



## On Line Safety Policy

| Originator | Reviewed by | Date of Review | Approved by | Date of Approval | Next Review | Website |
|------------|-------------|----------------|-------------|------------------|-------------|---------|
| HKE        | S & C       | 1/3/2022       | Full Board  | 28/3/2022        | Jan 2023    | Yes     |

### ***"Excellence Every Day"***

#### **Our Mission**

Our mission is to make sure that all our students, regardless of their circumstances, discover their personal best and thrive academically, individually and socially.

We are relentless in driving high expectations and make no apology for ensuring high standards across the school. We will continually ensure every student achieves excellent results, with high-quality teaching and a first-class curriculum, underpinned by outstanding cultural capital experiences and exceptional pastoral care.

#### **Values**

- **Excellence**
- We strive for greatness in everything we set our minds to. We endeavour to do our very best and excel in all aspects of school life.
- **Respect**
- We treat others in our diverse, inclusive community as we wish to be treated. We acknowledge individual differences yet join together in an uncompromising respect for each other.
- **Responsibility**
- We understand that we own our actions. We work hard to understand our emotions and manage them effectively, whilst ensuring we put any mistakes right.
- **Resilience**
- When we encounter challenges, we persevere and bounce back. We see setbacks as stepping stones to success and always give 100%.
- **Ambition**
- Our ambition knows no limits. We will push ourselves to be the best version of ourselves to ensure success.



## 1. Key People

|  |  |
|--|--|
| Designated Safeguarding Lead (DSL) team    | Helen Kerr   |
| Online-safety lead (if different)          | As above and:<br>John Roberts – Head of Business and Computing |
| Online-safety / safeguarding link governor | Martin Sandford  |
| PSHE/RSHE lead                             | Mark Perraton  |
| Network manager / other technical support  | Oakford Technology   |

## Who is in charge of online safety?

KCSIE makes clear that “the designated safeguarding lead should take lead responsibility for safeguarding and child protection (including online safety).”

Organisations that are renting space from the school and are a totally separate organisation should have and follow their own online safety policy and acceptable use agreements.

However, if the organisation has any access to the school network, cloud-based services and/or equipment then they must adhere to the school’s online safety procedures and acceptable use agreements.

If the organisation is operating in school time or when pupils are on site in the care of the school, then the safeguarding of pupils is paramount and the organisation must adhere to the school’s online safety procedures and acceptable use agreements.

## 2. Introduction

The John of Gaunt School recognises that internet, mobile and digital technologies provide positive opportunities for children and young people to learn, socialise and play but they also need to understand the challenges and risks. The digital world is an amazing place, but with few rules. It is vast and fast moving and young people’s future economic success may be partly dependent on their online skills and reputation. We are, therefore, committed to ensuring that all pupils, staff and governors will be supported to use internet, mobile and digital technologies safely. This is part of our safeguarding responsibility. Staff are aware that some pupils may require additional support or teaching, including reminders, prompts and further explanation to reinforce their knowledge and understanding of online safety issues.



We are also committed to ensuring that all those who work with children and young people, including their parents/carers, are informed about the ever-changing risks so that they can take an active part in helping children and young people navigate the online world safely and confidently.

### 3. What is Online Safety?

It is essential that children are safeguarded from potentially harmful and inappropriate online material and behaviours. An effective approach to online safety enables educational settings to empower, protect and educate learners and staff in their use of technology and establishes mechanisms to identify, intervene in, and escalate any concerns where appropriate.

The breadth of issues classified within online safety is considerable, but can be categorised into four areas of risk:

- a. content: being exposed to illegal, inappropriate or harmful content. For example, pornography, fake news, racism, misogyny, self-harm, suicide, anti-Semitism, radicalisation and extremism.
- b. contact: being subjected to harmful online interaction with other users. For example, peer to peer pressure, commercial advertising and adults posing as children with the intention to groom or exploit them for sexual, criminal, financial or other purposes.
- c. conduct: personal online behaviour that increases the likelihood of, or causes, harm. For example, making, sending and receiving explicit images (eg consensual and non-consensual sharing of nude and semi-nude images or videos) and/or pornography or other explicit images and online bullying.
- d. commerce - risks such as online gambling, inappropriate advertising, phishing and or financial scams.

### 4. What is this policy?

Online safety is an integral part of safeguarding and requires a whole school, cross-curricular approach and collaboration between key school leads. Accordingly, this policy is written in line with 'Keeping Children Safe in Education' 2021 (KCSIE), 'Teaching Online Safety in Schools' 2019 and other statutory documents. It complements existing and forthcoming subjects including Health, Relationships and Sex Education, Citizenship and Computing; it is designed to sit alongside your school's statutory Safeguarding Policy. Any issues and concerns with online safety **must** follow the school's safeguarding and child protection procedures.

### 5. Scope of this policy

The policy applies to:

- pupils
- parents/carers



- teaching and support staff
- school governors
- peripatetic teachers/coaches, supply teachers, student teachers
- visitors
- volunteers
- voluntary, statutory or community organisations using the school's facilities

The school also works with partners and other providers to ensure that pupils who receive part of their education off site or who are on a school trip or residential are safe online.

The school provides online safety information for parents/carers, for example, through the website, in newsletters and at events. It is important that parents/carers understand their key role in supporting their child/ren to behave appropriately and keep themselves safe online.

This policy, supported by its acceptable use agreements, is intended to protect the interests and safety of the whole school community. It is linked to the following other school policies and documents: safeguarding, Keeping Children Safe in Education (current), GDPR, health and safety, home learning, behaviour for learning, staff code of conduct, acceptable use policy, anti-bullying and PSHCE/RSE policies.

## **6. How will this policy be communicated?**

This policy can only impact upon practice if it is a (regularly updated) living document. It must be accessible to and understood by all stakeholders. It will be communicated in the following ways: Posted on the school website

- Available on the internal staff network/drive
- Available in paper format in the staffroom
- Part of school induction pack for all new staff (including temporary, supply and non-classroom-based staff)
- Integral to safeguarding updates and training for all staff (especially in September refreshers)
- Clearly reflected in the Acceptable Use Agreement's (AUAs) for staff, volunteers, contractors, governors, pupils and parents/carers (which must be in accessible language appropriate to these groups).
- AUAs issued to whole school community, on entry to the school, with annual reminders of where to find them if unchanged, and reissued if updated after annual review
- AUAs are displayed in appropriate classrooms/corridors (not just in Computing corridors/classrooms)
- Reviews of this online-safety policy will include input from staff, pupils and other stakeholders, helping to ensure further engagement



## 7. Overview

### a. Aims

This policy aims to:

- Set out expectations for all The John of Gaunt School community members' online behaviour, attitudes and activities and use of digital technology (including when devices are offline)
- Help all stakeholders to recognise that online/digital behaviour standards (including social media activity) must be upheld beyond the confines of the school gates and school day, and regardless of device or platform
- Facilitate the safe, responsible and respectful use of technology to support teaching & learning, increase attainment and prepare children and young people for the risks and opportunities of today's and tomorrow's digital world, to survive and thrive online
- Help school staff working with children to understand their roles and responsibilities to work safely and responsibly with technology and the online world:
  - for the protection and benefit of the children and young people in their care, and
  - for their own protection, minimising misplaced or malicious allegations and to better understand their own standards and practice
  - for the benefit of the school, supporting the school ethos, aims and objectives, and protecting the reputation of the school and profession
- Establish clear structures by which online misdemeanours will be treated, and procedures to follow where there are doubts or concerns (with reference to other school policies such as Behaviour Policy or Anti-Bullying Policy)

### b. Further Help and Support

The DSL will handle referrals to local authority multi-agency safeguarding hubs (MASH) and normally the head teacher will handle referrals to the LA designated officer for allegations (DOFA).

## 8. Roles and Responsibilities – See Appendix 1

### 1. Policy and Procedure

The school seeks to ensure that internet, mobile and digital technologies are used





effectively and safely, for their intended educational purpose, in ways that will not infringe legal requirements or create unnecessary risk.

The school expects everyone to use internet, mobile and digital technologies responsibly and strictly according to the conditions set out in this policy. This policy also includes expectations on appropriate online behaviour and use of technology outside of school for pupils, parents/carers, staff and governors and all other visitors to the school.

#### **a) Use of Email - Staff**

Staff and governors should use a school email account or Governor Hub for all official school communication to ensure everyone is protected through the traceability of communication. Under no circumstances should staff contact pupils, parents or conduct any school business using a personal email address. Pupils should use school approved accounts on the school system for educational purposes. Where required parent/carer permission will be obtained for the pupil account to exist. For advice on emailing, sharing personal or confidential information or the need to gain parent permission refer to the policy for GDPR. Emails created or received as part of any school role will be subject to disclosure in response to a request for information under the Freedom of Information Act 2000.

Staff, governors and pupils should not open emails or attachments from suspect sources and should report their receipt to the ICT technician from Oakford Academy.

**Users must not** send emails which are offensive, embarrassing or upsetting to anyone (i.e. cyberbullying) or which could bring the school into disrepute.

#### **b) Visiting online sites and downloading**

Staff must preview sites, software and apps before their use in school or before recommending them to pupils. Before using any online service that requires user accounts to be created or the sharing of any personal data, staff must consult with the Data Protection Officer with details of the site/service and seek approval from a senior leader. The terms and conditions of the service should be read and adhered to, and parental/carer permission sought where required. If internet research is set for homework, specific sites will be suggested that have been checked by the teacher. All users must observe copyright of materials from electronic sources.

Staff must only use pre-approved systems if creating blogs, wikis or other online content.

When working with pupils searching for images should be done through Google Safe Search (standard through the HICS service), Google Advanced Search or a similar application that provides greater safety than a standard search engine.



