Windhill21

Online Safety Policy

Policy Review

This policy will be reviewed in full by the Full Governing Board every three years.

The policy was last reviewed and agreed by the Full Governing Board in February 2023.

It is due for review in Spring 2025.

Contents

Introduction

Windhill21, Windhill Academy Trust 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.

Responsibilities

The headteacher and governors have ultimate responsibility to ensure that appropriate online safety policy and practice is embedded and monitored. The named online safety lead in this school is Philippa Moore, Headteacher.

All breaches of this policy must be reported to Philippa Moore, Headteacher.

All breaches of this policy that may have put a child at risk must also be reported to the Designation Safeguarding Lead, Philippa Moore, Headteacher.

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.

Scope of Policy

The policy applies to:

- pupils
- parents/carers
- teaching and support staff
- school governors
- peripatetic teachers and coaches, supply teachers, student teachers
- visitors and contractors
- 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, newsletters and 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, which is accepted by staff when they complete the ‘School Policies - Statement of Understanding Agreement’ online form, which will be kept on record in the school, 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 policy
- Keeping Children Safe in Education,
- GDPR policies,
- Health and safety policy,
- Home learning,
- Behaviour and Relationships policy,
- Anti-bullying policy.
- Social Media policy
- Code of Conduct policy
- Volunteer Policy

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.

Use of email

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 GDPR policies. 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 Headteacher.

Users must not send emails which are offensive, embarrassing or upsetting to anyone (i.e. cyberbullying).

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 IT Manager with details of the site/service and seek approval from the IT Manager or 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.

- In addition to the use of school email addresses and Arbor Communications, staff must only use the school official accounts in order to communicate with pupils/ families. This is in addition to the use of school email addresses and Arbor Communications.

- 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.

- All internet histories are recorded and could be used as evidence.

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
- Use conferencing tools that have not been identified and risk assessed by the school. A school-owned device should be used when running video-conferences, where possible

Only a school device may be used to conduct school business outside of school. The only exceptions would be where:

- a closed, monitorable system has been set up by the school for use on a personal device. Such a system would ensure the user was not saving files locally to their own device and breaching data security.
- Any personal device used is secured with appropriate security (eg passwords and up to date anti-virus software.

Windhill Academy Trust uses Windows Remote Desktop Service and any school documents accessed on a personal device are never actually on the computer being used, they remain on the school server. When the user logs-out of RDS, there are no copies left on their own device.

All breaches of prohibited behaviours detailed above will be investigated, where appropriate, in liaison with the Police.

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 Headteacher.

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 policies 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 Headteacher.

Staff and pupils may have temporary access to photographs taken during a class session, but these will be transferred/deleted promptly.

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.

Staff and other professionals working with pupils, must only use school equipment to record images of pupils whether on or off site. Unless specific permission has been granted by the Headteacher for an event or trip and then an individual risk assessment should be carried out for each case. Refer to GDPR policies for further information. 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.

Use of personal mobile devices (including phones)

The school allows staff, including temporary and peripatetic staff, and visitors to use personal mobile phones and devices only in designated areas or for specific business use. Under no circumstance should a member of staff contact a pupil or parent/carer using their personal device without prior consent from the Headteacher.

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 Headteacher. When a parent/carer or visitor is on school premises but not in a designated area, their phone/s must be switched off and out of sight.

Only pupils who have been given permission from the Headteacher are allowed to bring personal mobile devices/phones to school but must leave them at the main reception on arrival at school and collect them at the end of the school day. 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.

Personal mobiles can only be used to access school emails and data if they are password protected.

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 Headteacher before they are brought into school.

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, one of the Designations Senior Persons (DSP), or the Headteacher. 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 DSP will refer details to social care or the Police.

Please see the flow chart in Appendix A for further information.

Curriculum

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. Refer to the online safety and Curriculum pages on our website for full details.

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

Remote Learning and Google Classroom

The school uses the Remote Education platform Google Classroom for Homework and when/if the school is required to close. All classes are created centrally by the IT Manager and only the children within that class and the required staff are given access. No one outside of these classrooms can access any data within it and they cannot join any live 'Meet'. All accounts are protected by passwords which are reset at the beginning of the school year and all previous classrooms are archived. Teachers can reset the passwords for the children within their classrooms only.

