

## E safety Newsletter March 2024

Welcome to our E-Safety Newsletter! With the recent cyber attack on Leicester City Council, it's vital to highlight the importance of thoroughly checking emails and attachments. This event serves as a reminder of the significance of being vigilant online. Furthermore, we'll delve into the significance of demonstrating kindness in our digital interactions. As online communities play an increasingly integral role in our lives, fostering empathy and respect is essential. Join us as we delve into strategies for safeguarding against cyber threats and nurturing a culture of kindness online.

Checking emails and attachments may not seem particularly thrilling, but it's an essential aspect of maintaining online safety. Upon receiving an email, particularly from unfamiliar or unexpected sources, it's prudent to pause and assess before clicking on any links or downloading attachments. Cyber attackers frequently utilise emails as a means to deceive individuals into disclosing personal information or infecting their devices with malware. Watch out for telltale signs such as peculiar email addresses, spelling errors, or urgent requests for personal data. If uncertain about the authenticity of an email, seek guidance from a parent, teacher, or trusted individual. By exercising caution and diligently scrutinising emails and attachments, you can steer clear of cyber threats and safeguard your online environment effectively.

Being kind online is about consciously choosing to treat others with respect and empathy in the digital realm. It's easy to forget that behind every profile picture or username lies a person with emotions and experiences. Acts of online kindness, whether through positive comments or supportive messages, contribute to fostering a welcoming environment where everyone feels valued and included. It's more than just being polite; it's about actively contributing to a virtual space where positivity thrives and negativity is minimised. Let's make the internet a happier and safer place for all by spreading kindness and understanding online.

We've attached some helpful guides for parents and carers from the national college.

# What Parents & Carers Need to Know about EMAIL SCAMS

Email scams are when you receive a mail from someone purporting to be a genuine person or company, but is actually an online fraudster trying to trick you into disclosing personal information. This is often referred to as 'phishing'. Normally, people click on the links in an email assuming that they will be directed to a trustworthy website – but fake sites, closely resembling the real thing, are increasingly being set up by cyber criminals specifically to capture your personal information, which could in turn jeopardise your financial, emotional and possibly even physical wellbeing.

## Disguised Deceptions

Some scam emails can appear to be from companies that you know and use. For example, you could receive an authentic-looking email advising of a problem with your account or payment method. Instead of reacting to the email and disclosing personal information like bank details, it's wise to call the company directly on a trusted number to confirm if there actually are any account issues.

## Identity Theft

Another significant risk is falling victim to identity theft. If a scammer manages to acquire your usernames and passwords, they would then have access to your online accounts – and they could effectively pretend to be you. This could have a massive negative impact if changes were made to your accounts, for instance, or the scammer communicated with your contacts while posing as you.

## Viruses and Malware

A particularly devastating hazard with scam emails is that some links, when clicked on, could result in dangerous viruses or malware being downloaded onto your devices. This could enable scammers to harvest valuable information without your consent (and sometimes even without your knowledge) or prevent you from accessing the device altogether, making it unusable.

## Financial Damage

One of the primary consequences for victims of an email scam is the financial cost. If you do click on a scam email and disclose any personal information, it can then be used to take money from accounts belonging to you and your family. Depending on exactly what information the cyber criminals obtain, this could result in significant and far-reaching financial losses and personal stress.

## Hijacked Accounts

A scammer with access to your accounts could – once they're logged in as you – deny you entry. If they were to change the password, it would – in most cases – not allow you any further access. Even for accounts with little or no financial value attached, this could be hugely inconvenient: you could permanently lose data and files that you had invested a considerable amount of time in.

## Personal Safety

Another danger of scam emails is that, in extreme cases, they could ultimately lead to a threat to your physical wellbeing. If someone is demanding to meet with you and has accessed your personal information (your address, for example), they could attempt to confront you in person – which is of course exceptionally dangerous. Losing control of sensitive information could put you in a vulnerable position.

## Advice for Parents & Carers

### Protect Personal Details

Never input any personal information into websites that you are unfamiliar with. If you were redirected onto a certain page by clicking a link in an email, entering your personal details could then give away your location or other key information to the scammer. This could then put you in physical danger as the cyber criminals would know exactly where to find and approach you.