**c) Users must not:**

- Visit internet sites, make, post, download, upload or pass on, material, remarks, proposals or comments that contain or relate to:
- Indecent images of children actually or apparently under the age of 18 or images of child abuse (i.e., images of children, digital or cartoons, involved in sexual activity or posed to be sexually provocative)
- Indecent images of vulnerable people over the age of 18 (i.e. images of vulnerable people, digital or cartoons involved in sexual activity or posed to be sexually provocative)
- Adult material that breaches the Obscene Publications Act in the UK
- Promoting discrimination of any kind in relation to the protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race or ethnicity, religion or belief, sex, sexual orientation
- Promoting hatred against any individual or group from the protected characteristics above
- Promoting illegal acts including physical or sexual abuse of children or adults, violence, bomb making, drug and alcohol abuse and software piracy
- Any material that may bring the school or any individual within it into disrepute e.g. promotion of violence, gambling, libel and disrespect

**Users must not:**

- Reveal or publicise confidential or proprietary information
- Intentionally interfere with the normal operation of the internet connection, including the propagation of computer viruses
- Transmit unsolicited commercial or advertising material either to other users, or to organisations connected to other networks except where permission has been given to the school
- Use the school's hardware and Wi-Fi facilities for running a private business
- Intimidate, threaten or cause harm to others
- Access or interfere in any way with other users' accounts
- Use software or hardware that has been prohibited by the school

The school recognises that in certain planned curricular activities, access to



controversial and/or offensive online content may be beneficial for educational use. In such circumstances, there is an expectation that access is pre-planned, risk assessed and recorded, and permission given by The Head Teacher (Paul Skipp) in consultation with the Prevent Lead and DSL (Helen Kerr).

#### **d) Storage of Images**

Photographs and videos provide valuable evidence of pupils' achievement and progress in a variety of contexts and can be used to celebrate the work of the school. In line with GDPR they are used only with the written consent of parents/carers which is secured in the first instance on a child's entry to the school. Records are kept on file and consent can be changed by parents/carers at any time. (See GDPR policy for greater clarification).

Photographs and images of pupils are only stored on the school's agreed secure networks which include some cloud-based services. Rights of access to stored images are restricted to approved staff as determined by The Head Teacher (Paul Skipp) working in consultation with The Data Manager (Nigel Reeve) the DSL (Helen Kerr) and Oakford Technology. Staff and pupils may have temporary access to photographs taken during a class session, but these must be transferred/deleted promptly unless needed as part of ongoing curriculum requirements.

Parents/carers should note that there may be some children who are at risk and must not have their image put online and others who do not want their image online. For these reasons, parents/carers must follow the school's Acceptable Use Agreement and refrain from taking or posting online photographs of any member of the school community, other than their own child/ren. Photographs taken by parents / carers within the school and during school activities (even off site) must be taken only with express and clear permission from the Head Teacher (Paul Skipp)

Staff and other professionals working with pupils, must only use school equipment to record images of pupils whether on or off site. See also GDPR. Permission to use images of all staff who work at the school is sought on induction and a written record is located in the personnel file.

#### **e) Use of personal mobile devices (including mobile phones)**

The school allows staff, including temporary and peripatetic staff, and visitors to use personal mobile phones and devices only in designated areas and not in the presence of pupils without permission from the Head Teacher (Paul Skipp) or in an emergency situation. Under no circumstance does the school allow a member of staff to contact a pupil or parent/carer using their personal device.

Parents/carers may only use personal mobile phones and devices in designated areas unless otherwise informed, e.g. for specific events and activities. Under no circumstance





should images be taken at any time on school premises or on off-site school events and activities of anyone other than their own child, unless there is a pre-specified permission from The Head Teacher (Paul Skipp). When a parent/carer is on school premises but not in a designated area, their phone/s must be switched off and out of sight.

Pupils are allowed to bring personal mobile devices/phones to school these must be turned off and kept in their bags as per the John of Gaunt School behaviour policy. Phones may be used with permission in the designated areas. Under no circumstance should pupils use their personal mobile devices/phones to take images of

- any other pupil unless they and their parents have given agreement in advance
- any member of staff

The school is not responsible for the loss, damage or theft of any personal mobile device that is brought into school.

Users bringing personal devices into school must ensure there is no inappropriate or illegal content on the device.

#### **f) New technological devices**

New personal technological devices may offer opportunities for teaching and learning. However, the school must consider educational benefit and carry out risk assessment before use in school is allowed. Parents/carers, pupils and staff should not assume that new technological devices will be allowed in school and should check with the Head Teacher (Paul Skipp) before they are brought into school.

## **2. Reporting Incidents, abuse and inappropriate material**

There may be occasions in school when either a pupil or an adult receives an offensive, abusive or inappropriate message or accidentally accesses upsetting or abusive material. When such a situation occurs the pupil or adult must report the incident immediately to the first available member of staff, the DSL (Helen Kerr), the headteacher (Paul Skipp) or a member of the student development team. Where such an incident may lead to significant harm, safeguarding procedures should be followed. The school takes the reporting of such incidents seriously and where judged necessary, the DSL will refer details to social care or the police.

General concerns must be handled in the same way as any other safeguarding concern; School procedures for dealing with online-safety will be mostly detailed in the following policies (primarily in the first key document):

1. Safeguarding and Child Protection Policy
2. Anti-Bullying Policy
3. Behaviour Policy (including school sanctions)
4. Acceptable Use Policies



5. Data Protection Policy, agreements and other documentation (e.g. privacy statement and consent forms for data sharing, image use etc)

This school commits to take all reasonable precautions to ensure online safety, but recognises that incidents will occur both inside school and outside school (and that those from outside school will continue to impact on pupils when they come into school. All members of the school are encouraged to report issues swiftly to allow us to deal with them quickly and sensitively through the school's escalation processes.

Any suspected online risk or infringement should be reported to the online safety lead / designated safeguarding lead on the same day – where clearly urgent, if identified during a lesson, it will be made by the end of the lesson.

It is vital that all staff recognise that online-safety is a part of safeguarding (as well as being a curriculum strand of Computing, PSHE/RSHE and Citizenship).

Any concern/allegation about staff misuse is always referred directly to the Headteacher or DSI in his absence, unless the concern is about the Headteacher in which case the complaint is referred to the Chair of Governors and the DOFA (Designated Officer for allegations). Staff may also use the NSPCC Whistleblowing Helpline.

The school will actively seek support from other agencies as needed (i.e. the local authority, UK Safer Internet Centre's Professionals' Online Safety Helpline, NCA CEOP, Prevent Officer, Police). We will inform parents/carers of online-safety incidents involving their children, and the Police where staff or pupils engage in or are subject to behaviour which we consider is particularly disturbing or breaks the law (particular procedures are in place for sexting and upskirting; see section below).

### 3. Curriculum

The following subjects have the clearest online safety links (see the relevant role descriptors above for more information):

- PSHE
- Relationships education, relationships and sex education (RSE) and health education
- Computing
- Citizenship

However, as stated in the role descriptors above, it is the role of all staff to identify opportunities to thread online safety through all school activities, both outside the classroom and within the curriculum, supporting curriculum/stage/subject leads, and making the most of unexpected learning opportunities as they arise (which have a unique value for pupils)



Whenever overseeing the use of technology (devices, the internet, new technology such as augmented reality, etc) in school or setting as homework tasks, all staff should encourage sensible use, monitor what pupils/students are doing and consider potential dangers and the age appropriateness of websites (ask your DSL what appropriate filtering and monitoring policies are in place).

Equally, all staff should carefully supervise and guide pupils when engaged in learning activities involving online technology (including, extra-curricular and extended school activities if relevant), supporting them with search skills, critical thinking (e.g. fake news), age appropriate materials and signposting, and legal issues such as copyright and data law.

At The John of Gaunt School we recognise that online safety and broader digital resilience must be thread throughout the curriculum.

Annual reviews of curriculum plans / schemes of work (including for SEND pupils) should be used as an opportunity to review key areas of Self-image and Identity, Online relationships, Online reputation, Online bullying, Managing online information, Health, Wellbeing and lifestyle, Privacy and security, and Copyright and ownership.

Online safety is fully embedded within our curriculum. The school provides a comprehensive age appropriate curriculum for online safety which enables pupils to become informed, safe and responsible. This includes teaching to prevent radicalisation, for which staff provide a narrative to counter extremism. The PSHE curriculum, Relationships and Health Curriculum are central in supporting the delivery of online safety education.

The curriculum is flexible and can respond to any immediate online safety issues and risks as they emerge.

It is necessary for pupils to develop skills of critical awareness, digital resilience and good online citizenship to enable them to use internet, mobile and digital technologies safely and responsibly. Pupils are taught to recognise the creative, collaborative, cultural, economic and educational opportunities provided by the internet, mobile and digital technologies. Curriculum work will also include areas such as:

- Understanding how to use the internet, mobile and digital technologies in a balanced and appropriate way to avoid negative impact on wellbeing, e.g. regulated screen time and diverse online activity
- Learning how to develop a positive online reputation and enhance future opportunities e.g. in relationships and employment
- Developing critical thinking skills and the confidence to challenge and question what they see and read in relation to online content e.g. recognising fake news and extremism, understanding commercial manipulation, maintaining an authentic sense



of self that is resilient to online pressure, learning how easy it is to lie online (i.e. users may not be who they say they are and may have ulterior motives)  
Understanding the dangers of giving out personal details online and the importance of maintaining maximum privacy online

- Thinking carefully before placing images online and considering their appropriateness and understanding the importance of gaining consent before posting photographs of others
- Understanding the permanency of all online postings and conversations

Understanding relevant legislation, including copyright, and the importance of respecting other people's information, reputation and images.

- Understanding the importance of online respect and what constitutes cyberbullying, how to avoid it, the impact it has and how to access help.
- How the law can help protect against online risks and abuse

#### **4. Handling Online-safety concerns and incidents**

It is vital that all staff recognise that online-safety is a part of safeguarding (as well as being a curriculum strand of Computing, PSHE/RSHE and Citizenship).  
General concerns must be handled in the same way as any other safeguarding concern;

School procedures for dealing with online-safety will be mostly detailed in the following policies (primarily in the first key document):

- Safeguarding and Child Protection Policy
- Anti-Bullying Policy
- Behaviour Policy (including the use of personal mobile devices on school site between 8am and 5pm and relevant school sanctions)
- Acceptable Use Policies
- Data Protection Policy, agreements and other documentation (e.g. privacy statement and consent forms for data sharing, image use etc)

This school commits to take all reasonable precautions to ensure online safety through the use of school owned devices, but recognises that incidents will occur both inside school and outside school (and that those from outside school will continue to impact on pupils when they come into school.) All members of the school are encouraged to report issues swiftly to allow the relevant staff to deal with them quickly and sensitively through the school's behaviour and / or safeguarding systems.