Expectation for an online classroom 'Meet' via Google Classroom children are to:
- attend the meeting suitably dressed;
- behave in a focussed manner;
- have a parent present;
- be muted on entering the meeting

The member of staff leading the meeting has the discretion to end the meeting in the event of any inappropriate behaviours being demonstrated.

Staff and Governor Training

Staff and key governors are trained to fulfil their roles in online safety. The school audits the training needs of all school staff and provides regular training to improve their knowledge and expertise in the safe and appropriate use of internet, mobile and digital technologies. This training is recorded as part of safeguarding records.

New staff are provided with a copy of the Online Safety policy and are required to complete the 'School Policies - Statement of Understanding Agreement' online form, as part of their induction and before having contact with pupils.

Any organisation working with children and based on the school premises are also provided with a copy of the online safety policy are required to complete the 'School Policies - Statement of Understanding Agreement' online form.

Peripatetic staff, student teachers and regular visitors are provided with a copy of the online safety policy and are required to complete the 'School Policies - Statement of Understanding Agreement' online form.

Regular volunteers are provided with a Volunteer pack which includes a copy of the policy and they are required to complete the 'School Policies - Statement of Understanding Agreement' online form. Please see the Volunteer Policy for full information.

Guidance is provided for occasional visitors, volunteers and parent/carer helpers.

Working in Partnership with Parents/Carers

The school works closely with families to help ensure that children can use internet, mobile and digital technologies safely and responsibly both at home and school. The support of parents/carers is essential to implement the online safety policy effectively and help keep children safe. It is important that parents/carers understand the crucial role they play in this process. The school seeks to regularly consult and discuss online safety with parents/carers and seeks to promote a wide understanding of the benefits of new technologies and associated risks. The school provides regular updated online safety information and expectations through the school website, newsletters and by other means.

Records, monitoring and review

The school recognises the need to record online safety incidents and to monitor and review policies and procedures regularly in order to ensure they are effective and that the risks to pupils and staff are minimised.

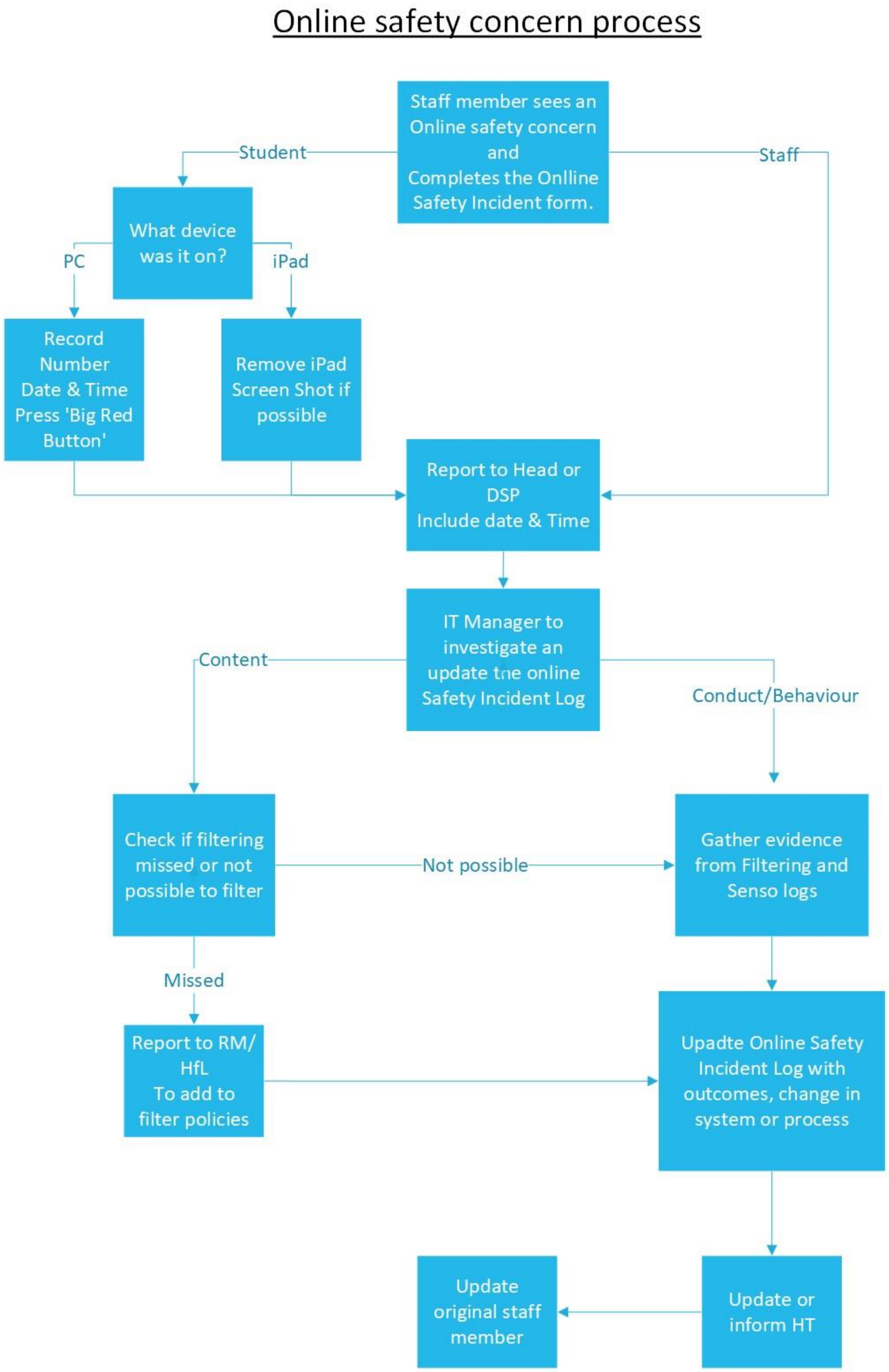
All breaches of this policy must be reported, and all reported incidents will be logged. All staff have the individual responsibility to ensure that incidents have been correctly recorded, acted upon and reported. Online safety incident recording formats are provided in appendices.