### Beware of Suspicious Emails

If you are unfamiliar with the sender, it's safest to simply not open an email. When an email makes you wary, mark it as junk (to reduce the chance of any recurring issues) and then delete it. Awareness of phishing is the primary method of defence against malicious emails. Once someone knows how to identify and deal with scam emails, they are far less likely to fall prey to them in future.

### Check Spelling and Grammar

Pay close attention to any spelling mistakes or grammatical errors. Many scam emails can be spotted this way, as they often tend to contain these types of mistakes. Make sure your child knows that if they do spot this sort of tell-tale error and is not sure who the email came from, it's a good idea to either delete the email or report it to a trusted adult to prevent any possible future harm.

### Access Sites Manually

If you or your child wish to visit a particular website, it's safest to avoid clicking on a link in an email to take you there. Instead, find the site through your search engine or manually type the address into your browser. This significantly reduces the possibility of being redirected to a bogus website where fraudsters could capture your personal information after you enter it.

### Don't Open Dubious Attachments

If you or your child ever see any files as attachments on emails that you are uncertain about, do not download them or even click on them: this could result in your systems being infiltrated. If your devices at home do not already have anti-virus software, you should install some and ensure it is regularly updated. This will help you to detect and remove any dangerous files as soon as possible.

## Meet Our Expert

Formed in 2016, KryptoKloud provides cyber security and resilience solutions to its customers. With offices in the UK, the company offers managed service operational packages including cyber security monitoring and testing, risk audit, threat intelligence and incident response.



**NOS** National Online Safety®  
#WakeUpWednesday

SOURCES: <https://www.infosecurity-magazine.com/news/education-disproportionate-spear/>, <https://www.impactm.biz.com/blog/cybersecurity-in-education-stats-2020/>

# LITTLE REMINDERS OF HOW TO BE KIND ONLINE

ONLINE ABUSE CAN HAVE A SEVERE IMPACT ON PEOPLE'S LIVES AND IS OFTEN TARGETED AT THE MOST VULNERABLE. CYBERBULLYING HAS BEEN SHOWN TO HAVE PSYCHOLOGICAL AND EMOTIONAL IMPACT. IN ORDER FOR US TO DEVELOP EMPATHY FOR OTHERS WE SOMETIMES NEED TO MOVE AWAY FROM FULFILLING OUR OWN NEEDS AND THINK ABOUT THE NEEDS OF OTHERS. THIS IS SOMETIMES MORE CHALLENGING ONLINE BECAUSE WE CANNOT SEE THE PERSON, CONNECT WITH HOW THEY FEEL NOR INTERACT FACE TO FACE.

THIS GUIDE WILL HELP YOU TO BE MORE CAREFUL ONLINE AND IS SUITABLE FOR ANY ENVIRONMENT I.E. GAMING, MESSAGING AND SOCIAL MEDIA. IT WILL HELP YOU TO UNDERSTAND THE IMPORTANCE OF SHOWING KINDNESS AND HOW TO DEVELOP EMPATHY ONLINE.

## TOP TIPS FOR EVERYBODY

## #WAKEUPWEDNESDAY

### UNDERSTAND WHAT 'EMPATHY' IS

**EMPATHY** IS THE SKILL OF RECOGNISING, UNDERSTANDING AND CARING ABOUT ANOTHER PERSON'S FEELINGS AND TAKING ACTION TO HELP. THIS IS TRICKIER ONLINE BECAUSE RECOGNISING AND IMAGINING HOW ANOTHER PERSON FEELS IS HARD WHEN WE ARE NOT WITH THEM FACE TO FACE. WHEN WE TRY AND UNDERSTAND HOW SOMEONE FEELS THROUGH WORDS ALONE, IT CAN LEAD TO CONFUSION OR A MISUNDERSTANDING.



### FEEL, SEE AND UNDERSTAND

IF WE IMAGINE OURSELVES IN THE SITUATION OF ANOTHER PERSON, WE TAKE ANOTHER STEP DOWN THE PATH OF EMPATHY. IT DOESN'T MEAN AGREEING WITH THE OTHER PERSON, BUT IT MEANS **UNDERSTANDING** HOW THEY FEEL. IF YOU FEEL YOURSELF BECOMING DETACHED AND UNCARING PERHAPS DEVELOP A MENTAL PICTURE OF THEM, SO YOU CAN IMAGINE THEM AS REAL PERSON AND NOT JUST A BUNCH OF WORDS. IF YOU KNOW THE PERSON, CONSIDER A VIDEO CHAT OR VIDEO CALL.