Any suspected online risk or infringement should be reported to the online safety lead / designated safeguarding lead on the same day – where clearly urgent, it should be made by the end of the lesson.

Any concern/allegation about staff misuse is always referred directly to the Headteacher, unless the concern is about the Headteacher in which case the complaint is referred to the Chair of Governors and the DOFA (Designated Officer for Allegations). Staff may also use the NSPCC Whistleblowing Helpline which is displayed in all faculty and shared offices.

The school will actively seek support from other agencies as needed (eg. the local authority, UK Safer Internet Centre's Professionals' Online Safety Helpline, NCA CEOP, Prevent Officer, Police). We will inform parents/carers of online-safety incidents involving their children, and the Police where staff or pupils engage in or are subject to behaviour which we consider is particularly disturbing or breaks the law (particular procedures are in place for sexting and upskirting; see section below).

#### **5. Youth produced sexual imagery**

We will refer to the UK Council for Internet Safety (UKCIS) guidance on sexting (also referred to as 'youth produced sexual imagery') in schools. NB - where one of the parties is over 18, this is no longer Youth produced sexual imagery but child sexual abuse.

It is important that everyone understands that whilst sexting is illegal, pupils/students can come and talk to members of staff if they have made a mistake or had a problem in this area.

#### **6. Upskirting**

It is important that everyone understands that upskirting (taking a photo of someone under their clothing) is now a criminal offence, as highlighted in Keeping Children Safe in Education and that pupils/students can come and talk to members of staff if they have made a mistake or had a problem in this area.

#### **7. Bullying**

Online bullying should be treated like any other form of bullying and the school bullying policy should be followed for online bullying, which may also be referred to as cyberbullying.

#### **8. Peer on Peer Sexual Abuse (POPSA)**

DfE guidance on sexual violence and harassment is referenced in Keeping Children Safe in Education and also a document in its own right.

Any incident of sexual harassment or violence (online or offline) should be reported to the DSL who will follow the full guidance. Staff should work to foster a zero-tolerance culture.

#### **9. Misuse of school technologies (devices, systems, networks and platforms)**



Clear and well communicated rules and procedures are essential to govern pupil and adult use of school networks, connections, internet connectivity and devices, cloud platforms and social media (both when on school site and outside of school).

These are defined in the relevant Acceptable Use Policy as well as in this document, for example in the sections relating to the professional and personal use of school platforms/networks/clouds, devices and other technology, as well as to BYOD (bring your own device) policy.

Where pupils contravene these rules, the school behaviour policy will be applied; where staff contravene these rules, action will be taken as outlined in the staff code of conduct. Further to these steps, the school reserves the right to withdraw – temporarily or permanently – any or all access to such technology, or the right to bring devices onto school property.

## 10. Social Media Incidents

See the social media section later in this document for rules and expectations of behaviour for children and adults in the John of Gaunt School community. These are also governed by school Acceptable Use Policies.

Breaches will be dealt with in line with the school behaviour policy (for pupils) or code of conduct (for staff).

Further to this, where an incident relates to an inappropriate, upsetting, violent or abusive social media post by a member of the school community, The John of Gaunt School will request that the post be deleted and will expect this to be actioned promptly.

Where an offending post has been made by a third party, the school may report it to the platform it is hosted on, and may contact the Professionals' Online Safety Helpline (run by the UK Safer Internet Centre) for support or help to accelerate this process.

## 11. Data Protection and data security

**“GDPR does not prevent, or limit, the sharing of information for the purposes of keeping children safe.** Lawful and secure information sharing between schools, Children’s Social Care, and other local agencies, is essential for keeping children safe and ensuring they get the support they need. **The Data Protection Act 2018 introduced ‘safeguarding’ as a reason to be able to process sensitive, personal information, even without consent** (DPA, Part 2,18; Schedule 8, 4) When Designated Safeguarding Leads in schools are considering whether, or not, to share safeguarding information (especially with other agencies) **it is considered best practice for them to record who they are sharing that information with and for what reason. If they have taken a decision not to seek consent from the data subject and/or parent/carer that should also be recorded within the safeguarding file. All relevant information can be**



**shared without consent if to gain consent would place a child at risk. Fears about sharing information must not be allowed to stand in the way of promoting the welfare and protecting the safety of children.”**

All pupils, staff, governors, volunteers, contractors and parents are bound by the school's data protection policy and agreements, which can be found on the school website.

The head teacher, data protection officer and governors work together to ensure a GDPR-compliant framework for storing data, but which ensures that child protection is always put first and data-protection processes support careful and legal sharing of information.

Staff are reminded regularly that all safeguarding data is highly sensitive and should be treated with the strictest confidentiality at all times, and only shared via approved channels to colleagues or agencies with appropriate permissions. The use of USO-FX / Egress to encrypt all non-internal emails is compulsory for sharing pupil data. If this is not possible, the DPO and DSL should be informed in advance.

## 12. Appropriate filtering and monitoring

Keeping Children Safe in Education obliges schools to “ensure appropriate filters and appropriate monitoring systems are in place [and] not be able to access harmful or inappropriate material [but at the same time] be careful that “over blocking” does not lead to unreasonable restrictions as to what children can be taught with regards to online teaching and safeguarding.”

At this school, the internet connection is provided by Oakford Internet services, they provide an inbuilt filtering and logging system.

## 13. Email - Students

Pupils and students at this school use Microsoft Outlook for emails

General principles for email use are as follows:

- a) Email, class charts and school comms are the only means of written electronic communication to be used between staff and pupils / staff and parents (in both directions). Use of a different platform must be approved in advance by the data-protection officer / head teacher in advance. Any unauthorised attempt to use a different system may be a safeguarding concern or disciplinary matter and should be notified to the DSL (if by a child) or to the Head teacher (if by a staff member).



- b) Email may only be sent using the email systems above. There should be no circumstances where a private email is used; if this happens by mistake, the DSL/Head teacher/DPO (the particular circumstances of the incident will determine whose remit this is) should be informed immediately.
- c) Staff or pupil personal data should never be sent/shared/stored on email without ensuring appropriate security measures are in place e.g password protecting documents or using a secure email address option
- d) If data needs to be shared with external agencies, approved email addresses and approved LA data systems are available.
- e) Appropriate behaviour is expected at all times, and the system should not be used to send inappropriate materials or language which is or could be construed as bullying, aggressive, rude, insulting, illegal or otherwise inappropriate, or which might bring the school into disrepute.
- f) Pupils and staff are allowed to use the email system for reasonable (not excessive, not during lessons) personal use but should be aware that all use is monitored, their emails may be read and the same rules of appropriate behaviour apply at all times. Emails using inappropriate language, images, malware or to adult sites may be blocked and not arrive at their intended destination.

*See also the social media section of this policy.*

#### **14. School Website**

The school website is a key public-facing information portal for the school community (both existing and prospective stakeholders) with a key reputational value. The Head teacher and Governors have delegated the day-to-day responsibility of updating the content of the website to Sandra Nichols.

Where other staff submit information for the website, they are asked to remember:

- School have the same duty as any person or organisation to respect and uphold copyright law – schools have been fined thousands of pounds for copyright breaches. Sources must always be credited and material only used with permission. There are many open-access libraries of high-quality public-domain images that can be used
- Where pupil work, images or videos are published on the website, their identities are protected and full names are not published

#### **15. Cloud Platforms**





The following principles apply:

- Privacy statements inform parents and children (13+) when and what sort of data is stored in the cloud
- The DPO approves new cloud systems, what may or may not be stored in them and by whom. This is noted in a DPIA (data-protection impact statement) and parental permission is sought
- Regular training ensures all staff understand sharing functionality and this is audited to ensure that pupil data is not shared by mistake. Open access or widely shared folders are clearly marked as such
- Pupils and staff are only given access and/or sharing rights when they can demonstrate an understanding of what data may be stored and how it can be seen
- Two-factor authentication is used for access to staff or pupil data
- Pupil images/videos are only made public with parental permission
- Only school-approved platforms are used by students or staff to store pupil work

#### **16. Digital Images and video (see also point 14 section c)**

When a pupil/student joins the school, parents/carers are asked if they give consent for their child's image to be captured in photographs or videos, for what purpose (beyond internal assessment, which does not require express consent) and for how long. Parents answer as follows:

- For displays around the school
- For the newsletter
- For use in paper-based school marketing
- For online prospectus or websites
- For a specific high-profile image for display or publication
- For social media

Whenever a photo or video is taken/made, the member of staff taking it will check the latest database before using it for any purpose.

Any pupils shown in public facing materials are never identified with more than first name (and photo file names/tags do not include full names to avoid accidentally sharing them).

All staff are governed by their contract of employment and the school's Acceptable Use Policy, which covers the use of mobile phones/personal equipment for taking pictures of pupils, and where these are stored. At The John of Gaunt School, members of staff with permission may occasionally use personal phones to capture photos or videos of pupils, but these will be appropriate, linked to school activities, taken without secrecy and not in a one-to-one situation, and always moved to school storage as soon as possible, after which they are deleted from personal devices or cloud services including back-ups.



Photos are stored on the school network in line with the retention schedule of the school Data Protection Policy.

Staff and parents are reminded annually about the importance of not sharing without permission, due to reasons of child protection (e.g. looked-after children often have restrictions for their own protection), data protection, religious or cultural reasons, or simply for reasons of personal privacy.

Pupils are taught about how images can be manipulated in their online safety education programme and also taught to consider how to publish for a wide range of audiences which might include governors, parents or younger children.

Pupils are advised to be very careful about placing any personal photos on social media. They are taught to understand the need to maintain privacy settings so as not to make public, personal information.

Pupils are taught that they should not post images or videos of others without their permission. We teach them about the risks associated with providing information with images (including the name of the file), that reveals the identity of others and their location. We teach them about the need to keep their data secure and what to do if they / or a friend are subject to bullying or abuse.