The school supports pupils and staff who have been affected by a policy breach. Where there is inappropriate or illegal use of internet, mobile and digital technologies, this will be dealt with under the school's behaviour and disciplinary policies as appropriate. Breaches may also lead to criminal or civil proceedings.

Governors receive termly summary data on recorded online safety incidents for monitoring purposes. In addition, governors ensure they have sufficient, quality information to enable them to make a judgement about the fitness for purpose of this policy on an annual basis.

Appendices of the Online Safety Policy

Appendix A. – Flowchart for staff to follow if they have an online safety concern


Online safety concern process
Staff member sees an Online safety concern and Completes the Onlline Safety Incident form.
Student
Staff
What device was it on?
PC
iPad
Record Number Date & Time Press 'Big Red Button'
Remove iPad Screen Shot if possible
Report to Head or DSP Include date & Time
IT Manager to investigate an update the online Safety Incident Log
Content
Conduct/Behaviour
Check if filtering missed or not possible to filter
Not possible
Gather evidence from Filtering and Senso logs
Missed
Report to RM/ HfL To add to filter policies
Upadte Online Safety Incident Log with outcomes, change in system or process
Update or inform HT
Update original staff member

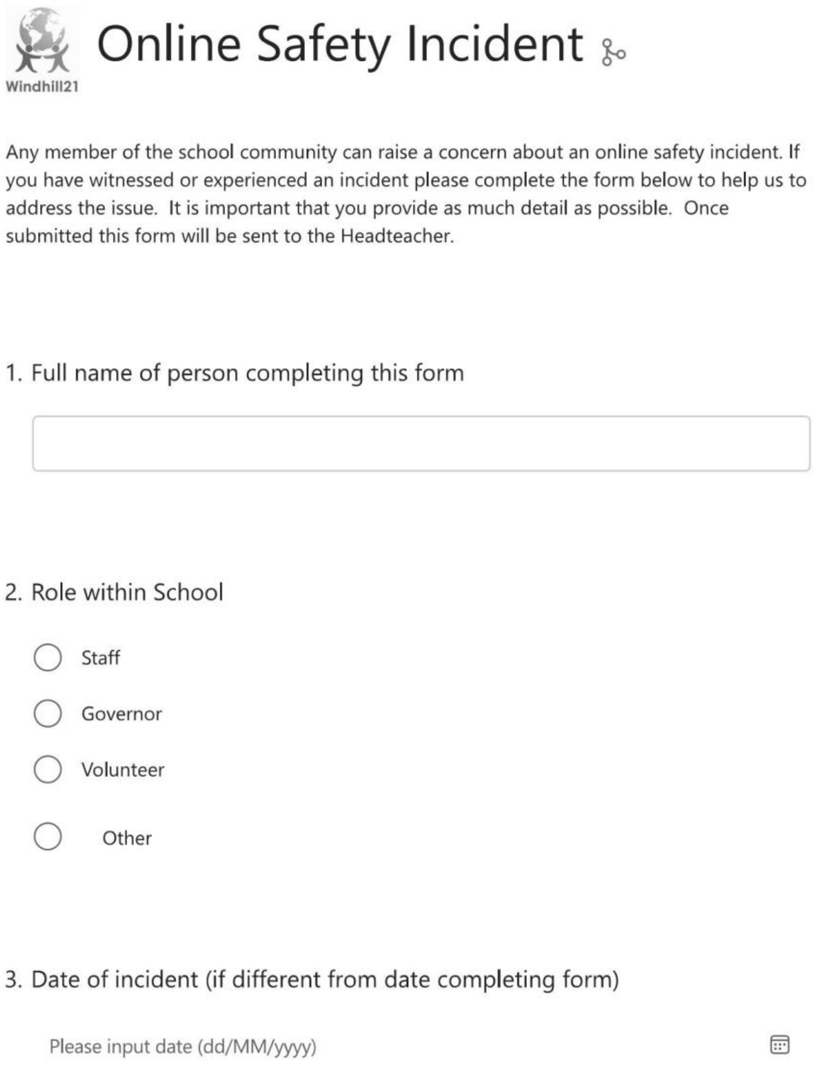
Appendix B. Online safety incident reporting form

Link to form - https://forms.office.com/e/KJtz1pbxrh

Appendix B - Online Safety concern form.p

Link to PDF - copy saved to Teachers:

NB: Some questions have branching so not all questions are asked. It automatically emails Admin@windhill.herts.sch.uk which will be automatically forwarded to the Head and IT Manager.



Windhill21

Online Safety Incident

Any member of the school community can raise a concern about an online safety incident. If you have witnessed or experienced an incident please complete the form below to help us to address the issue. It is important that you provide as much detail as possible. Once submitted this form will be sent to the Headteacher.

