

stoptextbully top 10 tips

You will find a 'top 10 tips' poster at the back of this pack. The poster summarises the key tips for kids. We recommend that you put this up in your class or school.

The tips below are aimed at pupils and are based on extensive research and NCH's expertise. They extend or explain the key messages on the poster.

- 1 ALWAYS TELL SOMEONE YOU TRUST WHAT'S HAPPENING** – this could be your parents, carer, teacher or friend. This might help you feel better and the person may also be able to help you to find a way to stop it altogether.
- 2 YOU MAY NEED TO TELL THE LOCAL POLICE** It's against the law to make a call or send a text or email that's really abusive or menacing, or to keep sending messages that will annoy someone or make them anxious. The sender could get fined or even go to prison!
- 3 NEVER REPLY TO THE BULLY OR SEND AN EVEN NASTIER MESSAGE BACK** Often bullies will send a message to get a reaction, so don't respond to it. Bullies who don't get a reaction often get bored and stop.
- 4 KEEP AND SAVE MESSAGES** If there's a website, online voting site, weblog or message board that says bad things about you, save a copy or print it off. The internet service provider (ISP) that hosts the site should have an email address or helpline where you can send the copy and ask them to get rid of it. It might be a good idea to ask a trusted adult to help you contact the ISP.
- 5 TAKE A BREAK FROM YOUR PHONE OR COMPUTER** for a few days! Let your phone take messages and don't chat or check texts or emails. If you really need to make calls, find out if your phone can turn off incoming texts for a while. The bully might just get bored and stop.
- 6 MAKE SURE ONLY GOOD FRIENDS AND FAMILY ARE IN YOUR PHONE OR EMAIL ADDRESS BOOK** If you don't recognise a number, caller ID or email, leave it and get a trusted adult to check it later.
- 7 IF YOU REALLY LIKE USING A CHATROOM**, you could sign up again with a different chat ID – use a nickname and don't give out any of your personal info. Hold back for a bit in the chatroom until you're sure the bully's gone.
- 8 ALWAYS BE CAREFUL** who you give or lend your mobile to and always be careful about giving out your mobile phone number, especially if you change it – never give out your number in an internet chat room. You don't know who else might be online and watching.
- 9 YOUR MOBILE PHONE PROVIDER CAN HELP YOU BY CHANGING YOUR NUMBER** if you start getting bullied through your phone.
- 10 KEEP TELLING YOURSELF: 'THIS BULLYING IS WRONG** It's not my fault and I'm not putting up with it!' You are not alone.

For more detail on what you or your pupils can do, who you can talk to and how you can stop mobile bullying, please visit: www.stoptextbully.com

If a young person is not comfortable talking to an adult or friend, or perhaps wants to remain anonymous, there are several helplines that can offer advice. And best of all, they won't cost a penny!

ChildLine: 0800 1111

If a young person just needs to talk about how they feel, they can also call the **Samaritans** any time on **08457 90 90 90** or email jo@samaritans.org

NSPCC: 0808 800 5000

Connexions, a government support service for 13 to 19 year olds, has advisers young people can talk to on **080 8001 3219** or text on 08000 968 336

Mobile phone operators will also be able to help if the bullying is happening via mobile phone. Here is a list of UK companies and how you can contact them:

Tesco Mobile

Telephone: **0870 900 4455**
4455 from a Tesco Mobile handset
Email: support@tescomobile.com
Website: www.tescomobile.com

3 Network

Telephone: **08707 330 333**
333 from a 3 handset
Email: Click '**Contact us**' on the 3 website
Website: www.three.co.uk

02

Telephone: **0870 521 4000**
Email: **02 Nuisance Call Bureau** at ncb@o2.com
Website: www.o2.co.uk

BT Mobile

Telephone: **0800 3287 526**
Website: www.btmobile.bt.com

T-Mobile

Telephone: **0845 412 5000**
150 from a T-mobile handset
Email: Click '**Help and advice**' at the T-Mobile website
Website: www.t-mobile.co.uk