## **17. Social Media (see also point 23)**

### **a) The John of Gaunt School's Social Media presence**

The John of Gaunt School works on the principle that if we don't manage our social media reputation, someone else will.

Accordingly, we manage and monitor our social media footprint carefully to know what is being said about the school and to respond to criticism and praise in a fair, responsible manner.

Sandra Nichols is responsible for managing our Website and our IT Network Manager manages our Twitter account and checking our Wikipedia and Google reviews.

No student is allowed to create an account on any email or social media platform which references the John of Gaunt School either through the use of the words 'The John of Gaunt School' or 'Jog School'. Where students are found to have created accounts, which can explicitly be linked to the school or name school staff, we will ask the social media channels to remove these accounts. Where students are identified as creating these accounts, parents will be contacted and asked to support their removal.

### **b) Staff, pupil and Parent's Social Media Presence**



Social media (including here all apps, sites and games that allow sharing and interaction between users) is a fact of modern life, and as a school, we accept that many parents, staff and pupils will use it. However, we expect everybody to behave in a positive manner, engaging respectfully with the school and each other on social media, in the same way as they would face to face.

This positive behaviour can be summarised as not making any posts which are or could be construed as bullying, aggressive, rude, insulting, illegal or otherwise inappropriate, or which might bring the school or (particularly for staff) teaching profession into disrepute. This applies both to public pages and to private posts, e.g. parent chats, pages or groups. If parents have a concern about the school, we would urge them to contact us directly and in private to resolve the matter. If an issue cannot be resolved in this way, the school complaints procedure should be followed.

### **18. Social Media Age restrictions**

Many social media platforms have a minimum age of 13, but the school regularly deals with issues arising on social media with pupils/students under the age of 13. We ask parents to respect age ratings on social media platforms wherever possible and not encourage or condone underage use. This information is regularly shared with parents including through the transition process and inclusion in parent bulletins.

However, the school has to strike a difficult balance of not encouraging underage use at the same time as needing to acknowledge reality in order to best help our pupils/students to avoid or cope with issues if they arise. Online safety lessons will look at social media and other online behaviour, how to be a good friend online and how to report bullying, misuse, intimidation or abuse. However, children will often learn most from the models of behaviour they see and experience, which will often be from adults.

Parents can best support this by talking to their children about the apps, sites and games they use.

The school has an official Twitter and Facebook Page account (managed by our IT Network Manager) and will respond to general enquiries about the school, but asks parents/carers not to use these channels to communicate about their children.

Email is the official electronic communication channel between parents and the school, and between staff and pupils.

Pupils/students are not allowed\* to be 'friends' with or make a friend request\*\* to any staff, governors, volunteers and contractors or otherwise communicate via social media. Staff should not be 'friends' with students or ex-students until they have left the school for a minimum of 2 years. It is best practice to wait until the ex-student is at least 25 years old.



Pupils/students are discouraged from 'following' staff, governor, volunteer or contractor public accounts (e.g. following a staff member with a public Instagram or TicTok account). However, we accept that this can be hard to control. In the reverse situation, however, staff must not follow such public student accounts.

\* Exceptions may be made, e.g. for pre-existing family links, but these must be approved by the Head teacher and should be declared upon entry of the pupil or staff member to the school.

\*\* Any attempt to do so may be a safeguarding concern or disciplinary matter and should be notified to the DSL (if by a child) or to the Head teacher (if by a staff member).

Staff are reminded that they are obliged not to bring the school or profession into disrepute and the easiest way to avoid this is to have the strictest privacy settings and avoid inappropriate sharing and oversharing online. They should never discuss the school or its stakeholders on social media and be careful that their personal opinions might not be attributed to the school, trust or local authority, bringing the school into disrepute.

All members of the school community are reminded that particularly in the context of social media, it is important to comply with the school policy on Digital Images and Video and permission is sought before uploading photographs, videos or any other information about other people.

## 19. Device Usage

Please read the following in conjunction with acceptable use policies and the following sections of this document which all impact upon device usage: copyright, data protection, social media, misuse of technology, and digital images and video.

- a) Personal Devices including wearable technology linked to phones and other mobile devices and bring your own devices (BYOD)

20. **Pupils/students** are aware that The John of Gaunt School is a mobile device free school during the hours of 8am and 5pm. Students are allowed to have items in school but they must be turned off or on silent during these times and kept in the student's bag. Students may use their phone in one of the school's stated 'phone hubs' including G21, G109 and Pitman building in such times when an urgent call is needed to be made. (See Behaviour policy for sanctions and details). Important messages and phone calls from parents can be sent via the school office, which will also pass on messages from parents to pupils in emergencies.

21. **All staff who work directly with children** should leave their mobile phones on silent and only use them in private during school hours unless for school business. Child/staff data should never be downloaded onto a private phone. There are certain software 'apps' such as Class Charts which does not 'hold data' on the telephone and which are password protected which may be accessed on a staff members personal phone.





**22. Volunteers, contractors, governors may use their phones however** under no circumstances should they be used in the presence of children to take photographs or videos. If this is required (e.g. for contractors to take photos of equipment or buildings), permission of the head teacher should be sought (the head teacher may choose to delegate this) and this should be done in the presence of a member staff.

**23. Parents** are asked to leave their phones in their pockets and turned off or on silent when they are on site. They should ask permission before taking any photos, e.g. of displays in corridors or classrooms, and avoid capturing other children. Parents are asked not to call pupils on their mobile phones during the school day; urgent messages can be passed via the school office.

#### **24. Network / Internet access on school devices**

- a) **Students** are not allowed networked file access via personal devices. However, they are allowed to access the school wireless internet network for school-related internet use / limited personal use within the framework of the acceptable use policy. All such use is monitored.
- b) **All staff who work directly with children** should leave their mobile phones on silent and only use them in private staff areas during school hours. Child/staff data should never be downloaded onto a private phone.
- c) **Volunteers, contractors, governors** can access the guest wireless network but have no access to networked files/drives, subject to the acceptable use policy. All internet traffic is monitored.
- d) **Parents** have no access to the school network or wireless internet on personal devices

#### **25. Trips / Events away from school**

For school trips/events away from school, teachers will be issued a school duty phone and this number used for any authorised or emergency communications with pupils/students and parents. Any deviation from this policy (e.g. by mistake or because the school phone will not work) will be notified immediately to the head teacher. Teachers using their personal phone in an emergency will ensure that the number is hidden to avoid a parent or student accessing a teacher's private phone number.

Students are allowed to use their mobile phone with permission on most school trips. Where this is not allowed students will be told in advance

#### **26. Searching and confiscation**





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In line with the DfE guidance 'Searching, screening and confiscation: advice for schools', the Head teacher and named staff authorised by them have a statutory power to search pupils/property on school premises. This includes the content of mobile phones and other devices, for example as a result of a reasonable suspicion that a device contains illegal or undesirable material, including but not exclusive to sexual images, pornography, violence or bullying.

Full details of the school's search procedures are available in the school Behaviour Policy.



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Registered Office – Wingfield Road, Trowbridge, Wiltshire BA14 9EH

Headteacher: Mr P Skipp





## Appendix 1

### 1. Head Teacher – Paul Skipp

#### Key responsibilities:

- Foster a culture of safeguarding where online safety is fully integrated into whole-school safeguarding
- Oversee the activities of the designated safeguarding lead and ensure that the DSL responsibilities listed in the section below are being followed and fully supported
- Ensure that policies and procedures are followed by all staff
- Liaise with the designated safeguarding lead on all online-safety issues which might arise and receive regular updates on school issues and broader policy and practice information
- Take overall responsibility for data management and information security ensuring the school's provision follows best practice in information handling; work with the DPO, DSL and governors to ensure a GDPR-compliant framework for storing data, but helping to ensure that child protection is always put first and data-protection processes support careful and legal sharing of information
- Ensure the school implements and makes effective use of appropriate ICT systems and services including school-safe filtering and monitoring, protected email systems and that all technology including cloud systems are implemented according to child-safety first principles
- Be responsible for ensuring that all staff receive suitable training to carry out their safeguarding and online safety roles
- Understand and make all staff aware of procedures to be followed in the event of a serious online safeguarding incident
- Ensure suitable risk assessments are undertaken so the curriculum meets needs of pupils, including risk of children being radicalised
- Ensure that there is a system in place to monitor and support staff (e.g. network manager) who carry out internal technical online-safety procedures
- Ensure governors are regularly updated on the nature and effectiveness of the school's arrangements for online safety
- Ensure the school website meets statutory requirements (see appendices for website audit document)

### 2. Designated Safeguarding Lead / Online safety Lead - Helen Kerr

#### Key responsibilities:



- “The designated safeguarding lead should take lead responsibility for safeguarding and child protection (including online safety).”
- Ensure “An effective approach to online safety [that] empowers a school or college to protect and educate the whole school or college community in their use of technology and establishes mechanisms to identify, intervene in and escalate any incident where appropriate.”
- “Liaise with the local authority and work with other agencies in line with Working together to safeguard children”
- Take day to day responsibility for online safety issues and be aware of the potential for serious child protection concerns
- Work with the headteacher, DPO and governors to ensure a GDPR-compliant framework for storing data, but helping to ensure that child protection is always put first and data-protection processes support careful and legal sharing of information
- Stay up to date with the latest trends in online safety
- Review and update this policy, other online safety documents (e.g. Acceptable Use Policies, online learning policy) and the strategy on which they are based (in harmony with policies for behaviour, safeguarding, Prevent and others) and submit for review to the governors/trustees.
- Receive regular updates in online safety issues and legislation, be aware of local and school trends
- Ensure that online safety education is embedded across the curriculum (e.g. by use of the UKCIS framework ‘Education for a Connected World’)  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/896323/UKCIS\\_Education\\_for\\_a\\_Connected\\_World\\_.pdf#:~:text=Education%20for%20a%20Connected%20World%20is%20a%20tool,knowledgeably%2C%20responsibly%20and%20safely%20in%20a%20digital%20world.](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/896323/UKCIS_Education_for_a_Connected_World_.pdf#:~:text=Education%20for%20a%20Connected%20World%20is%20a%20tool,knowledgeably%2C%20responsibly%20and%20safely%20in%20a%20digital%20world.) and beyond, in wider school life
- Promote an awareness and commitment to online safety throughout the school community, with a strong focus on parents, including hard-to-reach parents
- Liaise with school technical, pastoral, and support staff as appropriate
- Communicate regularly with SLT and the designated safeguarding and online safety governor regarding issues which arise that relate to online safety
- Ensure all staff are aware of the procedures that need to be followed in the event of an online safety incident, and that these are logged in the same way as any other safeguarding incident
- Ensure the 2018 DfE guidance on sexual violence and harassment and the guidance following the DfE review of sexual abuse in schools and colleges (10 June 2021) is implemented throughout the school and that staff adopt a zero-tolerance approach to this, as well as to bullying