1. Full name of person completing this form

2. Role within School

○ Staff

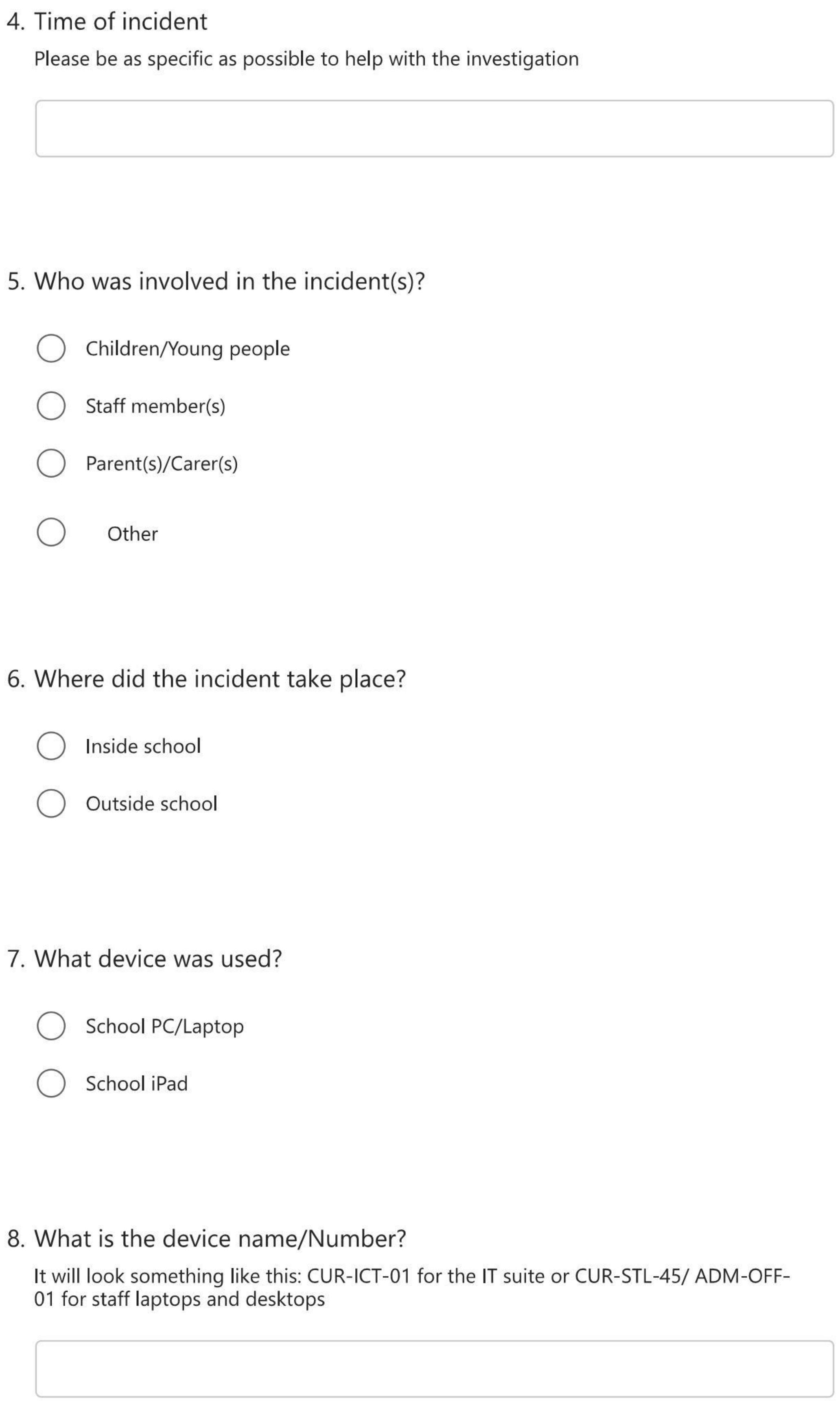
○ Governor

○ Volunteer

○ Other

3. Date of incident (if different from date completing form)

Please input date (dd/MM/yyyy)



4. Time of incident

Please be as specific as possible to help with the investigation

5. Who was involved in the incident(s)?

○ Children/Young people

○ Staff member(s)

○ Parent(s)/Carer(s)

