

## Parental Controls on Home Internet

Most UK Broadband providers offer free 'whole-home parental controls' which apply to any device connected to your broadband.

These controls only work on your Wi-Fi network, not when you are using 3G or 4G data. (See next page for Parental controls on mobile devices.)

### Sky



Sky has parental controls turned on by default, you have to choose to switch it off.

Sky Broadband Shield works on all devices connected to your home broadband. It comes at no extra cost.

You can customise your settings in three steps;

- 1) Choose a rating – PG, 13 or 18
- 2) Use the Watershed feature to set restrictions at specific times of the day
- 3) Add specific websites that you would like to block.

To find out more: [Sky Broadband Shield](#)

### Vodafone Broadband



Vodafone Parental Controls are free and available to anyone with Vodafone Broadband. The service protects all devices connected to your Wi-Fi and prevents access to any inappropriate materials online.

You can control your children's Wi-Fi access by creating a 'Guest' network and then configure time limits via an app on your phone. The Vodafone Broadband App is free on Google Play and Apple App Store.

To find out more: [Vodafone Parental Controls](#)

### BT



BT Parental Control allows you to manage internet access on all devices connected to your BT Home Hub and BT Wi-Fi hotspots.

This service is available for free and includes an option of Strict, Moderate and Light filters. You are also given an option to restrict specific websites and set a Homework Time which blocks social media, gaming and homework cheat sites.

To find out more: [BT Parental Controls](#)

### TalkTalk



TalkTalk Home Safe lets you control all devices which are connected to your TalkTalk router.

The free package includes;

- Kids Safe - which allows you to block all or your choice of categories of websites.
- Homework Time – which limits access to social media and gaming websites.
- Virus Alerts – which avoids malicious websites.

To find out more: [TalkTalk Parental Controls](#)

### Virgin Media



Virgin Media Web Safe works on any device connected to your home Wi-Fi. It is free of charge in the broadband package and has two settings;

- Child Safe – which blocks unsuitable websites.
- Virus Safe - which blocks websites that could lead viruses.

To find out more: [Virgin Media Web Safe](#)

## Third Party Parental Controls

You may decide to use a dedicated parental control solution to block inappropriate content.

If you already have a security software package on your computer, check whether it includes Parental Control. You may not need a third party one. Some are free, but most will cost you an annual subscription.

### McAfee Family Protection



(Paid for)

To find out more: [McAfee Family Protection](#)

### Norton Family



(Paid for)

To find out more: [Norton Family](#)

### Net Nanny



(Paid for)

To find out more: [Net Nanny](#)

### Qustodio



(Free)

To find out more: [Qustodio](#)



## Web Browser

You can change settings on a web browser too. If you use more than one browser, you will need to change the settings on each one.



### Chrome

With Supervised User accounts on Google Chrome, you can allow or block certain sites. You can also see Internet History and prevent apps being installed.

To find out more: [Chrome Supervised User accounts](#)



### Internet Explorer

Microsoft's Content Advisor enables you to prevent your child seeing websites containing certain categories such as violence, nudity and inappropriate content.

To find out more: [Microsoft's Content Advisor](#)



### Firefox

Parental controls in Firefox allow you to filter web content which is inappropriate or offensive for children.

To find out more: [Firefox parental controls](#)

## Safety Control on search engines

Setting SafeSearch on search engines means that majority of sexually explicit videos and images will be filtered from search results, along with links that may show explicit content. This isn't 100% reliable but it is useful for young children.



Restricted mode on YouTube performs a similar function to SafeSearch. Both can be locked if you have a Google+ account. But these are device-level settings – i.e. you must set these restrictions on each tablet, phone and computer your child uses.



Google's SafeSearch setting enables you to filter most adult content. If an inappropriate result gets through, you can report it to Google.

You can also find information about safety features on YouTube, Google Play, Chrome and other services in the Google Safety Centre.

To find out more: [Google Safety Centre](#)



Other search engines such as Yahoo and Bing, offer safe search options also. This can be found under 'settings'.

## Smartphones & Tablets

Parental controls on tablets and smartphones can restrict specific sites and 'adult content'.

Mobile phone companies can filter content rated 18+ at network level. Contact your phone company to check if this filter is on or off.

The UK's main mobile providers (e.g. EE, O2, Vodafone and Three) automatically block 18+ rated content through Active Choice network level filtering system. But this only works if the device is connected to the mobile network, and not Wi-Fi.

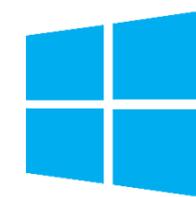
### Android



The Restricted User feature lets you choose which apps and content your child can access.

To find out more: [Android Restricted User](#)

### Windows Phone



The My Family option helps you manage apps and games that your child can access. You can also set up Kid's Corner, so that they can access only age-appropriate content and not access those areas you want to keep private.

To find out more: [Kid's Corner](#)

### Apple iOS



You can enable restrictions on your child's iPhone and iPad and select which features to keep 'on' or 'off'.