- Facilitate training and advice for all staff:
  - all staff must read the relevant statutory parts of the most current version of KCSIE
  - it would also be advisable for all staff to be aware of Annex D (online safety)
  - cascade knowledge of risks and opportunities throughout the organisation

### 3. Governing Body

#### Key responsibilities (quotes are taken from Keeping Children Safe in Education 2021):

- Approve this policy and strategy and subsequently review its effectiveness.
- “Governing bodies and proprietors should ensure an appropriate senior member of staff, from the school or college leadership team, is appointed to the role of designated safeguarding lead. The designated safeguarding lead should take lead responsibility for safeguarding and child protection (including online safety). This should be explicit in the role holder’s job description
- Support the school in encouraging parents and the wider community to become engaged in online safety activities
- Have regular strategic reviews with the online-safety co-ordinator / DSL and incorporate online safety into standing discussions of safeguarding at governor meetings
- Where the online-safety coordinator is not the named DSL or deputy DSL, ensure that there is regular review and open communication between these roles and that the DSL’s clear overarching responsibility for online safety is not compromised
- Work with the DPO, DSL and headteacher to ensure a GDPR-compliant framework for storing data, but helping to ensure that child protection is always put first and data-protection processes support careful and legal sharing of information
- Check all school staff have read Part 1 of KCSIE and other relevant statutory parts of the most current version of KCSIE; check that Annex D on Online Safety reflects practice in your school
- “114. Governing bodies and proprietors should ensure that all staff undergo safeguarding and child protection training (including online safety) at induction. The training should be regularly updated. Induction and training should be in line with any advice from the safeguarding partners. 115. In addition, all staff should receive regular safeguarding and child protection updates, including online safety (for example, via email, e-bulletins, staff meetings) as required, and at least annually, to provide them with relevant skills and knowledge to safeguard children effectively.”
- “122. Whilst it is essential that governing bodies and proprietors ensure that appropriate filters and monitoring systems are in place, they should be careful that



“over blocking” does not lead to unreasonable restrictions as to what children can be taught with regard to online teaching and safeguarding. “

- “119. Governing bodies and proprietors should ensure that children are taught about safeguarding, including online safety, and recognise that a one size fits all approach may not be appropriate for all children, and a more personalised or contextualised approach for more vulnerable children, victims of abuse and some SEND children might be needed. 120. Schools should consider all of this as part of providing a broad and balanced curriculum (colleges may cover relevant issues through tutorials). This may include covering relevant issues for schools through Relationships Education (for all primary pupils) and Relationships and Sex Education (for all secondary pupils) and Health Education (for all pupils in state-funded schools

#### **4. All staff**

##### **Key responsibilities:**

- Understand that online safety is a core part of safeguarding; as such it is part of everyone’s job – never think that someone else will pick it up
- Know who the Designated Safeguarding Lead (DSL) and Online Safety Lead (OSL) are (Helen Kerr)
- Read relevant parts of the current Keeping Children Safe in Education which are statutory and as directed by the DSL (Helen Kerr)
- Read and follow this policy in conjunction with the school’s main safeguarding policy
- Record online-safety incidents in the same way as any safeguarding incident and report in accordance with school procedures.
- Understand that safeguarding is often referred to as a jigsaw puzzle – you may have discovered the missing piece so do not keep anything to yourself
- Sign and follow the staff acceptable use policy and code of conduct/handbook
- Notify the DSL/OSL if policy does not reflect practice in your school and follow escalation procedures if concerns are not promptly acted upon
- Identify opportunities to thread online safety through all school activities, both outside the classroom and within the curriculum, supporting curriculum/stage/subject leads, and making the most of unexpected learning opportunities as they arise (which have a unique value for pupils)
- Whenever overseeing the use of technology (devices, the internet, new technology such as augmented reality, etc) in school or setting as homework tasks, encourage sensible use, monitor what pupils/students are doing and consider potential dangers and the age



appropriateness of websites (ask your DSL what appropriate filtering and monitoring policies are in place)

- To carefully supervise and guide pupils when engaged in learning activities involving online technology (including, extra-curricular and extended school activities if relevant), supporting them with search skills, critical thinking (e.g. fake news), age appropriate materials and signposting, and legal issues such as copyright and data law
- Prepare and check all online source and resources before using within the classroom
- Encourage pupils/students to follow their acceptable use policy, remind them about it and enforce school sanctions
- Notify the DSL/OSL of new trends and issues before they become a problem
- Take a zero-tolerance approach to bullying and low-level sexual harassment (your DSL will disseminate relevant information from the new DfE document on this)
- Be aware that you are often most likely to see or overhear online-safety issues (particularly relating to bullying and sexual harassment and violence) in the playground, corridors, toilets and other communal areas outside the classroom – let the DSL/OSL know
- Model safe, responsible and professional behaviours in their own use of technology. This includes outside the school hours and site, and on social media, in all aspects upholding the reputation of the school and of the professional reputation of all staff.

#### **5. Director of Learning for Social Science (including PSHE / RSHE) Mark Perraton Responsibilities**

- As listed in the 'all staff' section, plus:
- Embed consent, mental wellbeing, healthy relationships and staying safe online into the PSHE / Relationships education, relationships and sex education (RSE) and health education curriculum. "This will include being taught what positive, healthy and respectful online relationships look like, the effects of their online actions on others and knowing how to recognise and display respectful behaviour online. Throughout these subjects, teachers will address online safety and appropriate behaviour in an age appropriate way that is relevant to their pupils' lives."
- This will complement the computing curriculum, which covers the principles of online safety at all key stages, with progression in the content to reflect the different and escalating risks that pupils face. This includes how to use technology safely, responsibly, respectfully and securely, and where to go for help and support when they have concerns about content or contact on the internet or other online technologies.
- Work closely with the DSL/OSL and all other staff to ensure an understanding of the issues, approaches and messaging within PSHE / RSHE.



## 6. Director of Learning for Computing and Business: John Roberts

### Key responsibilities:

- As listed in the 'all staff' section, plus:
- Oversee the delivery of the online safety element of the Computing curriculum in accordance with the national curriculum
- Work closely with the DSL/OSL and all other staff to ensure an understanding of the issues, approaches and messaging within Computing
- Collaborate with technical staff and others responsible for ICT use in school to ensure a common and consistent approach, in line with acceptable-use agreements

## 7. Directors of Learning and subject leads (including leads for key stages)

### Key responsibilities:

- As listed in the 'all staff' section, plus:
- Look for opportunities to embed online safety in your subject or aspect, and model positive attitudes and approaches to staff and pupils alike
- Work closely with the DSL/OSL and all other staff to ensure an understanding of the issues, approaches and messaging within Computing
- Ensure subject specific action plans also have an online-safety element

## 8. Network Manager – Oakford Technology

### Key responsibilities:

- As listed in the 'all staff' section, plus:
- Keep up to date with the school's online safety policy and technical information in order to effectively carry out their online safety role and to inform and update others as relevant
- Work closely with the designated safeguarding lead / online safety lead / data protection officer / LGfL nominated contact to ensure that school systems and networks reflect school policy
- Ensure the above stakeholders understand the consequences of existing services and of any changes to these systems (especially in terms of access to personal and sensitive records / data and to systems such as YouTube mode, web filtering settings, sharing permissions for files on cloud platforms etc
- Support and advise on the implementation of 'appropriate filtering and monitoring' as decided by the DSL and senior leadership team





- Maintain up-to-date documentation of the school's online security and technical procedures
- To report online-safety related issues that come to their attention in line with school policy
- Manage the school's systems, networks and devices, according to a strict password policy, with systems in place for detection of misuse and malicious attack, with adequate protection, encryption and backup for data, including disaster recovery plans, and auditable access controls
- Monitor the use of school technology and that any misuse/attempted misuse is identified and reported in line with school policy
- Work with the Headteacher to ensure the school website meets statutory DfE requirements (see appendices for website audit document)

## 9. Data Protection Administrator – Nigel Reeves

**NB – this document is not for general data-protection guidance.**

### Key responsibilities:

- Be aware that of references to the relationship between data protection and safeguarding in key Department for Education documents 'Keeping Children Safe in Education' and 'Data protection: a toolkit for schools' (August 2018), especially this quote from the latter document:  
"GDPR does not prevent, or limit, the sharing of information for the purposes of keeping children safe. Lawful and secure information sharing between schools, Children's Social Care, and other local agencies, is essential for keeping children safe and ensuring they get the support they need. **The Data Protection Act 2018 introduced 'safeguarding' as a reason to be able to process sensitive, personal information, even without consent** (DPA, Part 2,18; Schedule 8, 4) When Designated Safeguarding Leads in schools are considering whether, or not, to share safeguarding information (especially with other agencies) it is considered best practice for them to record who they are sharing that information with and for what reason. If they have taken a decision not to seek consent from the data subject and/or parent/carer that should also be recorded within the safeguarding file. All relevant information can be shared without consent if to gain consent would place a child at risk. Fears about sharing information **must not be allowed** to stand in the way of promoting the welfare and protecting the safety of children."
- The same document states that the retention schedule for safeguarding records may be required to be set as 'Very long-term need (until pupil is aged 25 or older)'. However, some local authorities require record retention until 25 for **all** pupil records.
- Work with the DSL, headteacher and governors to ensure frameworks are in place for the protection of data and of safeguarding information sharing as outlined above.