○ Other

6. Where did the incident take place?

○ Inside school

○ Outside school

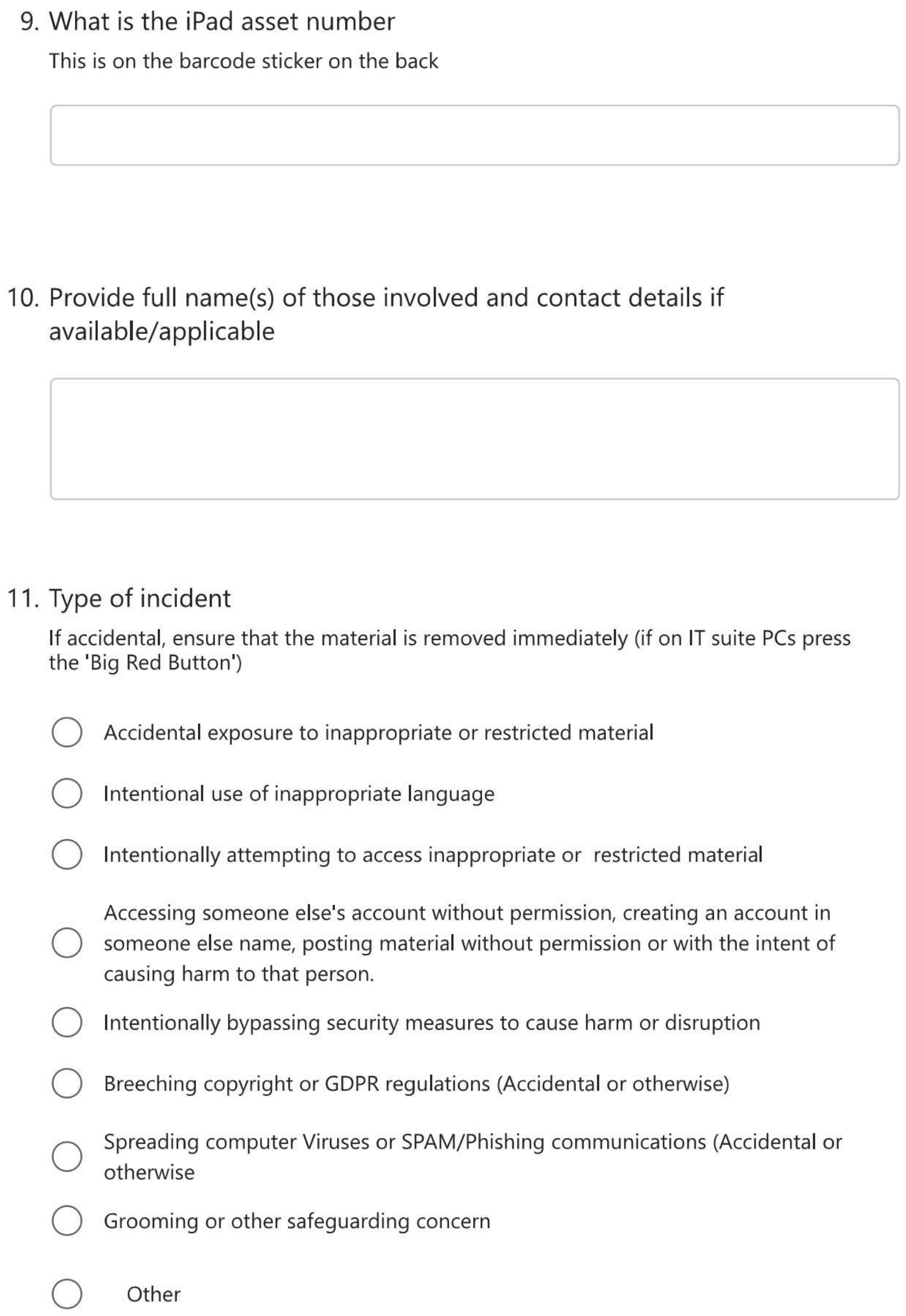
7. What device was used?

○ School PC/Laptop

○ School iPad

8. What is the device name/Number?

It will look something like this: CUR-ICT-01 for the IT suite or CUR-STL-45/ ADM-OFF-01 for staff laptops and desktops



9. What is the iPad asset number

This is on the barcode sticker on the back

10. Provide full name(s) of those involved and contact details if available/applicable

11. Type of incident

If accidental, ensure that the material is removed immediately (if on IT suite PCs press the 'Big Red Button')

○ Accidental exposure to inappropriate or restricted material

○ Intentional use of inappropriate language

○ Intentionally attempting to access inappropriate or restricted material

○ Accessing someone else's account without permission, creating an account in someone else name, posting material without permission or with the intent of causing harm to that person.

