



## Safer Internet Youth Forum

### Summary of discussions and youth presentations

The Safer Internet Youth Forum was organised on Safer Internet Day 2008, 12 February. 27 young people (12-19 years old) from youth forums run by the awareness centres in Finland, the Czech Republic, Cyprus, Sweden, UK, Netherlands, Germany, Austria and Iceland came to Brussels for this day.

In the morning, the young people were divided into working groups where they discussed issues relating to their use of social networking sites, mobile phones and awareness-raising. In the afternoon, they presented their results and recommendations and had prepared questions to Mrs Kuneva and MEPs Mrs Trautmann and Mr Alvaro and to the representatives of industry (Vodafone, Telefonica, Orange, Bebo, MSN, Myspace, Vivendi and Visa). The presentations instigated good discussions between the young people and the groups present.

The 27 young people were motivated to participate and express their ideas. However, they said the group sessions were too short and would have liked more time to discuss amongst them, as well as to discuss with the adults.

#### 1. Summary of the young peoples' recommendations

##### To governments

One of the main points which was highlighted by all groups of young people was the **need to involve schools** in awareness-raising and education. According to them, the most obvious place to learn about Internet safety is at school, and they recommend that internet safety should be **included in the school curricula**. None of the participants had ever received training at school. They suggest that their teachers themselves need to be trained on these issues. They also stressed the need for **mobile phone regulations in schools**.

##### To the industry

The young participants insisted that providers of social networking services need to **make the safety information** that you need to read when you create a social networking profile **more user friendly**. Current terms and conditions are not read, or just skipped. They suggested that **profiles and accounts** should be **private by default** or easily made private.

They also asked for an improvement of the **moderation** of social networking sites: **Moderators need to be trained** to look for signs of grooming, as well as just swearing and bullying.

### **To all stakeholders**

It was clear that young people **expect more advertising on safer Internet issues**, especially to highlight that **problems are not rare**. Apart from school, young people suggested several ways to best reach them: Films could be used in school or cinemas rather than on TV, safety advice could be sent by SMS.

They requested a **clear place to report various problems**, such as cyber-bullying and asking pictures to be removed, on social networking sites. There is **also a need to report when using mobile phones** (helplines for cyber bullying).

The young people advised all stakeholders to **increase parental control mechanisms** so that their parents can check what they do online or protect them by blocking access to services. They provided several examples: through the provision of Internet history on mobile bill, bills for pre-paid mobile phones, allow for different mobile access to Internet to people under 16 and to people above 16 with different restrictions and regulations. They also suggested to implement automatically switch off of bluetooth 5-10 minutes after use.

### **2. Follow up**

This summary is prepared in order to ensure that the input from the young people is recorded. For more detailed recommendations from the young people, please see the Annex.

- The recommendations will be taken into account in the development of new actions under the Safer Internet plus Programme and its proposed successor Safer Internet Programme 2009-2013.
- The recommendations will also be fed into discussions with the related industry.

## **Annex: Detailed recommendations and questions from the young people**

### **Topic 1: Awareness-raising**

#### **Survey in the group**

- It was hard to find internet safety information online pan European
- We are 13 to 19 years and none of us have had an internet safety presentation at school (why not?)
- Programs need to be put in place and repeated throughout primary and secondary school.
- Only UK has an internet safety agency with law reinforcement (CEOP)

#### **Raising Awareness**

- Campaigns at schools
- TV Advertisement (schools)
- Internet hotlines awareness
- Moderators training
- Legislation so industry passes on any relevant information to law enforcement

#### **10 Safety tips**

- We don't want 10 top tips, because it is not effective way of learning
- Don't waste the money with TV advertisement, we change the channels
- Don't spend thousands of dollars making top-tip posters, we would rather engaging school presentations with films etc.
- Each country should have an organisation to raise awareness, this organisations could work together in case of international investigation
- If we do have a problem...
- We would like to be easy to report
- (offensive images, inappropriate content/chat, cyber-bullying)

#### **Questions**

- MySpace – Why is it hard to find reporting section on MySpace
- Why isn't it compulsory to watch or read safety information before creating an online profile? (instead of boring terms and conditions)

### **Topic 2: Mobiles**

#### **Government - Recommendations**

- Age Verification
- Reporting to Police
- Restrict internet usage / parental blocks
- Have internet history on mobile bill
- Easy way to block unwanted people
- A hotline (free) for cyber-bullying
- Mobile safety tips in school
- Mobile phone regulations in schools
- Sell internet cards to people under 16 and to people above 16 with different restrictions and regulations

## **Industry - Recommendations**

- Age verification
- Reporting to providers or organisations (abuse , cyber-bullying)
- Parental blocks (inappropriate websites)
- Itemised bill with Internet history
- Blocking numbers
- Safety advice (SMS)
- Automatically switching off bluetooth

## **Questions for Government**

- Is there a possibility to have a free 24/7 hotline in each EU country reporting theft, abuse, cyber-bullying)?
- Are there any standards on blocking unwanted people who threat, bully and stalk you?
- How can you increase mobile regulations in schools without the students being able to break them?

## **Questions for Industry**

- Could bills be created for pre-paid mobile phones?
- Could some kind of button or option be created to link to an organisation / Police / Provider to report cyberbullying or abuse.....or block a number?
- Can bluetooth always automatically be turned off after 5-10 mins after use?
- Can a special interface be designed for children to act as a parental block?

## **Topic 3: Social networking sites**

### **Recommendations**

- Profiles and accounts should easily made private; this needs to be clearer
- Teach the teachers to give internet safety to all students.
- Compulsory internet safety in all schools
- Accounts should be private by default.
- A place in school to be able to tell someone about abuse.
- More sites for help where we can ask questions that are not urgent, or a youth forum.
- Should be a simple button for reporting that is very clear.
- More advertising of the problem, and the fact that it is not rare, it happens often.
- Moderators need to be trained to look for signs of grooming, as well as just swearing and bullying.
- We should improve moderators motivation
- If there is an unwanted picture of you that has been posted on someone's profile, there should be a link to report it to the moderator to be removed.

### **Questions**

- Why is there not a reporting button on all social networking sites?
- Why is it so easy to search for a person's profile on Google?
- How do you train your moderators and oversee their work?
- Why are all profiles not private by default?
- What are you going to do based on our recommendations