- Ensure that all access to safeguarding data is limited as appropriate, and also monitored and audited

## 10. Volunteers and Contractors

### Key responsibilities:

- Read, understand, sign and adhere to an acceptable use policy (AUA)
- Report any concerns, no matter how small, to the designated safety lead / online safety coordinator as named in the AUA
- Maintain an awareness of current online safety issues and guidance
- Model safe, responsible and professional behaviours in their own use of technology

## 11. Pupils

### Key responsibilities:

- Read, understand, sign and adhere to the student/pupil acceptable use policy and review this annually
- Understand the importance of reporting abuse, misuse or access to inappropriate materials
- Know what action to take if they or someone they know feels worried or vulnerable when using online technology
- To understand the importance of adopting safe and responsible behaviours and good online safety practice when using digital technologies outside of school and realise that the school's acceptable use policies cover actions out of school, including on social media
- Understand the benefits/opportunities and risks/dangers of the online world and know who to talk to at school or outside school if there are problems

## 12. Parents and Carers

### Key responsibilities:

- Consult with the school if they have any concerns about their children's and others' use of technology
- Promote positive online safety and model safe, responsible and positive behaviours in their own use of technology, including on social media: not sharing other's images or details without permission and refraining from posting negative, threatening or violent comments about others, including the school staff, volunteers, governors, contractors, pupils or other parents/carers.



### 13. External Groups including parent associations – The Friends of John of Gaunt

#### Key responsibilities:

- Support the school in promoting online safety and data protection
- Model safe, responsible, respectful and positive behaviours in their own use of technology, including on social media: not sharing other's images or details without permission and refraining from posting negative, threatening or violent comments about others, including the school staff, volunteers, governors, contractors, pupils or other parents/carers





## Appendix 2

### Student acceptable use with Parental Letter

#### Secondary Student Acceptable Use Policy

##### Notes for Parents

All pupils will have access to computer facilities including Internet access as an essential part of learning, as required by the National Curriculum.

Your child will have the opportunity to access a wide range of information and communication technology (ICT) resources. This includes access to:

- Computers, laptops and other digital devices
- Internet which may include search engines and educational websites
- School learning platform/intranet
- Email
- Digital cameras, web cams and video cameras
- Recorders and Dictaphones
- Where appropriate, technology to support additional learning needs.

The school recognises the essential and important contribution that technology plays in promoting children's learning and development and offers a fantastic range of positive activities and experiences. However, we also recognise there are potential risks involved when using online technology and therefore have developed online Internet Safety policies and procedures with support from specialist services alongside the schools own safeguarding measures.

The school takes responsibility for your child's online safety very seriously and, as such, we ensure that pupils are educated about safe use of technology and will take every reasonable precaution to ensure that pupils cannot access inappropriate materials whilst using school equipment. We request that all parents/carers support the schools approach to Internet Safety by role modelling safe and positive online behaviour for their child and by discussing online safety with them whenever they access technology at home. We have produced an Online Safe Guide – a summary of parent and carer responsibilities (appendix 3 of the on line safety policy) to under pin this. Parents/carers may also like to visit [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk) , [www.childnet.com](http://www.childnet.com) , [www.nspcc.org.uk/onlinesafety](http://www.nspcc.org.uk/onlinesafety) , [www.saferinternet.org.uk](http://www.saferinternet.org.uk) and [www.internetmatters.org](http://www.internetmatters.org) for more information about keeping children safe online








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Whilst the school monitors and manages technology use in school we believe that children themselves have an important role in developing responsible online behaviours. In order to support the school in developing your child's knowledge and understanding about Internet Safety, we request that you read the attached Acceptable Use Policy with your child and that you and your child discuss the content and return the attached slip. Hopefully, you will also find this Acceptable Use Policy provides you with an opportunity for conversations between you and your child about safe and appropriate use of the technology, both at school and at home. Should you wish to discuss the matter further, please do not hesitate to contact the school. We understand that your child may find some of the statements difficult to understand however, we feel it is good practice to involve them as much as possible in the decision-making process, and believe a shared commitment is the most successful way to achieve this



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Headteacher: Mr P Skipp





## Student Acceptable Use Agreement

- I always ask permission from an adult before using a computer or the internet
- I know that I will be able to use the internet in school, for a variety of reasons, if I use it responsibly. However, I understand that if I do not, I may not be allowed to use the internet at school.
- I know that being responsible means that I should not look for bad language, inappropriate images or violent or unsuitable games, and that if I accidentally come across any of these I should report it to a teacher or adult in school or a parent or carer at home.
- I only use websites and search engines that my teacher has suggested
- I use the school computers for school work unless I have permission otherwise
- I know I am not allowed to use my own electronic devices on the schools network and that any personal device should be kept in my bag and turned off whilst on the school site.
- I know that not everything or everyone online is honest or truthful and will check content on other sources like other websites, books or with a trusted adult
- I will only talk with and open messages from people I know and I only click on links if I know they are safe
- I must always talk to an adult if I'm not sure about something or if something happens online that makes me feel worried or frightened
- I only send messages which are polite and friendly
- I keep my personal information safe and private online
- I will keep my passwords safe and not share them with anyone
- I will not use someone else's password or login even if they have said that I may do so.
- I will not access or change other people's files or information
- I will not post pictures or videos of myself, other students or any adults taken on the school site on the Internet or on social media sites without permission (this also applies to any school activities which take place off site)
- I will not change the settings on the computer.
- I understand that the school's internet filter is there to protect me, and I will not try to bypass it.
- I know that people I meet online may not always be who they say they are. If someone online suggests meeting up, I will not accept and I will tell an adult I can trust straight away.
- I know that my use of school computers and Internet access will be monitored



- I understand that I must use school ICT systems in a responsible way, to ensure that there is no risk to my safety or to the safety and security of the ICT systems and other users.
- I understand my behaviour in the virtual classroom should mirror that in the physical classroom.
- I will not lie about my age to sign up for age-inappropriate games, apps or social networks.
- I understand that these rules are designed to keep me safe now and in the future. If I break the rules, teachers will investigate, I may be disciplined and my parents/carers may be contacted. If I break the law the police may be informed
- I will immediately report to a teacher any unpleasant or inappropriate material or messages or anything that makes me feel uncomfortable when I see it on-line.

**I understand that everyone has equal rights to use technology as a resource and:**

- I understand that the school ICT systems are primarily intended for educational use and that I will not use the systems for personal or recreational use unless I have permission to do so.
- I will not try to make large downloads or uploads that might take up internet capacity and prevent other users from being able to carry out their work.
- I will not use the school ICT systems for on-line gaming, on-line gambling, internet shopping, file sharing without permission from my teacher.
- I will act as I expect others to act toward me:
- I will respect others' work and property and will not access, copy, remove or otherwise alter any other user's files, without the owner's knowledge and permission.
- I recognise that the school has a responsibility to maintain the security and integrity of the technology it offers me and to ensure the smooth running of the school:
- I understand that if I do use my own devices in school, I will follow the rules set out in this agreement, in the same way as if I was using school equipment.
- I understand the risks and will not try to upload, download or access any materials which are illegal or inappropriate or may cause harm or distress to others, nor will I try to use any programmes or software that might allow me to bypass the filtering / security systems in place to prevent access to such materials.
- I will immediately report any damage or faults involving equipment or software, however this may have happened.
- I will not open any attachments to emails, unless I know and trust the person / organisation who sent the email, due to the risk of the attachment containing viruses or other harmful programmes.



- I will not install or attempt to install programmes of any type on a machine, or store programmes on a computer, nor will I try to alter computer settings.
- I will only use online communication tools under the direct instruction of a member of staff.
- When using the internet for research or recreation, I recognise that:
- I should ensure that I have permission to use the original work of others in my own work
- Where work is protected by copyright, I will not try to download copies (including music and videos)
- When I am using the internet to find information, I should take care to check that the information that I access is accurate, as I understand that the work of others may not be truthful and may be a deliberate attempt to mislead me.
- I shall not create, distribute or facilitate in the creation of material that uses imagery/logos/house styles/details of the many different components that make up The John of Gaunt School for use on social media or other forms of public communication, unless explicit agreement has been awarded by the Head Teacher.
- I understand that I am responsible for my actions, both in and out of school:
- I understand that the school also has the right to take action against me if I am involved in incidents of inappropriate behaviour, that are covered in this agreement when I am out of school and where they involve my membership of the school community (examples would be cyber-bullying, use of images or personal information).
- I understand that if I fail to comply with this Acceptable Use Agreement, I will be subject to disciplinary action through the procedures and consequences as outlined in the Behaviour for Learning Policy. This may include:
  - ❖ loss of access to the school network / internet,
  - ❖ detentions, suspensions,
  - ❖ contact with parents and in the event of illegal activities involvement of the police.





**The John of Gaunt School Parental Acknowledgement of Student Acceptable use of technology agreement.**

**PLEASE RETURN THIS PAGE ONLY ONCE COMPLETE**

I, with my child, have read and discussed *The John of Gaunt School Pupil Acceptable Use Policy*.

I am aware that any internet and computer use using school equipment may be monitored for safety and security reasons to safeguard both my child and the school's systems. This monitoring will take place in accordance with data protection and human rights legislation.

I with my child, am aware of the importance of safe online behaviour and will not deliberately upload or add any images, video, sounds or text that could upset, threaten the safety of or offend any member of the school community.

I understand that the school will take all reasonable precautions to ensure that pupils cannot access inappropriate materials but I appreciate that this is a difficult task.

I understand that the school will take all reasonable precautions to reduce and remove risks but cannot ultimately be held responsible for the content of materials accessed through the Internet and the school is not liable for any damages arising from use of the Internet facilities.

I understand that the school will contact me if they have concerns about any possible breaches of the Acceptable Use Policy or have any concerns about my child's safety.

I will inform the school or other relevant organisations if I have concerns over my child's or other members of the school communities' safety online.

I know that my child will receive, Internet Safety education to help them understand the importance of safe use of technology and the internet – both in and out of school.

I will support the schools Internet Safety approaches and will encourage my child to adopt safe use of the internet and digital technologies at home.