Virgin Mobile

Telephone: **0845 6000 789**
789 from a Virgin Mobile handset
Email: theteam@virginmobile.com or click '**contact us**' at the Virgin Mobile website
Website: www.virginmobile.com

Vodafone

Telephone (malicious calls): **191** for operator
Telephone (texts/picture messages/web):
08700 700191 monthly pay
08700 776655 pay as you go
Email: Click '**Contact us**' on the Vodafone website
Website: www.vodafone.co.uk

Orange

Telephone (monthly pay): **07973 100 150**
150 from an Orange handset
Telephone (pay as you go): **07973 100 450**
450 from an Orange handset
Email: Click '**Email**' on the Orange website
Website: www.orange.co.uk

Your school: _____

Teachers!

There are a whole host of ways to help pupils combat mobile or online bullying and it may be worth letting children or young people know how they can seek help within your school.

Check your school's bullying policy and if your school doesn't actively pursue it, then perhaps you could initiate something according to the needs of pupils at your school. Maybe you could discuss developing a policy specific to 'cyber' bullying (ie, mobile phone and online) with your senior management team.

Here are a few examples of methods that have proved successful in other schools.

Does your school have any of these?

Older pupils who'll talk through issues like bullying and help younger pupils get their heads round it ('peer counselling')

Bully 'courts', where pupils and teachers get together to sort out why someone's getting bullied, and how to stop it

'Buddy' systems or a 'circle of friends' to help children feel safer and more able to stand up to bullies

For more advice on bullying in general, please have a read of the pack sent out to schools recently by the Anti-Bullying Alliance, of which NCH is a member. It contains 50 great ideas on how young people can tackle the problem of bullying themselves which you can select and adapt according to the needs (and likes!) of the children and young people you are working with. It also contains a questionnaire that you can use to monitor levels of bullying at your school and a checklist of things schools should be doing longer term.

Advice to give to parents

Parents can also help play their part. Research conducted for this pack shows over 50 per cent of parents are either not worried or not sure whether to be worried that their child could be bullied or threatened via their mobile phone. The best advice you can give them is:

- Talk to their children to try and understand the problem
- Ask them not to take their children's mobile phones away, as this can often make a child feel like they have done something wrong and are being punished for someone else's wrongdoing
- For many young people, mobile phones are a great way to keep in touch with friends and gives them a degree of responsibility and independence. They can also be useful in an emergency.

It's important not to be alarmist. While mobile bullying can be a problem, for many young people, use of mobile phones and the internet can bring many benefits. No one wants to scare a whole generation of users away from this exciting new technology, but hopefully by providing educational resources we can help children, young people and their parents become more aware of the potential dangers and how to combat them.

And finally, take a look and make a copy of the quiz included in this pack. It's a great, fun way to raise the profile of the issue and find out the extent of the problem in your class or school. It shouldn't take more than 10 minutes!

Mobile bullying research

A total of 770 youngsters aged 11 to 19 were quizzed in the mobile bullying survey, which was carried out for NCH and Tesco Mobile by BMRB between 3 March and 6 April 2005.

QUESTION: Have you ever been bullied or threatened by someone using any of the following?

One in five youngsters (20%) admitted they had experienced some sort of bullying or threat via

- email
- internet chatroom
- mobile phone text messaging

Some experienced more than one.

Text bullying was the most significant form of bullying at 14 per cent. This was followed by internet chatrooms at five per cent and four per cent via email.

QUESTION: Using their mobile phone camera, has anybody ever taken a photograph of you in a way that made you feel uncomfortable, embarrassed or threatened?

This question was new to the 2005 survey and the response was startling. One in 10 youngsters (10%) admitted this had happened to them – more than via email or internet chatrooms. Currently almost four million UK young people own a camera-enabled handset, with this figure set to double to eight million by 2007.

QUESTION: Did you tell anyone you had been bullied?

Worryingly, more than a quarter of respondents (28%) did not tell anyone. Two-fifths (41%) of those bullied told a friend. A quarter (24%) spoke to a parent about it and 14 per cent to a teacher.

