UKCIS Digital Resilience Framework

An introduction / ITU CWG-COP / Jan 2021

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The experts in digital family life

Learning how to recognise and manage risk, learn from difficult experiences, recover and stay well, is a vital part of individual development

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Parent Zone sits **at the heart of modern family life**, providing advice knowledge and support to shape the best possible future for children as they embrace the online world.

We bridge the gaps between parents, policy and platforms, providing **insights** and **knowledge** in order to shape a better future for all.

We work **globally,** supporting businesses and governments to deliver digital innovation whilst being **responsible, ethical** and **caring**.

www.parentzone.org.uk

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UK Council for
Internet Safety

The **UK Council for Internet Safety (UKCIS)** is a collaborative forum through which government, the tech community and the third sector work together to ensure the UK is the safest place in the world to be online.

The **Digital Resilience Working Group (DRWG)** develops a digital resilience strategy which enables individuals to have the digital skills and emotional understanding to feel empowered to take action when they encounter problems online.

DRWG is chaired by Vicki Shotbolt, CEO of Parent Zone and consultant psychiatrist Dr Richard Graham.

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Digital resilience is a dynamic personality asset that grows through engaging with appropriate opportunities and challenges online, rather than through avoidance and safety behaviours.

UKCIS Digital Resilience Framework

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Understand

An individual understands when they are at risk online and can make informed decisions about the digital space they are in

Know

An individual knows what to do to seek help from a range of appropriate sources

DIGITAL RESILIENCE

Learn

An individual learns from their experiences and is able to adapt their future choices, where possible

Recover

An individual can recover when things go wrong online by receiving the appropriate level of support to aid recovery

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This is not a linear process. All of the elements are equally important and can apply at any time.

Resilience is dynamic. Resilience is shaped by your current situation, previous experience and the context within which you encounter people and content.

A collective responsibility. All of the elements of resilience require individuals to have access to appropriate systems, information and support.

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Digital resilience hub
www.drwg.org.uk

Awareness

Increase awareness and understanding of digital resilience and its elements

Knowledge

Add to the knowledge base of digital resilience

Application

Promote initiatives that apply use of the digital resilience framework

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www.drwg.org.uk

UKCIS Digital Resilience Working Group

What is digital resilience?   The framework   Case studies   Resources   About us

Understand.
Know.
Recover.
Learn.

What is digital resilience?

"Digital resilience is achieved primarily through experience, rather than learning and it is fostered by opportunities to confide in trusted others and later reflect upon online challenges."

— UKCIS Digital Resilience Framework

Learn how you can apply digital resilience in your context with the digital resilience framework

Whether socialising, exploring, creating or working people encounter risks online. It is neither possible nor desirable to shield people entirely from risk.

Learning how to recognise and manage risk, learn from difficult experiences, recover and stay well, is a vital part of individual development and agency.

Digital resilience is a 'dynamic personality asset' that is developed through online activities in safe, managed environments. This goes hand in hand with appropriate support and guidance the individual may want or need. Having support to recover and re-engage with digital opportunities is equally important.

Families, carers, educators, policy makers, frontline service workers and industry all have a role to play in making sure that they are contributing to an ecosystem that supports resilience and does not undermine it... **Read more**

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The framework.

An open framework and tool for organisations, policymakers, schools and companies to use to embed digital resilience thinking into products, education and services.

Learn more.

Case studies.

Examples of how the digital resilience framework has been applied in a range of contexts.

Help for professionals and parents for when a child has been harmed online

"[Recovery] depends on the support provided to the child and their family, and the right messages must be given from the very start"

Making Middlesborough one of the safest places for a child to grow up online.

"We have completely changed our approach...and we now adopt a similar resilience framework for all risk interventions, not just for those that are digital."

Addressing online extremism by building resilient families.

"The power of the framework is that it can be applied in many ways for specific scenarios"

More.

A curated collection of digital resilience information, activities and tools.

Selected by the Digital Resilience Working Group to help you find relevant resources more easily.

View resources.

About us.

The Digital resilience Working Group (DRWG) is one of six working groups within the UK Council for Internet Safety. The aim of the digital resilience working group is to develop and co-ordinate activity on a digital resilience strategy which enables individuals to have the digital skills and emotional understanding to feel empowered to take action when they encounter problems online.

The group is co-chaired by Vicki Shotbolt and Dr Richard Graham with group members drawn from a select cross-section of expert organisations. **Read more**

UKCIS Digital Resilience Working Group

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This site is developed and maintained by Parent Zone on behalf of The UK Council for Internet Safety (UKCIS) Digital Resilience Working Group (DRWG)

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UKCIS Digital Resilience Working Group

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Addressing online extremism by building resilient families.

Read more digital resilience case studies

Background

Resilient Families is an education, training and engagement programme that tackles online radicalisation and extremism. It reaches schools, local authorities, professionals and teachers, parents and carers, and children.

The programme is created by Parent Zone and is funded by, and part of, the Home Office's Prevent programme. Using the Digital Resilience Framework to inform its resources, the programme outlines a process whereby children can be more resilient to online extremism and other online risks and harms.

"The challenge is to communicate a consistent online message across multiple training and educational resources designed for this diverse audience, in a way that can intersect and be applied across a whole community."

In 2020-21, Resilient Families is being delivered as a remote online-based programme – delivering training, advice and support directly to the professionals and parents who need it. It also provides expert online educational resources specifically for Primary and Secondary school-age children.

