



General Manual

Subject : E.Safety & Cyberbullying Policy
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This procedure is intended to set out the values, principles and policies underpinning Life's approach to E. Safety and Cyberbullying. We are committed to our clients' safety and welfare.

In the context of E. Safety & Cyberbullying we have identified three key risk areas for children and vulnerable adults:

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

We will work to ensure our clients are educated and knowledgeable on matters regarding online safety to an age appropriate level. Emotional health is extremely important to us, so we strive to identify and resolve any incidents immediately. Staff are aware of the different forms it can take, what to look out for, and how to help.

Online safety training for staff will be integrated and considered part of the overarching safeguarding approach. We will be very careful to ensure we celebrate the online world and at the same time raise awareness of the dangers.

The NSPCC says;

'Children and young people go online to connect with friends, and make new ones, to browse the internet for information, chat with others and play games. They may:

- *search for information or content on search engines like Google and Bing*
- *share images and watch videos through websites or mobile apps like Instagram, Pinterest, Snap Chat, Vine and YouTube*
- *use social networking websites like Facebook and Twitter*
- *write or reply to messages on forums and message boards*
- *play games alone or with others through websites, apps or game consoles*
- *chat with other people through online games, BBM (Blackberry Messenger), game consoles, webcams, social networks and tools like WhatsApp*

When online clients can learn new things, access help and support, express themselves creatively and connect with friends and family.'

However, alongside this we must recognise the dangers such as:

- Inappropriate content, including pornography
- Bullying
- Sharing personal information
- Ignoring age restrictions
- Grooming, sexual abuse
- Friending or communicating with strangers

Life will aim to:

- Create an environment which allows for open conversations about online safety as early as possible.
- Provide clients with guidance on social media and internet use to keep themselves safe - *Set privacy settings, never give out passwords, don't post personal information, think about what is being posted online, never meet anyone they meet online, respect other people's views,*
- To recognise threatening behaviour directed towards staff and volunteers or clients, via social media or internet and to provide support
- Provide support for each person involved in any given incident, through the entire process and provided continued to be support into the future.
- To show clients and staff and volunteers using any prejudicial or derogatory language is unacceptable.
- To show clients and staff and volunteers how that bullying or intimidating behaviour, directed at staff and volunteers or other clients, is unacceptable and will be viewed as a breach of tenancy and/or support contract.
- Build and maintain strong relationships with multi agency partners, to ensure a well-rounded and committed community environment.

Reporting Cyberbullying:

Cyberbullying is **persistent**, in that it can be done 24 hours a day, so hard to find relief from, it is **permanent and public**, and **hard to notice** as it may not be overheard or seen.

If Cyberbullying has taken place:

- Do not respond to and forward cyberbullying messages
- Keep all evidence of cyberbullying
- Record dates, times, descriptions of instances when cyberbullying has occurred
- Screen shot, print and save all emails, messages etc
- Block the person who is doing the bullying
- Report the bullying to the social media site so they too can take action

Cyberbullying is considered a crime and should be reported to law enforcement if it involves these activities:

- Threats of violence
- Child pornography
- Sending sexually explicit messages or photos
- Taking a photo of someone where they expect to have privacy
- Stalking or hate crimes.