Child's Name:

Signed

Tutor group:

Date:

Parent / Carer's Name:

Signed:

Date:

*Please keep your copy of this policy and return this page only once you have discussed the policy with your child and signed it with them*



### **Appendix 3 - Online safety policy guide - Summary of key parent/carer responsibilities**

The school provides online safety information for parents/carers, through the website, in newsletters and at events. It is important that parents/carers understand their key role in supporting children to behave appropriately and keep themselves safe online.

The online safety policy, supported by its acceptable use agreements, is intended to protect the interests and safety of the whole school community.

- Parents/carers are required to support their child in understanding and signing the Online Safety Acceptable Use Agreement for pupils.
- Parents/carers may only use personal mobile phones and devices in designated areas of the school unless otherwise informed, e.g. for specific events and activities. Under no circumstance should images be taken at any time on school premises that include anyone other than their own child, unless there is a pre-specified agreement with individuals and parents/carers. When a parent/carer is on school premises but not in a designated area, their phone/s must be switched off and out of sight.
- Parents/carers should not assume that pupils can bring technological devices to school and should always check the school policy.
- All cyberbullying incidents affecting children in the school should be reported immediately. (If the incident involves an indecent image of a child the report must also be made immediately to the police for your own protection.) The school will investigate and respond to all reported cyberbullying incidents, liaising with others where appropriate. No reply should ever be sent to the sender/poster of cyberbullying content. If applicable block the sender and report abuse to the site. Evidence should be retained and shown in school and/or to the police. Evidence should not be forwarded.
- The school may choose to set up social media sites, blogs or have some other online presence in its own name. Parents/carers, however, do not have the right to set up any site, page, chat group or any other online presence that uses the school name or logo in any form.
- Any parent/carer, distressed or concerned about an aspect of school should make immediate contact with a member of staff rather than posting their concerns online. Parents/carers should not share school related information or images online or post material that may bring the school or any individual within it into disrepute. Negative postings about the school would impact on the reputation of the whole school community. Parents/carers are encouraged to report breaches so that we can protect the reputation of the school, staff, pupils and parents/carers.

Please see the full online safety policy in the policies section on the school website.



## **Appendix 4 Staff Acceptable use agreement**

You must read this agreement in conjunction with the online safety policy, the staff acceptable use policy and the GDPR policy. Once you have read these, you must sign and submit this agreement and it will be kept on record in the school. You should retain your own copy for reference. This forms part of your professional and safeguarding responsibilities.

Internet, mobile and digital technologies are part of our daily working life and this agreement is designed to ensure that all staff and governors are aware of their responsibilities in relation to their use. All staff, student teachers and governors are expected to adhere to this agreement and to the online safety policy. Any concerns or clarification should be discussed with the online safety lead (Helen Kerr) or the Head Teacher (Paul Skipp). Breaches will be investigated, recorded and, where appropriate, disciplinary procedures will apply and police involvement will be sought.

### **Internet Access**

I will not access or attempt to access any sites that contain any of the following: child abuse; pornography; discrimination of any kind; promotion of prejudice against any group; promotion of illegal acts; any other information which may be illegal or offensive. Inadvertent access on school equipment must be treated as an online safety incident, reported to the online safety lead and an incident report completed.

### **Online conduct**

I will ensure that my online activity, both in and outside school, will not bring the school, my professional reputation, or that of others, into disrepute.

I will not browse, download, upload or distribute any material that could be considered offensive, illegal or discriminatory. Exceptionally, use of controversial material as part of the curriculum should be planned and approved on every occasion (see policy).

I will report any accidental access to or receipt of inappropriate materials or filtering breach to The IT technician supported by Oakford Technology, Matthew Clarke.

I understand that all my use of the internet and other related technologies can be traced and monitored and, should it be required, must be made available to my line manager, headteacher and others as required.

I will not give out my personal contact and online account information such as phone numbers, email address, and social media account details to pupils and/or parents/carers.

### **Social networking**

I understand the need to separate my professional role from my private friendships; in my professional capacity I will not become 'friends' with parents/carers or pupils on social networks. Where my school role is my only connection to an individual, private online contact is



unacceptable with parents/carers or pupils. I may not be 'friends on social media' with ex-students for at least 2 years after a student has left the school and is at least 18 years old.

When using social networking for personal use I will ensure my settings are not public. My private account postings will never undermine or disparage the school, its staff, governors, parents/carers or pupils. Privileged information must remain confidential.

I will not upload any material about or references to the school or its community on my personal social networks.

### **Passwords**

I understand that there is no occasion when a password should be shared with a pupil or anyone who is not a staff member.







## **Appendix 5 Online Safety Acceptable Use Agreement - Peripatetic teachers/coaches/tutors, supply teachers**

**School name The John of Gaunt School**

**Online safety lead: Helen Kerr, Ast Head Teacher DSL**

**Designated Safeguarding Lead (DSL): Helen Kerr, Ast Head Teacher DSL**

This agreement forms part of your professional and safeguarding responsibility in the school. You must read and sign this agreement. This will be kept on record and you should retain your own copy for reference.

Internet, mobile and digital technologies are part of our daily working life and this agreement is designed to ensure that all staff and governors are aware of their responsibilities in relation to their use. You are expected to adhere to this agreement. Any concerns or clarification should be discussed with Nicola Maguire (Head of Music) for peripatetic music teachers, Elaine Baldwin for supply teachers, Abi Lannig for tutors or Helen Kerr (as above). Breaches will be investigated, recorded and, where appropriate, disciplinary procedures will apply and police involvement will be sought.

The school's online safety policy will provide further detailed information as required.

### **Internet Access**

I will not access or attempt to access any sites that contain any of the following: child abuse; pornography; discrimination of any kind; promotion of prejudice against any group; promotion of illegal acts; any other information which may be illegal or offensive. Inadvertent access on school equipment must be treated as an online safety incident, reported to the online safety lead and/or DSP and an incident report completed.

### **Online conduct**

I will ensure that my online activity, both in and outside school, will not bring the school, my professional reputation, or that of others, into disrepute.

I will not browse, download, upload or distribute any material that could be considered offensive, illegal or discriminatory. Exceptionally, use of controversial material as part of the curriculum should be planned and approved on every occasion (see policy).

I will report any accidental access to or receipt of inappropriate materials or filtering breach to Helen Kerr

I understand that all my use of the internet and other related technologies can be traced and monitored and, should it be required, must be made available to my line manager, headteacher and others as required.



I will not give out my personal contact and online account information such as phone numbers, email address, and social media account details to pupils and/or parents/carers.

Should I need to share my professional details, such as mobile phone number or email address, with parent/carers, this must be agreed in advance as an acceptable approach with the staff named above.

### **Social networking**

I understand the need to separate my professional role from my private friendships; in my professional capacity I will not become 'friends' with parents/carers or pupils on social networks. Where my school role is my only connection to an individual, private online contact is unacceptable with parents/carers or pupils.

Information can be shared with pupils over 13 and parents/carers through an organisational social network site/page e.g. on Facebook or Twitter, but never through a personal account or site. In my professional role in the school, I will never engage in 1-1 exchanges with pupils or parent/carers on personal social network sites.

My private account postings will never undermine or disparage the school, its staff, governors, parents/carers or pupils. Privileged information known as a result of my work in the school must remain confidential.

I will not upload any material about or references to the school or its community on my personal social networks.

### **Passwords**

I must clarify what access I may have to the internet and/or school systems. If I have access of any kind, I understand that there is no occasion when a password should be shared with a pupil or anyone who is not a staff member.

### **Data protection**

I will follow all requirements for data protection explained to me by the school. These include:

- I must consult with the school before making any recordings, photographs and videos. Once agreed, these must be made on a school device.
- I understand that there are strict controls and requirements regarding the collection and use of personal data. I will follow all requirements regarding GDPR.



## **Images and videos**

I will only upload images or videos of staff, pupils or parents/carers onto school approved sites where specific permission has been granted.

I will not take images, sound recordings or videos of tuition or wider school activities on any personal device. School devices can be used for this purpose or, in the case of 1:1 tuition, pupil's or parent/carer devices can be used, with parent/carer agreement.

Internet, mobile and digital technologies provide helpful recording functions but these cannot be made on a teacher's personal device. Recordings can be made with the child's and parent/carer's agreement on a school device, an organisational device approved by the headteacher, Paul Skipp / DSL Helen Kerr, or a young person's or parent/carer's own device.

## **Use of Email**

I will only use my professional email address for all school business. All such correspondence should be kept professional and is open to Subject Access Requests under the Freedom of Information Act. I will not use my professional email addresses for personal matters.

## **Use of personal devices**

I understand that when working in the school I should at no time put myself in a position where a safeguarding allegation can be made against me as a result of my use of personal devices. I understand that the use of personal devices in school is at the discretion of the headteacher.

I will only use approved personal devices in designated areas and never in front of pupils. This therefore precludes use of specialist apps on personal devices. A school device could be used to access specialist apps that support pupil learning. Pupils can also be encouraged, but not required, to access such apps on their own devices if allowed by the school and with parent/carer agreement.

## **Additional hardware/software**

I will not install any hardware or software on school equipment without permission of the school's IT department led by Oakford Technology.

## **Promoting online safety**

I understand that online safety is part of my responsibility and I will promote positive online safety messages at all times, including when setting homework, rehearsal or skill practice or when providing pastoral support.

I understand that it is my duty to support a whole school safeguarding approach and will report any behaviour (of staff, governors, visitors, pupils or parents/carers) which I believe may be inappropriate or concerning in any way to the DSL Helen Kerr



### **Classroom management of internet access**

I will pre-check for appropriateness all internet sites used in the classroom or during a tutoring session; this will include the acceptability of other material visible, however briefly, on the site. I will not free-surf the internet in front of pupils.

If I am using the internet to teach about controversial issues I will secure, on every occasion, approval in advance for the material I plan to use with DSL Helen Kerr.

