

Advice Deletion Letter

**Advice Sheet – Child/ Parent/ Guardian**

**Deleting & Reporting Indecent Images**

We have a joint responsibility to safeguard your children, one of the ways to do this is to ensure your image / your child's image is reported in an attempt to remove it and monitor it on-line. If the image has been uploaded or sent via social media or other chat platforms, this letter will advise you how to use the report & remove tool provided by the IWF (Internet Watch foundation). This will ensure we know who is in the image and prevent potential further distribution on-line. The police and IWF work together to remove illegal sexualised content, this process is quick and the attending officer will guide you through it with the following steps, please begin by going to the website [www.childline.org.uk](http://www.childline.org.uk).

1. **Access the 'Report Remove section of the Childline website ([Report Remove | Childline](#)) and scroll down to the 'make your report' section, clicking on your child's age range.**
2. **Log into or create a Childline account so you can receive updates on their report, which allows your child to be safeguarded and supported throughout the process.**
3. **They are then taken to a dedicated IWF portal where they can securely upload images, videos**
4. **IWF analysts assess the reported content and take action if it meets the threshold of illegality. The content is given a unique digital fingerprint (a hash) which is then shared with internet companies to help prevent the imagery from being uploaded or redistributed online.**
5. **Each image or video has a unique code, so the outcome for each image/video can be conveyed to Childline, who will then contact the child via their Childline account to keep them updated and offer further support.**
6. **All images identified as illegal will be uploaded to a national database called CAID. This assists police in identifying people who share indecent images of children.**

Once this process is complete, please now **delete the image from your child's device** and **factory reset the device itself**. Please also remove the image from the backup storage system linked to that phone/ tablet, to do this follow the directions below.



**Desktop Computers and Laptops**

Images and videos taken on phone/ ipad/ tablet etc can be transferred to computers through backup programmes and then moved to another location on the computer which will not have been removed when following the above steps. Please ensure they are checked in the following way;

1. Carry out a search for the images/videos. If you know when the image or video was taken a search can be done for any images or videos taken on that day.
2. Locate the images/videos. These may be in the pictures folder but could also be in folders named after the cloud storage system. E.g. Dropbox, Google Drive, One Drive.
3. Select the image/video to be deleted without opening it.
4. Press on the 'Delete' key on your keyboard.



5. Go to the Recycle bin on the desk top
6. Locate the image and delete in the same way.

<u>Phones and tablets</u>	<u>Cloud Backup</u>
<p>Depending on the phone/tablet the process for deletion of images can vary, but the below is an overview:</p> <ol style="list-style-type: none"> <li>1. Open the Gallery or Camera Roll where all the images are displayed,</li> <li>2. Open the image/video,</li> <li>3. You may see an icon similar to . If so tapping on it will delete the image,</li> <li>4. If you can't see the icon tap on the menu icon and tap <b>'Delete'</b>.</li> </ol> <p><b>NOTE: THIS WILL NOT REMOVE THE IMAGE/VIDEO FROM ANY BACKUP STORAGE. THIS MUST BE DONE SEPARATELY.</b></p> <ol style="list-style-type: none"> <li>5. With apple devices you should delete the image as above then use the iCloud Backup on the device which will remove the image from the iCloud storage.</li> </ol>	<p>There are a number of apps that come with some smart devices, or which can be installed by the user, which backs up data over the internet. Any pictures taken or videos recorded are automatically sent to this storage system so if the phone is lost or stolen the images and videos are secure. When deleting from the smart device have a look for some of these apps:</p> <div style="text-align: center;">  </div> <p>There are several other apps available, if you are not sure, tapping on the icon will open the app.</p> <p>Once you have deleted the images from the smart devices gallery open the backup app and delete the image/video in the same way.</p>

**Help and support is available, please take a look at the websites listed below**

**Help and support for you**

- [www.thinkuknow.co.uk/parents](http://www.thinkuknow.co.uk/parents)
- [www.vodafone.co.uk/parents](http://www.vodafone.co.uk/parents)
- [www.commonsemmedia.org/advice-for-parents](http://www.commonsemmedia.org/advice-for-parents)
- [www.nspcc.org.uk](http://www.nspcc.org.uk)

**Help and support for your child**

- [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)
- [www.cybermentors.org](http://www.cybermentors.org)
- [www.childline.org.uk](http://www.childline.org.uk)
- [www.swgfl.org.uk/sextinghelp](http://www.swgfl.org.uk/sextinghelp)