These resources include:

- Webinar-based training sessions for family professionals and school staff
- Interactive video training for parents and careers
- Interactive classroom sessions for both Primary and Secondary-age children, with lesson plans and worksheets
- A library of resources and ongoing support through Parent Zone Membership

How we used the digital resilience framework

In tackling online extremism, the Resilient Families programme addresses a very serious and complex issue – and it does this for a wide-ranging audience of ages, knowledge and experience. This audience includes those who may understand the risks (such as teachers and family professionals) and those who may not (such as children). It also includes those (such as parents and carers) who may understand the risks of extremism, but perhaps do not understand how these risks affect their child's online world, or know how to support their child in dealing with them.

The challenge is to communicate a consistent online message across multiple training and educational resources designed for this diverse audience, in a way that can intersect and be applied across a whole community.

The Digital Resilience Framework provides a flexible process to approaching the specific risks and harms of online extremism.

The power of the framework is that it can be applied in many ways for specific scenarios – and that certain strands of the framework can be forefronted in an approach for a professional, parent or child.

For example:

- For primary school age, the programme uses the framework to develop critical thinking around misinformation and spotting risks online (**Understand**) and what things can help you to stay safer (**Know**).
- For a parent/carer, it explains better approaches to helping a child respond if something goes wrong (**Recovery**) and ways...

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www.drwg.org.uk

Resilience and recovery are not solely the responsibility of an individual, they are the result of **collective action.**

To enable everyone to be safer online, resilience should define **how systems are designed and managed.**

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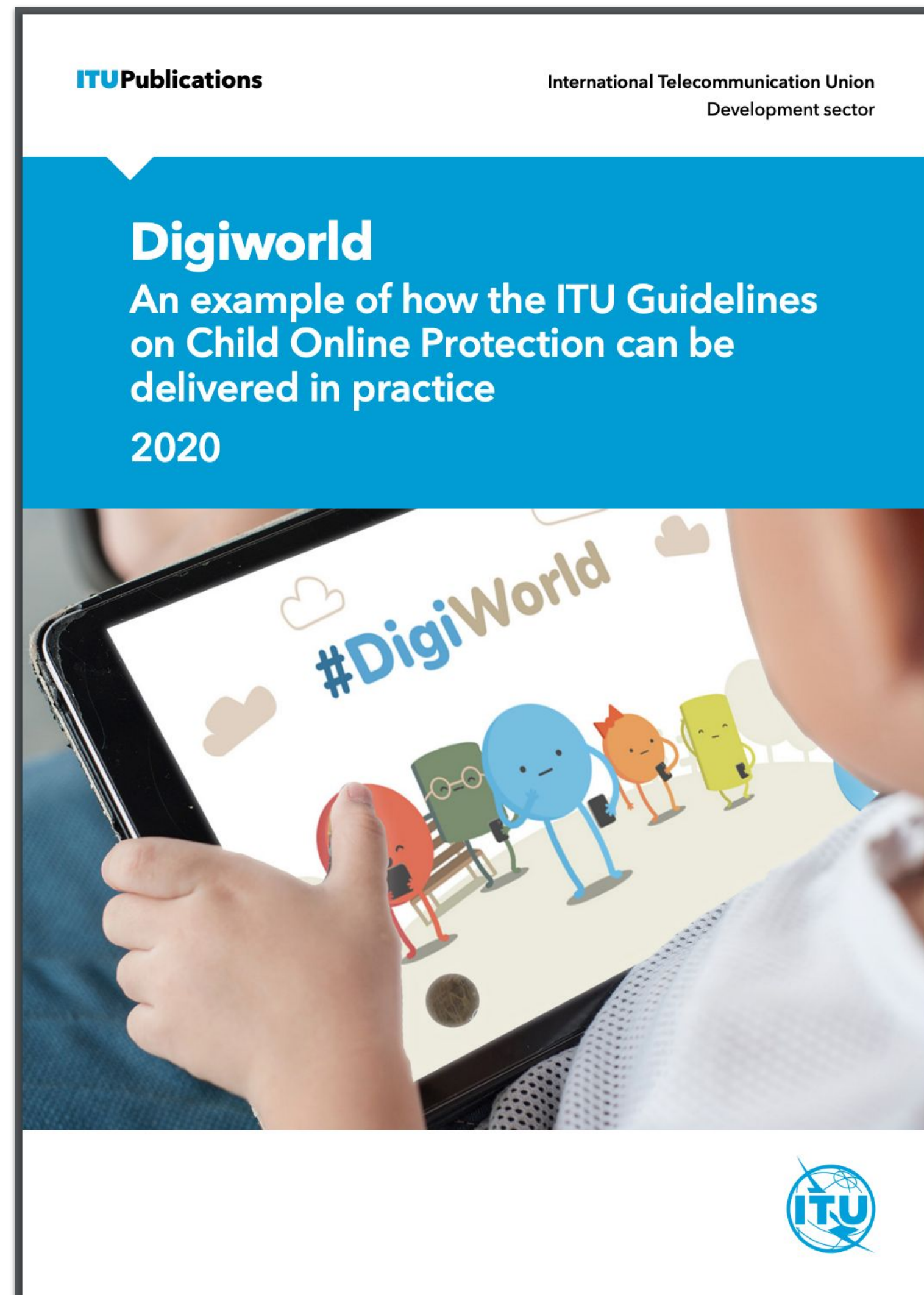
Digiworld

An example on how the ITU COP Guidelines can be delivered in practice – through resilience based interactive resource designed to help children aged between 5 and 16 to develop the knowledge and skills they need to navigate the online world in a safer and more enjoyable way.

www.itu-cop-guidelines.com/casestudies

Call to action

Share
www.drwg.org.uk
with your network

Highlight other
relevant resources
and research

Use the framework
to review, assess and
shape your policy,
projects and delivery

Contact us to
discuss your ambition
and any challenges

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twitter: @theparentszone / @cliffmanning
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