Minutes from the
Self Advocate's Workshop
Bradbury Community Centre
Tuesday 24th November, 2009

Wokingham
Learning Disability
Partnership Board

Who was at the meeting: Jason Archer, David Chaffe, Graeme Lodge, Robin Lodge, Chris Davies, Liz Trusty, Juanita Goswell, Philip Pearce, Peter Waite, Chris Reader, Suzanne Burbidge, Julia Simons, Frankie Brewer, Andrew Cook, Vicky Stubbs, Patsy Leuty, Roz Gilbert, Julie Willis, Julie White, Jodie Newman, Jennie Grieve, Nick Cunliffe, Mary Oduekun, Carol Price

Guests: Emma Bayliss, Tim Holland, Lisa Hookway, Johan Baker

Icebreaker

Jodie welcomed everyone to today's workshop which was about…

How to keep safe when using the internet!!

We started off with an icebreaker where everyone introduced themselves and thought about the last website they had looked at on a computer.
Here's what a few people said:

- **Liz** had looked at Google when she was at the Karten Centre recently.
- **Chris** had looked up some information about Guide Dogs.
- **Juanita** is working on a project about Africa and had used the internet to find out information.
- **Philip** had visited a few different websites to see what films are coming out soon at the cinema.
- **Peter, David, Frankie** and **Vicky** had all looked at the wow4me website.
- **Jason** had looked up some information on what's going on in the local community.
- **Chris** had logged on to Yahoo to email his sister.
- **Graeme** had looked at the BBC website.
- **Julia** is always on the wow4me website because that is part of her job!

Next we thought about the different internet sites people use, and why people use the internet:

To find out information and see what's going on.

To listen to music, watch videos and YouTube.

To talk to people (using email and chat rooms) and finding special friends.

To get directions to places - maps.

To buy things like books, CDs and food.

To check train times and bus routes.

To join dating websites.

To join a campaign or make a complaint about something.

Some people do their banking online.

Chat Rooms and Facebook

Then we talked about Facebook and chat rooms, and Jodie showed us her Facebook account so we could see how it all worked. We spoke to a person called Jed Wood (John and Edward from X Factor), and asked them some questions about X Factor. It was good fun, and lots of us thought we were speaking to the actual twins…. but then we realised it wasn't them at all – it was Emma pretending to be them. We had no idea that we had been tricked!!!

This practical joke had a serious message. It showed how easy it is to talk to someone on the internet who is **not** who they say they are!! Lots of people ask celebrities to be friends on Facebook but we all agreed they are very busy people and it is very unlikely that it is really the real celebrity we are talking to on Facebook.

Personal Profile: A profile is a page of information about yourself which includes your picture, your name and a little bit about yourself.

Privacy Settings: It is important to use the privacy settings otherwise anybody in the world can see the information about our lives that we put on Facebook. On Facebook's 'privacy settings', we thought the safest thing to do was to click on the "Only Friends" option – so only people you are friends with are able to see your Facebook page. If you are going to make friends on Facebook it is important that you don't share too much personal information like your address and phone number - we wouldn't walk up to someone on the street and tell them all our personal details!!

Blocking people: If you have problems with someone or they have been nasty to you on Facebook, then you can block them and report them – ask someone to show you how to do this. Don't be worried about blocking someone - it's a good idea to block anyone who has been nasty to you or someone who you don't want to be friends with any more.

Philip said he heard on the news that some social networking sites (Bebo for example) are putting a panic button on the website. You can click on this button to report someone. Big Government would like all social networking sites to have a panic button, but so far only Bebo has one – we think it would be good if Facebook had a panic button as well.

Junk emails, Fake emails and Scams!

Jodie showed us some examples of junk mail that was sent to her email address (which is the same as the junk mail that comes through the letterbox). One email was from someone called Isiaka Issama. Jodie knew this would be junk mail because he isn't her friend… but he wanted to give her lots of money!! He asked for her bank details so that he could transfer the money straight into her bank account.

We thought about whether someone we **didn't know** would really offer us lots of money – and the answer is **NO!!** This email was a **SCAM** and the person actually wanted Jodie's bank details so that he could steal her money!

Fake emails from a bank:
Jodie showed us another email that looked like it had come from HSBC (which is a bank). Jodie does bank online with HSBC so she didn't realise it was a scam straight away. The email said there was a query with her bank account and they wanted her bank details to confirm some things. Luckily, there were a few things that made Jodie realise this was a scam…

1. **Real banks** would always use a person's full name.
2. **Real banks** would already have the correct bank details so there would be no need to ask for them.
3. **Real banks** would NEVER send an email to talk about your bank account – they would always ring and ask some security questions first.
4. **Real banks** would never ask you to click on a link for more details.