### # DEVELOP SELF EMPATHY

ALTHOUGH WE TEND TO SHOW THE BEST OF OUR LIVES THROUGH SOCIAL MEDIA, THE REALITY IS WE ARE NOT ALL PERFECT. HAVING **EMPATHY** FOR OTHERS MEANS WE NEED TO ALSO HAVE SELF EMPATHY. IF WE UNDERSTAND THAT WE ARE NOT ALL PERFECT, INCLUDING OURSELVES, WE CAN FIND KINDNESS.



### ★ OFFER HELP ★

ACCORDING TO DR DAN SEIGEL, A CLINICAL PROFESSOR OF PSYCHIATRY, BEING KIND IS REALLY ABOUT RESPECTING EACH OTHER'S VULNERABILITY AND WANTING TO HELP. SO, WHEN SOMEONE IS SHARING THAT THEY ARE STRUGGLING OR FINDING LIFE HARD, OFFER HELP, EVEN IF THE HELP IS A **LISTENING** EAR OR SAYING, 'I CAN UNDERSTAND YOU WOULD FEEL THAT WAY, I'M HERE FOR YOU'.



### TRY TO ADD VALUE

CONSIDER, BEFORE YOU COMMENT ON A POST OR IMAGE, HOW CAN I HELP THIS PERSON TO LOWER THEIR SADNESS? HOW CAN I ADD SOMETHING TO **IMPROVE** THEIR DISTRESS AND HAPPINESS? SHOWING OTHER PEOPLE'S PAIN AS ENTERTAINMENT AS A WAY TO GET NOTICED OR MORE LIKES DOES NOT ADD VALUE.



### BE RESPONSIBLE

THINK TWICE BEFORE YOU ACT. CONSIDER, ARE YOU ACTING ON ANGER, FRUSTRATION OR IN A MOMENT OF JUDGING A SITUATION WITHOUT KNOWING THE **TRUTH?** ONLINE, IT IS EASY NOT TO HAVE ALL THE FACTS AND REACT TO A SITUATION WHICH IS BEING PORTRAYED.



### UNDERSTAND THE IMPACT OF YOUR ACTIONS WORDS

COMMENTING ONLINE SOMETIMES MEANS THAT WE DON'T ACTUALLY 'SEE' THE IMPACT OF OUR COMMENTS AND WORDS. THIS MEANS IT CAN BE **EASIER** TO DETACH FROM THE CONSEQUENCES OF OUR ACTIONS. UNKIND COMMENTS DO HAVE CONSEQUENCES AND CAN ADD TO SOMEONE'S DISTRESS AND FEELING ABOUT THEMSELVES.

### DISASSOCIATE FROM PACK MENTALITY

ONLINE, IT IS EASY TO GET CAUGHT UP WITH POSTING **NEGATIVE** COMMENTS BECAUSE EVERYONE ELSE SEEMS TO BE. GET COMFORTABLE WITH STANDING OUT, AND NOT GETTING CAUGHT UP POSTING NEGATIVELY BECAUSE EVERYONE ELSE IS. EVEN IF THIS MEANS STANDING ALONE AND REMINDING OTHER PEOPLE THAT THEIR BEHAVIOUR IS UNKIND. YOUR COURAGE COULD SAVE A LIFE.

## #BEKIND



### MEET OUR EXPERT

THIS GUIDE HAS BEEN WRITTEN BY ANNA BATEMAN. ANNA IS PASSIONATE ABOUT PLACING PREVENTION AT THE HEART OF EVERY SCHOOL, INTEGRATING MENTAL WELLBEING WITHIN THE CURRICULUM, SCHOOL CULTURE AND SYSTEMS. SHE IS ALSO A MEMBER OF THE ADVISORY GROUP FOR THE DEPARTMENT FOR EDUCATION, ADVISING THEM ON THEIR MENTAL HEALTH GREEN PAPER.



