take this option, we'd suggest minimising in-game spending by not linking a bank card to their account.

REMEMBER THE AGE RATING

Due to mild violence and the occasional use of offensive language, World of Warcraft has been rated as appropriate for players aged 12 and over by PEGI (the Pan-European Game Information system, which gives games their age certificate). It isn't really suitable for anyone below that age, so you may potentially have to explain this reasoning to your younger children if they want to play it.

ADVENTURE TOGETHER

Warcraft can certainly be addictive, but playing it together is also a great way to spend time with your child. The game's focus on cooperative questing and battling enemies can make it feel like you've accomplished something as a team, and you'll also be in a prime position to spot any early signs of addiction. Just remember to apply gaming time limits to yourself as well as your young ones!

Meet Our Expert

Lloyd Coombes is Games Editor of technology and entertainment website Dexerto and has been working in the gaming media for three years. A long-time gaming enthusiast, he is also a parent and therefore a keen advocate of online safety. Writing mainly about tech and fitness, his articles have also been published on influential sites including IGN and TechRadar, among others.

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10 WAYS GAMING CAN SUPPORT POSITIVE OUTCOMES
in Children and Young People

Gaming, of course, is phenomenally popular with children and young people. In 2021, for instance, more than three-quarters of teenagers played online games, with almost 70% of primary school aged children doing likewise. If enjoyed in moderation and supported by a healthy routine (staying hydrated, good sleep habits, taking breaks and so on), gaming can actually benefit a person's mental health. As long as we stay alert for potential risks, games can be much more than what we see on the surface: they can be a way to socialise, an avenue for creativity and a route to solving problems. Check out our top ten tips on how gaming online can sometimes work to your child's advantage …

ARCADE

THE FEEL-GOOD FACTOR

Gaming is so popular because at the base level, it's enjoyable for the player. Succeeding in any game or contest releases dopamine in our brains: the 'feel-good' chemical that makes us happy or excited. Those emotions can be incredibly beneficial for mental wellbeing – as long as young players don't become reliant solely on playing video games to make themselves feel happy.

ACHIEVEMENT & PRIDE

A sense of achievement is incredibly important to all of us and can be particularly valuable to someone who's feeling unhappy or distracted. It's easy to get caught up in our thoughts, which can sometimes take a negative turn. So even achieving something small – like finishing a difficult level in a Mario or Sonic game – can feel like conquering Everest and give us renewed optimism.

SOCIAL SALVATION

Gaming can be an incredibly social activity. When playing online with trusted friends, what usually start out as chats specifically about the game can often develop into conversations about school and life. Even if they've had a bad day, simply knowing that a friend is there, on the other end of their headset, can provide young gamers with a sense of security and some welcome laughs.

TEAMWORK MAKES THE DREAM WORK

In many online games, teamwork is crucial to winning. Often, people who are struggling with their mood tend to feel like they fail or let others down a lot. Working as a team with trusted friends or family in a game can reinforce a young person's self-importance: striving for a common goal and succeeding together can remind them that they're an integral part of something bigger.

REAL-WORLD RELATABILITY

Because many major releases are shooting or action games, when some people hear "gaming" they think of guns, explosions and violence. What's less recognised is how many titles explore relatable issues such as overcoming anxiety or coping with grief. These games allow young players to understand their emotions more deeply and realise they aren't alone in how they might be feeling.

A DIGITAL COMFORT

Video games can provide a reliable constant. No matter what happens in school or between friends, playing a favourite game is something that youngsters can look forward to all day and can help them de-stress. Let's not forget, games are fun – and, when approached safely, an interactive activity in which the player has a degree of control over what happens next can feel immensely reassuring.

PROBLEM-SOLVING PRACTICE

It can be difficult for young people to handle the feeling that nothing is going right or that their problems are insurmountable. Gaming can help alleviate that by presenting challenges to be overcome, either solo or alongside trusted friends. Defeating a powerful monster or solving a tricky puzzle reminds young gamers that even the most daunting obstacles can be faced and conquered.

THE GREAT ESCAPISM

A certain amount of escapism is fabulous – allowing us to temporarily park some stress while exploring a world other than our own. For children, gaming can be like reading a novel or watching a film: a moment in the day when the fantastical becomes real, firing their imagination and immersing them in a story. Who wouldn't want to venture to the stars? Or battle monsters to save the planet?

TRIED & TRUSTED

There can be reassurance in repeating tasks. It often promotes a controlled outcome, which is ideal when life feels overwhelming or out of control. Replicating an experience, such as playing the same level of a game over and over to perfection, gives the player a sense of control and familiarity: it's like listening to a favourite song that always makes you feel happy or confident.

ENCOURAGING CREATIVITY

Inventiveness is a huge part of many modern games: in Minecraft and Roblox, for example, players regularly dream up amazing structures or new ways to play. Using our imagination to create something (whether digitally or physically) is massively beneficial for the brain; that's why Lego is sometimes used in the medical sector as both a stress reliever and a brain injury rehabilitation tool.

HIGH SCORE

Meet Our Expert

Daniel Lipscombe is a writer who specialises in technology, video gaming, virtual reality and Web3. Author of 15 guidebooks for children on games such as Fortnite, Apex Legends, Valorant, Roblox and Minecraft, his work has also been published in the likes of PC Gamer, Kotaku, Pocket Gamer and VG247.

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