Remember: If anyone rings or sends an email asking for bank details or money, the safest thing to do is take their phone number, get some help and ring them back.

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Golden Rules!

The internet can be really useful to find out information, so long as you use it safely. Emma gave us some Golden Rules to remember when using the internet:

1. Never share personal information on the internet, especially…

- x Your full name, date of birth or address. Someone can steal your identity with this personal information.
- x Your bank details - A real bank won't ask for your details by email.
- x Your passwords - Don't tell people your passwords and don't write them down!

2. Always make sure that you….

- Don't open emails or attachments from people you don't know - it could be a virus which will damage your computer.

- Check the terms (the rules) for anything that you are buying - make sure it is a one-off payment (that means you only pay for it once and don't have to pay again the next month).
- Don't pay money to get onto a website because you could be charged again and again and again…..! (If you buy something on the internet, PayPal is a safe way of doing this – as you only have to give your bank details once instead of again and again - ask someone to help you if you are not sure.)
- Protect your computer with a 'firewall' – it will stop it getting viruses. Ask someone to help you with this. Some of the firewalls are free.

3. Other things to remember….

- You wouldn't talk to strangers in the street, so you shouldn't talk to strangers on the internet. The only time you can talk to strangers is if you are on a **Safe Site** where people have already been checked out (more about that in a minute!)

- If you are meeting someone you don't know, make sure you:
  * tell everyone where you are going
  * take your mobile
  * meet in a crowded place
  * take someone with you – especially if meeting for the first time.

- You can never be sure who you are talking to – it's easy to be tricked into thinking someone is your friend.

- Never give money to people that you meet on the internet.
- Don't click 'install' or 'download' on a programme unless you are sure it is safe – ask for help if you need to.
- If you get an email that upsets you**, tell someone straight away**. That could be your parents, or your support worker or your friend next door.

Safe Social Networking Sites

Lisa and Tim talked to us about websites that are safe to use – for example:

Special Friends and **Wow4me.**

Special Friends Online:
www.specialfriendsonline.com. This is a safe website for people with learning disabilities and their carers. You might need to give your phone number and address on this website **but this will not be shared with other people –** it is so they can make sure everyone who uses the site is safe to do so. The website is checked every day and the chat rooms are monitored (checked) to make sure everything is safe and people aren't being threatening or using bad language. No-one can go on this website and pretend to someone they are not. (A public website like MSN makes it easy for some people to trick others.) There is also a "Report" button if something makes someone feel uncomfortable.

Wow4me website:
www.wow4me.org.uk. Wow4me's website can help people find things to do during the day and evening. There are sections on hobbies, education, transport, job advice and it covers the whole of the Wokingham Borough.

Internet Soap Opera – The Specials: This is an internet TV series about 5 young people with learning difficulties who share a house in Brighton - called Hilly, Sam, Lewis, Lucy and Megan. You can check in every week to see what they've been up to by logging on to www.the-specials.com. There is also a chat forum that is regulated (that means it is checked) to make sure it is safe. If you don't have access to a computer, you can go to the Rose Buddies Internet Café on a Friday afternoon to watch it with Lisa if you like!

Safe Places to use the Internet

Johan put up sheets on the wall with pictures of different places where we could use a computer, and we thought about which places were safe and which places weren't safe.

Places that are safe:

Wokingham Library: All libraries are safe places to use the internet – because the library staff can help you, and the computers have firewalls which stop most of the junk emails.

At home: Some people have computers in their own home. It is safe to use them here because only you and your family members/support workers can use them. But remember to keep your password safe and set up a firewall!

Rose Buddies Internet Café: This is run by Lisa Hookway at the Bradbury Centre on Fridays, 1-3pm. It is a good place to use the internet because you can get help if you need it, it is cheap to use, and the computers are protected with a firewall. Also, you can give your password to Lisa who will keep it safe! **If you have never used a computer before and would like to learn, pop along to the Rose Buddies Internet Café and Lisa will show you what to do!**

Prevention Services: This office is at 44 Rose Street and will be opening its drop-in centre in January. People can get help to use the computer, there will be firewalls to protect everyone from junk emails, and people won't be able to look over your shoulder.

Places that might not be safe:

Internet café on the high street: Sometimes internet cafes (that are for all members of the community, not just people with a learning disability) aren't very safe because people can look over your shoulder and see your personal details - and if you forget to log out, then they can log in as you and steal lots of information!

That was the end of our Workshop. We had all learned lots of new things and understood that the internet is a really good place for finding out things as long as we use it safely and remember the Golden Rules!

Our next workshop will take place on:

Tuesday 26th January 2010, 10am–12noon,

Bradbury Community Centre