The first phase of our campaign concentrated on identifying what was happening; the second phase looks at teachers and parents understanding of the issue.

Computers for schools research

379 teachers and 304 parents completed the online survey.

Teachers

QUESTION: Are you worried that bullying or threatening behaviour by mobile phone could happen to one or more of your pupils in the future?

Nearly three quarters of teachers (74.4%) are worried that bullying or threatening behaviour could happen to one or more of their pupils in the future and think it is either common or very common for children to receive bullying or threatening messages via their mobile phone.

Mobile phone picture messaging is thought to be less common, although still substantial, with nearly half (42.7%) of the teachers surveyed responding that it was either common or very common for children to receive bullying or threatening messages via mobile phone picture messaging.

Nearly 80 per cent of teachers have been approached by a pupil or parent worried about bullying.

Parents

QUESTION: How common do you believe it is for children to receive bullying or threatening messages via mobile phone text messaging?

Parents think mobile phone bullying is more common than email and internet bullying but still 1 in 5 (19%) thought it was not very common or never happened.

36.5% of parents are not worried their child could be bullied or threatened by mobile phone. 19.4% of parents are not sure whether to be worried.

Nearly three quarters (73.2%) of parents whose children had a mobile phone received it between the ages of 8 and 13.

We know from our research that mobile bullying is a widespread problem for young people across the UK. Teachers are concerned their students could be bullied by mobile phone in the future, yet parents are still unsure. It is important parents and teachers have a common understanding of this issue and work together to help stamp out mobile phone bullying.



Classroom quiz

This quiz is designed to find out how much you and your classmates know about mobile bullying and to let you know what help is available.

QUESTION 1

How many 11–19 year olds in Great Britain have been bullied by mobile phone or computer?

- a. 1 in 5
 - b. 1 in 10
 - c. 1 in 100
-

QUESTION 2

How many 11–19 year olds in Great Britain have had a photo taken of them by camera phone that made them feel uncomfortable, embarrassed or threatened?

- a. 1 in 10
 - b. 1 in 25
 - c. 1 in 100
-

QUESTION 3

How many 11–19 year olds who have been bullied by mobile phone or computer didn't tell anyone?

- a. all of them
 - b. half of them
 - c. almost a third
 - d. none
-

QUESTION 4

Is it illegal to send a nasty text message?

- a. no
 - b. yes
 - c. don't know
-

QUESTION 5

If you're being bullied by mobile phone, who should you tell?

- a. teacher
 - b. police
 - c. parent/carer
 - d. a, b or c
 - e. no one, it's not a big deal
-

QUESTION 6

What can a mobile phone service provider do to help if you're being bullied by mobile phone?

- a. trace the number
 - b. block messages from the sender
 - c. change the number
 - d. nothing
 - e. a, b or c
-

QUESTION 7

When you're online or in a chat room, what should you not do?

- a. give a false name
 - b. give personal information – address, phone number etc
 - c. agree to meet someone
 - d. a, b and c
 - e. b and c
-

QUESTION 8

What should you do if you receive a nasty text message?

- a. save it
 - b. reply so they know they haven't bothered you
 - c. delete it
 - d. ignore it
-

QUESTION 9

If you're being bullied by mobile phone or computer, where can you go for help?

- a. www.stoptextbully.com
 - b. helplines like Childline or NSPCC
 - c. websites with information about bullying
 - d. there isn't any help available
 - e. a, b and c
-

QUESTION 10

What does your school do to help stop bullying? (Check with your teacher to see if there is stuff going on that you don't know about.)

- a. runs workshops
 - b. has a buddy system
 - c. has an anti-bullying policy
 - d. has a designated teacher/counsellor to deal with bullying
 - e. don't know
 - f. nothing
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These questions are based on information from www.stoptextbully.com and research conducted for NCH and Tesco Mobile by BMRB between 3 March and April 6 2005.

Whether you got all the questions right or wrong you can learn more about how to stop mobile bullying, how to deal with it and how to prevent it by going to www.stoptextbully.com