To find out more: [Apple iOS Restrictions](#)

## Safety & privacy controls on social networks and apps

### Facebook



**Minimum age:** 13

**What can you set?** Decide who can see posts and Timeline, unfriend people and block people.

### Snapchat



**Minimum age:** 13

**What can you set?** Choose who can view Snaps, decide who can view Stories and block people.

### Instagram



**Minimum age:** 13

**What can you set?** Control your visibility (set photos and videos to private) and block people.

### ooVoo



**Minimum age:** 13

**What can you set?** Prevent certain people from contacting you, block calls and set privacy options.

### Kik



**Minimum age:** 13 with parental consent; 18 without

**What can you set?** Manage who can talk to you and block people.

### ASKfm



**Minimum age:** 13

**What can you set?** Allow or block anonymous questions, block users and control what appears on your profile.

### Whatsapp



**Minimum age:** 16

**What can you set?** Control who sees your information, what you see, who you interact with and what you share.

### Twitter



**Minimum age:** 13

**What can you set?** Protect your tweets, hide users' tweets from your Timeline, block people and make use of the quality filter.

## Live Streaming Services

### Skype



**Minimum age:** 13

**What can you set?** Hide your age, date of birth and gender. Only allow people in your contact list to get in touch; and block people.

### YouNow



**Minimum age:** 13 with parental consent

**What can you set?** Use a nickname, hide your location and block people.

## Safe mode on video websites

Movie and online TV channels offer a huge range of content for everyone in the family. Some use passwords and a PIN to set restrictions on what can be viewed, based on age ratings.

### YouTube



YouTube's Restricted Mode helps to screen appropriate content that you would not like your child to see.

### Amazon Video and Prime



Amazon's PIN feature lets you set purchase and viewing restrictions on registered devices.

### BBC iPlayer



The Parental Guidance lock lets you manage BBC content that your child can access. In addition, the free BBC iPlayer Kids app contains CBeebies and CBBC favourites.

### Apple TV



Turn on Restrictions to limit access to specific features – such as app purchases and multiplayer games and content – on your Apple TV.

### Netflix



Netflix has four maturity levels in the parental controls to help control what your child can watch.

### Sky TV



Using PIN protected parental controls, you can restrict programmes and channels your child can watch on Sky TV. In addition, the Sky Kids app contains thousands of children's shows and lets you filter them by age.

### TalkTalk TV Store



TalkTalk TV Store has been integrated with parental controls in the Xbox 360 and Xbox One. Safety features are also available in the Windows 8.1+ app.

### Periscope



**Minimum age:** 13

**What can you set?** You can hide your location; set Private Broadcast, restrict chat and choose not to share your broadcast on Twitter.



## Reporting

### Where can you report?

If your child becomes upset or concerned about something online, it is important to talk to them and what they have encountered. Depending on the type of incident, there are many ways you can report.

If they have experienced bullying or abusive comments, or have come across content which is inappropriate such as pornography, racial hatred or images of violence, then you may report this directly to the content provider – i.e. the website, service or app.

Most social media platforms have a simple process to report inappropriate content. Try searching for 'Report', or look through the Terms and Conditions section or the 'Help' section.

There is no guarantee that the site will remove the content, though the site should take your concerns seriously.

If your child comes across something illegal, such as images of abuse or violence towards children, there are organisations who will deal with these reports promptly.

### Internet Watch Foundation (IWF)



Any images or videos that show child sexual abuse should be reported immediately to the IWF.

Reports can be anonymous and remain confidential.

You can report to the IWF through their website; <https://www.iwf.org.uk/report>

### ParentPort



ParentPort is run by the UK's media regulators and allows you to make complaints about online content, wherever you find it.

The website to report to is; <http://www.parentport.org.uk/make-a-complaint/>

### True Vision



True Vision is a police funded side that provides information about hate crime. This includes racial, homophobic, transphobic, religious or disability hate crime. You can also report online content through the website; [www.report-it.org.uk](http://www.report-it.org.uk)

### Mobile phone content

Report any unsuitable content online that your child watches on their mobile phone, whether it be a film, a still image or even if it is a text. Report this to your mobile operator.

If the mobile operator requires advice, the query may be passed on to the British Board of Film Classification.

The website is; [www.bbfc.co.uk](http://www.bbfc.co.uk)

### Inappropriate contact with an adult online

If you suspect that your child is or has been communicating with an adult online who has done or attempted to do any of the following;

1. talk about sex or other type of sexual activity.
2. asked them to do something that makes them uncomfortable, such as sending an image or video in which they are naked or partially clothed.
3. asked them to meet offline.
4. asked them to lie to their parents about their relationship and hide it.

If your child experiences any of the above they should immediately tell a trusted adult or report it immediately to CEOP (Child Exploitation and Online Protection Centre), the child protection command of the National Crime Agency.

You can make the report through the website; [www.ceop.police.uk/CEOP-Report](http://www.ceop.police.uk/CEOP-Report)

### Streaming apps

If your child comes across any inappropriate or sexual images or videos on a streaming app, you must report it to the site's administrators.

### What happens when you report an inappropriate image online?

The Internet Watch Foundation (IWF) is a charity dedicated to supporting victims of child sexual abuse.

Every single report is viewed and determined whether the image or video is illegal, according to UK law.

If it is decided that the content is illegal, the IWF will find out where the content is hosted in the world.

If the content is hosted in the UK, the company is contacted, as well as the UK Police. Typically, UK hosted content is removed in under 2 hours.

If the reported content is hosted outside the UK, the IWF will use their network of international hotlines, internet industry members and overseas law enforcement partners to get the content down.

The IWF will work with the police to identify the child and rescue them from the abuse.

By choosing to report, you could be saving a real child from abuse.