### **Video conferencing**

I will only use the conferencing tools that have been identified and risk assessed by the school leadership, DPO and DSL. A school-owned device should be used when running video-conferences, where possible

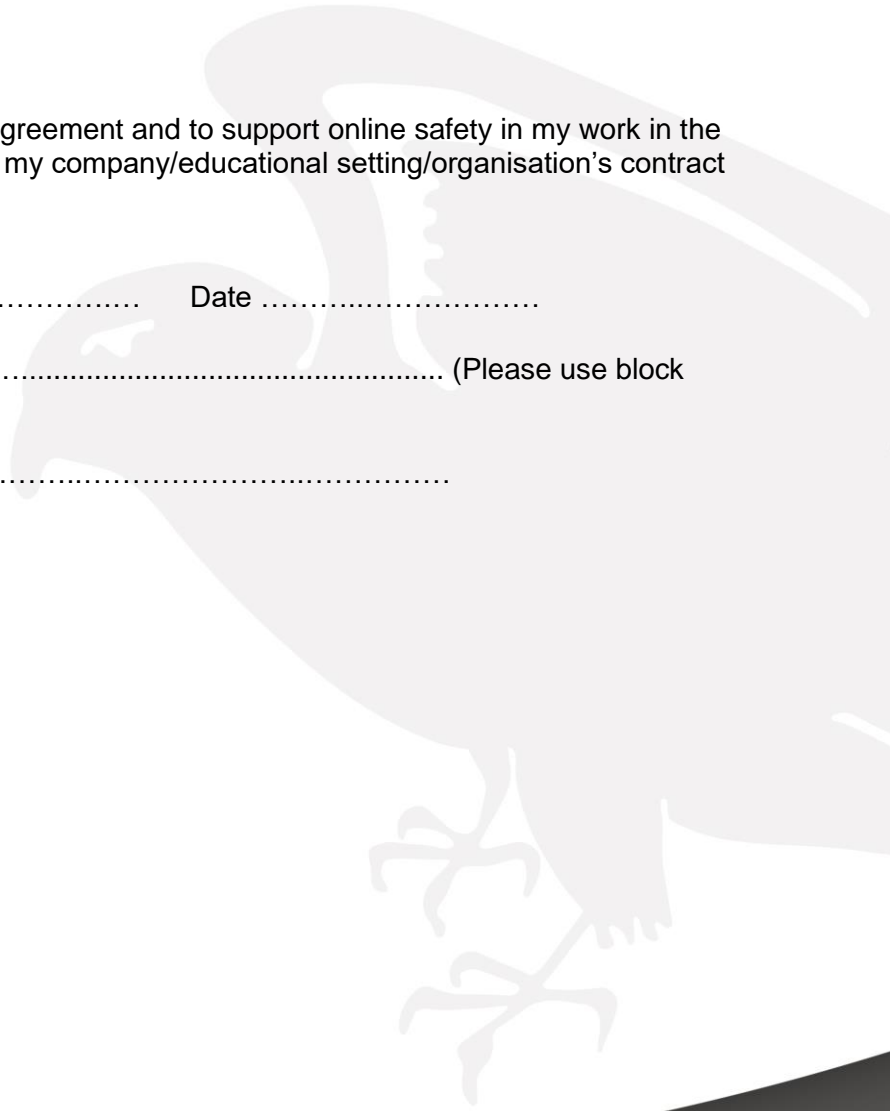
### **User Signature**

I agree to follow this Acceptable Use Agreement and to support online safety in my work in the school. I understand this forms part of my company/educational setting/organisation's contract with the school.

Signature ..... Date .....

Full Name ..... (Please use block capitals)

Job Title/Role .....







## **Appendix 6: Requirements for visitors, volunteers and parent/carer helpers (Working directly with children or otherwise)**

**School name: The John of Gaunt School**

**Online safety lead and Designated Safeguarding Lead (DSL): Helen Kerr**

This document is designed to ensure that you are aware of your responsibilities when using any form of IT in the school and other aspects of safeguarding in connection with online safety.

Please raise **any** safeguarding concerns arising from your visit immediately with the headteacher, Paul Skipp and/or DSL Helen Kerr

- I understand I may only use my personal mobile phone(s) and other devices with camera functions in designated areas. When not in a designated area, phones must be switched off and out of sight. Any exception must be pre-arranged.
- I will not take images, sound recording or videos of school events or activities, on or off site, on any device. Any possible exception must be pre-arranged.
- I will not give out my personal details such as mobile phone number, email address, and social media account details to pupils. Where appropriate I may share my professional contact details with parents/carers provided the DSL or headteacher is informed before I leave the school.
- I understand my visit to the school may give me access to privileged information about pupils, staff, school systems and plans. Such information should never be shared on line, including on social media sites.
- I understand I should not use school equipment to access the internet without prior approval from my contact in the school or the headteacher.
- If working in the classroom, I will pre-check for appropriateness all internet sites I intend to use including checking the acceptability of other material visible on the site. I will not free-surf the internet in front of pupils. If I am in any doubt about the appropriateness of the content I plan to use I will check with my contact in the school.



## **Appendix 7: Guidance on the process for responding to cyberbullying incidents – to be read alongside the school's anti bullying policy and safeguarding policy**

All cyberbullying incidents should be reported and responded to. The school is a mobile device free school and we recognise that many of these incidents happen on personal devices, off site and outside of school hours. Where the perpetrator is a member of the school community the majority of cases can be dealt with through mediation and/or disciplinary processes. Where the bullying behaviour has taken place outside of school and on personal devices it is not always possible or appropriate to put in place consequences however this will be considered on a case by case nature. In these cases, we would ask for parents to work with the school to put in place agreed and suitable safeguarding measures and sanctions.

The following procedures are recommended:

- Never reply to the sender/poster of cyberbullying content. If applicable, block the sender.
- Incidents should be reported immediately. Pupils should report to a member of staff (e.g. pastoral lead, or year leader, tutor, class teacher, headteacher) and staff members should seek support from their line manager or a senior member of staff.
- The person reporting the cyberbullying should save the evidence and record the time and date. This evidence must not be forwarded but must be available to show at a meeting. Under no circumstances should indecent images of children and young people be printed or forwarded as this is a further criminal act. Staff should not ask to see the evidence of reported indecent images of children or young people but must refer this immediately to the police. Any member of staff being shown such evidence should immediately inform their line manager or the headteacher so that the circumstances can be recorded.
- A senior member of staff will meet with the person who has reported the incident and the target, if different, to listen, reassure and support. All relevant facts will be reviewed and documented.
- A senior member of staff will investigate.
- Anyone found to have cyberbullied will have attention drawn to the seriousness of their behaviour and if necessary the police will be involved. If the comments are threatening, abusive, sexist, of a sexual nature, constitute a hate crime or are libellous they may well break the law. Online harassment and stalking is also a crime.
- Once evidence has been secured then the person who has cyberbullied will be requested to remove the offending comments/material. Any refusal will lead to an escalation of sanctions.



## **Appendix 8: Guidance for staff on preventing and responding to negative comments on social media**

The school should make it clear which, if any, social media platforms are used to communicate with parents/carers. If used correctly, parents can use a school's social media site as a source of reliable information. The online safety policy, clarifies that no other social media platforms should be set up using the school's name or logo.

The school should regularly reinforce with all parties that discussion of school issues on social media platforms, either positive or negative, should not take place as this could bring the school into disrepute and affect families and children. Parents should be encouraged to be good online role models and not post statements written in anger or frustration. Identified routes to raise concerns directly with the school should be used.

If negative comments are posted:

- Collect the facts

As soon as you become aware of adverse comments relating to the school you need to establish what is being said. It is essential that if you have access to the postings they are secured and retained together with any other evidence. Do not become engaged in responding directly.

If the allegations against a member of staff or a pupil are of a serious nature, these will need to be formally investigated. This may involve the police and the headteacher will need to follow the school's safeguarding procedures.

If there is a risk of serious damage to the school reputation or the reputation of individual members of staff, professional legal advice should be sought.

Adverse comments of any kind are highly demotivating and cause stress and anxiety. It is important that the senior staff reassure and support all staff and/or other affected members of the school community.

- Addressing negative comments and complaints

Contact the complainants and invite them to a meeting. In the meeting, make sure you have any evidence available.

The meeting must:

- Draw attention to the seriousness and impact of the actions/postings;
- Ask for the offending remarks to be removed;
- Explore the complainant's grievance;



- Agree next steps;
- Clarify the correct complaints procedures.

If the meeting does not resolve the issue, the parents must be informed that the school will need to take the matter further. This may include:

- Reporting the matter to the social network site if it breaches their rules or breaks the law;
- Reporting the matter to the police if it breaks the law, e.g. if the comments are threatening, abusive, malicious, sexist, of a sexual nature, constitute a hate crime or are libellous they may well break the law. Online harassment and stalking is also a crime.

If inappropriate postings continue or the original material is not removed, a second meeting is advisable to re-iterate the seriousness of the matter.







## **Appendix 9 Safeguarding and remote education during coronavirus (COVID-19) and remote learning situations**

### **Useful resources**

Below are resources (please note not an exhaustive list) to help schools manage and risk assess any remote teaching and working.

#### **Government guidance on safeguarding and remote education**

<https://www.gov.uk/guidance/safeguarding-and-remote-education-during-coronavirus-covid-19>

#### **The Key for School Leaders - Remote learning: safeguarding pupils and staff**

<https://schoolleaders.thekeysupport.com/covid-19/safeguard-and-support-pupils/safeguarding-while-teaching/remote-teaching-safeguarding-pupils-and-staff/?marker=content-body>

#### **NSPCC Undertaking remote teaching safely**

<https://learning.nspcc.org.uk/news/2020/march/undertaking-remote-teaching-safely>

#### **LGfL Twenty safeguarding considerations for lesson livestreaming**

<https://static.lgfl.net/LgflNet/downloads/digisafe/Safe-Lessons-by-Video-and-Livestream.pdf>

#### **swgfl Remote working a guide for professionals**

<https://swgfl.org.uk/assets/documents/educational-professionals-remote-working.pdf>

#### **National Cyber Security Centre Video conferencing. Using services securely**

[https://www.ncsc.gov.uk/files/vtc\\_infographic.pdf](https://www.ncsc.gov.uk/files/vtc_infographic.pdf)