

PROCEDURES AND GUIDANCE

Online Safety

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EAST RIDING SAFEGUARDING CHILDREN BOARD

Online Safety Procedures and Guidance

1 Introduction

- 1.1 The East Riding Safeguarding Children Board takes seriously its statutory role to ensure that all member agencies co-operate to safeguard and promote the welfare of children and young people in the East Riding of Yorkshire and to ensure that they are effective in doing so.
- 1.2 The rapid growth of the internet, social networking and of electronic technologies generally has opened up a new world of exciting opportunities for many children and young people. Through the internet and mobile technology it is possible for them to have access to almost unlimited information worldwide, to be entertained and, through social networking sites to contact and socialise with other young people. Alongside the benefits there are also significant risks, and whilst many children and young people are very competent in using such technologies, their knowledge, as well as their parents/carers of the risks should be strengthened.
- 1.3 The risks to children and young people are various but the East Riding Safeguarding Children Board is committed to ensuring that children and young people are kept safe from a range of dangers, including but not limited to:
 - Sexual Exploitation
 - Bullying, including cyber based or prejudiced based bullying
 - Impact of technologies on sexual behaviour
 - Radicalisation and Extremism
 - Substance Misuse
 - Self-Harm
 - Eating Disorders
- 1.4 These procedures and guidance provide the Online Safety framework for member agencies of the ERSCB together with other partners and organisations to work with children and young people, together with their parents or carers, in order that they can be safe when online or using technologies.
- 1.5 Being safe online is not simply a matter of technology and, as such, the procedures and guidelines encourage a comprehensive approach to on line safety in which children and young people are kept safe by sound policies that inform technical standards. It sits alongside a programme of education which develops and sustains safe on line behaviour. This document will be monitored by the ERSCB to ensure that it remains relevant to its aims as information technology changes and evolves.

2 Strategic Aim

- 2.1 The implementation of these procedures and guidance, along with the over-arching strategy, will be monitored through the ERSCB Online Safety Group which will report to the ERSCB on a regular basis.
- 2.2 The procedures, guidance and strategy will be reviewed annually and the ERSCB will receive an annual report from the Online Safety Group.
- 2.3 The Strategic Action Plan for Online Safety in the East Riding is arranged in the following areas.

3 Agency Online Safety Policies

- 3.1 All online safety policies should have a foundation of agreed policies that direct all agencies, including the voluntary and community sector, parents/carers and children and young people in the use of the internet.
- 3.2 Policies should include:
- Acceptable use procedures, where applicable
 - Internet filtering procedures
 - Referral and reporting procedures through an incident flow chart
 - Education and Training
- 3.4 These should be interpreted into online safety policies that can be applied to schools and all agencies who work directly with children and young people.
- 3.5 Access to the internet must be through equipment and connections that allow for a good level of protection, filtering, and professional/parental control accepting that this will be challenging when applying it to online devices. The strategy establishes what the standard will be and how agencies and individual families can enable this.

4 Acceptable Use Policy

- 4.1 Acceptable Use Policies promote responsible use of the internet and online devices by ensuring that users are safe and not exposed to any damaging material and that systems are protected from accidental or deliberate misuse. They will apply to professional staff, volunteers, children and young people. AUP's will also cover all aspects of social networking which may include posts uploaded in the private lives of staff members but linked to information within the school or agency.
- 4.2 Agencies should;
- Twice yearly review and update their AUP
 - Ensure that every user who works with children, young people and parents/carers, where applicable, are aware of the AUP, and accept and understand it.
 - Ensure that professionals, volunteers, parents/carers and children and young people are aware of how to report and refer incidents.
 - Provide advice and guidance to parents/carers on how to protect their child at home and in the community.

5 Internet Filtering Procedures

- 5.1 The 4 big internet providers in the UK – BT, Sky, TalkTalk and Virgin Media - provide their customers with free parental controls which can be activated at any time. They also provide helpful video guides to assist in downloading and setting-up the controls offered by the provider. Staff are available to give advice to help parents and carers, including children and young people, to access this support and become familiar with changes in settings.
- 5.2 We know that children, particularly younger children, can be bothered by things they see online, and filters can be a helpful tool in reducing the chances of coming across something upsetting. It should be remembered that filtering is only part of the solution.
- 5.3 No filter or parental control tool is 100% effective, and many of the risks that children and young people face online are because of their own and other's behaviour. It is therefore important to talk to children and young people about staying safe online and making sure they know that they can turn to a safe adult if they get into any difficulty.

