

Cavernoma Alliance UK Safety Online Policy

Created

Date developed	By whom	Method of consultation and recommendations	Date adopted
13/11/2020	EYF Ltd. for CAUK		19/2/2021
Schedule for revision		This policy should be reviewed annually or sooner if needed.	

History of revisions

Review date	By whom	Summary of changes made	Date implemented

Context

As a national organisation, CAUK is aware of the growth in the use of the internet and digital technologies which has been compounded by the global pandemic. They have brought many advantages to organisations such as ours and have enabled us to continue to support children, young people, vulnerable adults and their families when face-to-face contact is not possible.

As well as being aware of the advantages, we have also explored the dangers to ensure that the services we provide and the way we use digital technologies continue to ensure the safety and well-being of our service users and our staff.

This policy should be read in conjunction with our GDPR Policy which outlines your digital rights and how personal data is stored both digitally and in hard copy, as prescribed by law.

Definition of terms

Digital technologies	Electronic tools, systems, devices and resources that enable us to access information and to generate, store or process data.
GDPR policy	The General Data Protection Regulation (GDPR) is a legal framework that sets guidelines for the collection and processing of personal information from individuals who live in the European Union (EU).
Designated Safeguarding Lead (DSL)	The Designated Safeguarding Lead (DSL) is a senior person within CAUK who takes lead responsibility for safeguarding and child protection. These responsibilities include training staff members to be able to identify and take appropriate action in the event of disclosures or safeguarding concerns, to liaise with safeguarding partners to ensure that the actions of the organisation continue to protect children, young people and vulnerable adults online.
Staff	Describes all paid and non-paid staff such as volunteers, trustees and anyone who is representing CAUK.
Service users	Children, young people, vulnerable adults and their families.

Policy Statement

As a significant proportion of our service users are children, young people and their families, we have chosen to align key areas of our policy with the guidance issued to schools and colleges on online safety.

Keeping Children Safe in Education which is a statutory document for schools and colleges states “The breadth of issues classified within online safety is considerable, but can be categorised into three areas of risk:

- **Content:** being exposed to illegal, inappropriate or harmful material;
- **Contact:** being subjected to harmful online interaction with other users; and
- **Conduct:** personal online behaviour that increases the likelihood of, or causes, harm.”

This is a useful definition and has, therefore, been adopted within this policy to help us to respond with rigour to the challenges posed by delivering services online.

The Designated Safeguarding Lead (DSL) is ultimately responsible for safe working practices online and the safe use of digital technologies within our organisation. Any concerns about our practice or policies should be raised as soon as possible with our **DSL Joanne Noakes**.

Content

CAUK aims to keep our service users and staff safe online by:

- Ensuring that every device owned by the organisation has appropriate antivirus and anti-spyware software and that this software is regularly updated to reduce potential threats caused by malware.
- Keeping passwords safe and secure (not sharing or writing these down). Passwords will also be changed at least every quarter to keep devices secure.
- Ensuring that devices owned by the organisation are periodically monitored to ensure that viewed content and/or activities do not contravene our safeguarding policies.
- Ensuring that devices are securely stored.
- Ensuring no social media or messaging apps are installed on CAUK devices unless they are appropriate to the roles and responsibilities of the keeper of the device.
- Monitoring our social media platforms on a daily basis to ensure we are providing appropriate support, including but not limited to; answering questions, signposting to relevant advice, moderating conversations and removing inappropriate or unhelpful content
- Using approved devices to record video or take photographs, and only with prior consent from individuals and/or parents or carers of those under the age of 18
- Never emailing personal or financial information unless vital to the roles and responsibilities of the sender, in which case, every effort will be made to use secure/encrypted software.
- Reporting emails with inappropriate content to the Internet Watch Foundation (IWF www.iwf.org.uk).
- Integrating online safety into our induction programme for new staff and volunteers.
- Providing training for staff and volunteers at least annually in online safety and on understanding how to keep children, young people and vulnerable adults safe online.

- Abiding by an acceptable use policy, ensuring that staff and volunteers have a clear understanding of what is permitted.

Under no circumstances should any member of staff or a volunteer, either at work or in any other place, make, deliberately download, possess, or distribute material they know to be illegal, for example child sexual abuse material.

CAUK is aware of the need to manage our digital reputation, including the appropriateness of information and content that staff and volunteers post online, both professionally and personally. This will be monitored periodically using the resources available to us.

All electronic communications between staff and parents should be professional and take place via agreed channels of communication, e.g. email addresses provided by CAUK or via official CAUK social media channels, should conversations happen on these platforms. Personal social media accounts can be used to engage with service users however this should not include the use of private messages . This is to protect staff, children and parents.

If any concerns arise relating to online safety, we will follow our Safeguarding Policy and report all online safety concerns to the DSL.

The DSL will ensure that:

- All staff know how to report a problem and when to escalate a concern, including the process for external referral if they feel it is needed.
- All concerns are logged, assessed and actioned in a timely manner using CAUK's child protection and safeguarding procedures.
- Parents are supported to develop their knowledge of online safety issues.
- Parents are offered support to help them talk about online safety with their children using appropriate resources.
- Parents are signposted to appropriate sources of support regarding online safety at home and are fully supported to understand how to report an online safety concern.

References

The Professionals Online Safety Helpline (0344 381 4772 or helpline@saferinternet.org.uk)

NSPCC safety online - <https://www.nspcc.org.uk/keeping-children-safe/online-safety/>

National online safety - <https://nationalonlinesafety.com/>