For further info, check out these online resources too

<https://www.themix.org.uk/>

<https://youngminds.org.uk/>

<https://www.mind.org.uk/>

# 14 WAYS TO BE KIND ONLINE

Showing kindness online can mean so much to someone else. It is a choice we can all make that helps others, puts people's needs before our own and which can generate feelings of empathy and compassion. Small gestures can have a large impact and often one act of kindness can lead to more, making the world a happier and more positive place. That's why we've created this guide to suggest a few simple 'acts of kindness online' that can benefit people's mental health, support their wellbeing and encourage a more positive approach to engaging online.



## 1. BE POSITIVE

Post about things that make you happy and that you're thankful for. It could brighten up someone else's day.



## 2. OFFER TO HELP

Sometimes a friend or family member might post a question online or ask for help with something they can't do themselves. If you know the answer or are able to offer help, provide support and send a response. Something that may be easy for you might be difficult for someone else.

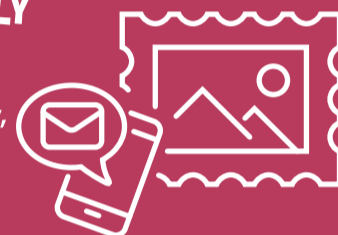


## 3. SHOW APPRECIATION TO OTHERS

If somebody you know has done something good or shown kindness themselves, thank them for it. It costs nothing and showing them that you appreciate it means so much.

## 4. SHARE FUNNY VIDEOS OR IMAGES WITH FRIENDS & FAMILY

We often come across funny videos or images online that make us laugh and then we move on. If you found it funny, your friends and family might too. It could help someone smile who may be having a bad day.



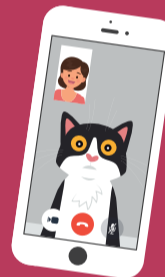
## 5. LIKE, LOVE & CELEBRATE

If somebody posts something that you like on social media, like it, love it or celebrate it! It's a small gesture but could mean a lot.



## 6. VIDEO CALL YOUR FRIENDS & FAMILY

It can be easy to be consumed by daily routine. Using apps like Zoom, FaceTime or WhatsApp are great for connecting with others far away and shows you're thinking of them even though you can't physically meet them in person.



## 7. TELL SOMEONE YOU'RE THINKING OF THEM

We can't always tell how people are feeling online and just dropping somebody a message to ask if they're ok or that you're thinking of them could literally make their day.



## 8. SHARE POSITIVE POSTS



If you see something online that inspires you, share it with people you know. An inspirational quote, a beautiful photo or a motivational video can lift spirits, improve self-esteem and help make people feel better about themselves.

## 9. HOST AN ONLINE QUIZ

Video conferencing apps are a great way to get friends and family together. If you know someone who is feeling lonely, host an online quiz and invite them to join in. It could really cheer them up.



## 10. THINK BEFORE YOU COMMENT

Sometimes thinking before you act can be just as significant as acting in the first place. Showing thought before you comment could stop you posting something hurtful, offensive or negative. It's always better to post positively or post nothing at all.



## 11. BE COMPASSIONATE & UNDERSTANDING

Being empathetic towards others and their situation is often an act of kindness and selflessness that gets overlooked. If you notice someone who is upset, drop them a message and offer to listen.



## 12. CONNECT FRIENDS & FAMILY WITH SIMILAR INTERESTS

You may know two people amongst your friends and family who you trust and know well who have similar interests and likes. Introducing them can be a great way for them to make new friends but remember to always ask their permission first.



## 13. RECOMMEND SOMETHING YOU ENJOY DOING TO OTHERS

If you enjoy doing something online, such as playing a game, or if you've found a great learning resource, share it with others. Even if you've watched a good film, letting others know can be an act of generosity that brings them excitement or pleasure at a time when they might need it the most.



## 14. PRAISE OTHERS FOR THEIR ACHIEVEMENTS

Sometimes your friends or family might post something online that they're proud to have done. It might be an exam they've passed, learning a new skill or just completing a task. Either way, it's always kind to recognise hard work and effort through praise and celebration.



## Meet our expert

This guide has been written by Anna Bateman. Anna is passionate about placing prevention at the heart of every school, integrating mental wellbeing within the curriculum, school culture and systems. She is also a member of the advisory group for the Department for Education, advising them on their mental health green paper.