- 5.4 Other services that are popular with children and young people also provide tools that are helpful to activate in addition to filters. Find out more about YouTube Safety Mode, Google SafeSearch, 4OD Parental Control, BBC iPlayer Parental Guidance Lock, ITV Player PIN number protection and Sky Go Parental Controls.

Devices that connect to your home internet

- 5.5 In addition to content filtering offered by an Internet Service Provider, many devices such as games consoles, smartphones and tablets have their own parental controls, for example to limit spending or restrict access to apps based on age rating. Likewise, many web browsers have built-in tools and features to help control the kinds of content users can view.

Staying safe when out and about

- 5.6 If children and young people are taking their devices out of the home, it is worth bearing in mind that they could connect to public WiFi, for example, in a shop, cafe or restaurant. Look out for the Friendly WiFi symbol which shows that the WiFi has filters in place to limit access to pornographic content.



6 Referral and Incident Reporting

- 6.1 The Early Help and Safeguarding Hub (01482) 395500 supports activity at all levels. Information, advice and guidance will be available to advise practitioners on services available and offer opportunity to discuss the best course of action or signpost available help. EHASH will apply the Signs of Safety methodology to consider all contacts and this in reference to the ERSCB threshold document, will decide the most appropriate response or service.

7 Education and Training

- 7.1 Technical measures alone will not keep children and young people safe. There should be comprehensive education and training for professionals, volunteers, parents/carers, and children and young people to learn about the risks of the internet and the behaviours that are needed to stay safe online.
- 7.2 Online safety training is a crucial element of the ERSCB Multi Agency Training Programme. Everyone working with children and young people and parents/carers should attend it. Online safety training should also be included in generic safeguarding training delivered by ERSCB member agencies to their own staff with appropriate signposting to more specialist training.
- 7.3 The ERSCB Multi-Agency Training programme can be accessed here:
<http://www.erscb.org.uk/training/>

The National Crime Agency's CEOP (Child Exploitation and Online Protection) website can be accessed here: <http://ceop.police.uk/>

8 Policy Monitoring and Accountability

- 8.1 Once measures are in place all aspects of the policy and procedures will be monitored through the ERSCB Online Safety Group with members reporting back at every meeting about their respective agency implementation. Any deviation from the policy or apparent failure by an agency will be addressed through the ERSCB challenge process. Online safety will also be covered in the annual Section 11 Challenge events and through the regular board audit meetings.

9 Organisation

- 9.1 Every agency that has a direct link to children and young people should designate an Online Safety Officer. Where appropriate, this role can be undertaken by the Child Protection Officer for the organisation. Each online safety officer will need to signpost and advise staff in their agency regarding online safety issues, identify training needs, and ensure that incidents are dealt with as described above in Section 6, the referral and incident reporting section. Agencies will be expected to report any relevant online safety incidents or concerns to the ERSCB through the Online Safety Group.
- 9.2 All agencies will have to consider the online safety issues within their organisation and how the various elements such as acceptable use, use of online devices etc will impact upon their staff and operations.
- 9.3 All agencies should review their own Online Safety Policies and Procedures in line with this document, the Strategy document and the Changing Climate document.

10 Safeguarding Policies

- 10.1 Other Safeguarding policies within the member agencies will address any incidents of misuse including the identified risks set out in paragraph 1.3 of this strategy.
- 10.2 This document will form part of the safeguarding policies and procedures and any incident will be investigated at once according to safeguarding and/or allegations management procedures.

11. Embedding the Online Safety Procedures and Guidance in the Wider Work of the ERSCB

- 11.1 The Online Safety Procedures and Guidance is rooted in the wider work of the ERSCB, and firmly embedded in the business planning process, thus ensuring alignment with the work of all ERSCB Sub Groups in order to have maximum impact across the East Riding of Yorkshire.
- 11.2 As part of this process, the ERSCB Online Safety Group has responsibility for applying the following criteria to monitor the effectiveness of the Procedures and Guidance, including relevant data gathering.
- The number of ERSCB partner agencies with:
 - An Acceptable Use Policy
 - An Online Safety Lead Officer
 - An accredited internet service provider
 - An Online Safety Awareness and Training Plan in place
 - The number of online safety incidents reported (it is expected this number will increase as awareness is raised)
 - An assessment of the response to incidents through reports from the Sub Group members and selected case studies.

12. Review of Procedures.

- 12.1 While the procedures and guidance will be reviewed, along with relevant data at every meeting of the Online Safety Sub Group, there will be a full review in January 2017. Annual reviews will be necessary in order to reflect the changes in technology, along with national and local trends in the key areas of risk outlined in Paragraph 1.3

Agreed by East Riding Safeguarding Children Board: 15 April 2016

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