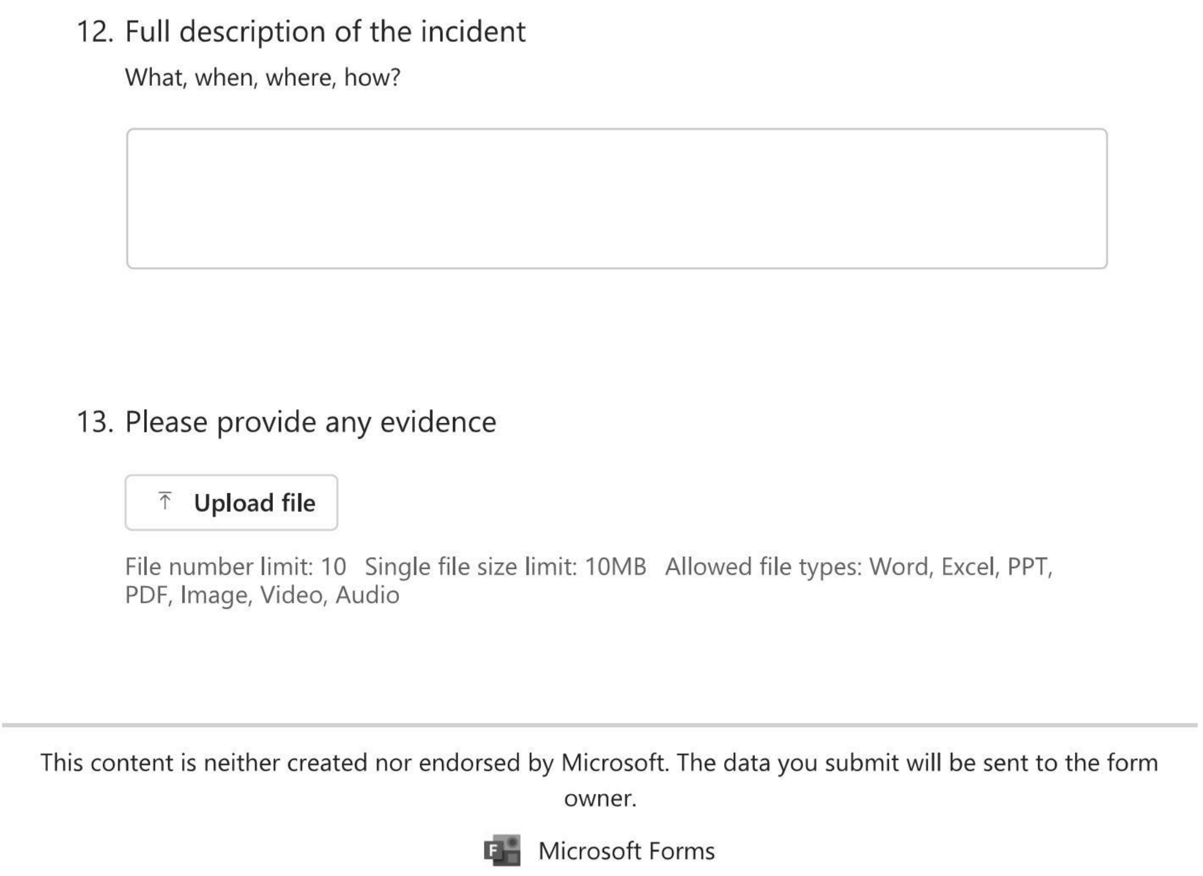
○ Intentionally bypassing security measures to cause harm or disruption

○ Breeching copyright or GDPR regulations (Accidental or otherwise)

○ Spreading computer Viruses or SPAM/Phishing communications (Accidental or otherwise

○ Grooming or other safeguarding concern

○ Other



12. Full description of the incident

What, when, where, how?

13. Please provide any evidence

File number limit: 10 Single file size limit: 10MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

Appendix C. - Online safety incident record

Link to Excel sheet on Admin OneDrive – Online Safety Incident.xlsx

This document automatically updates when a form is submitted with columns for each question asked and the Head Teacher or designated member of staff can access the form response and then add responses the following Columns:

Action taken following reported incident	Name of person who carried out the investigations

This incident log will be monitored at least termly, and information reported to SLT and governors.

Appendix D. Online Safety guidance

Example of information provided to parents in the welcome pack, regular updates and published on the website.

My online safety rules

- I will only use school IT equipment for activities agreed by school staff.
- I will not use my personal email address or other personal accounts in school
- I will not sign up for any online service on school devices unless this is an agreed part of a school project approved by my teacher and agreed by my parent/carer.
- I will only open email attachments if it has been approved by a member of school staff in school or a parent/carer out of school.
- In school I will only open or delete my files when told by a member of staff.
- I will not tell anyone other than my parents/carers my passwords. I will not use other people's usernames or passwords to pretend to be them online.
- I will make sure that all online contact I make is responsible, polite and sensible. I will be kind and respectful at all times.
- If I come across anything upsetting, unpleasant or nasty, or anything that makes me feel unsafe, I will tell my teacher or my parent/carer immediately.
- If someone says, asks or posts about me anything upsetting, unpleasant or nasty, or anything that makes me feel unsafe, I will not reply. I will tell my teacher or my parent/carer immediately.
- I will not give out my own or other people's personal information, including: name, phone number, home address, interests, schools or clubs. I will tell my teacher or parent/carer if anyone asks me online for personal information.
- Uploading or sending my image (photographs, videos, live streaming) online puts me at risk. I will always seek permission from my teacher or parent/carer if I wish to do this. I will not take, share or upload any image of anyone else without their permission and also, if they are a child, without their parent's/carer's permission.
- Even if I have permission, I will not upload any images, videos, sounds or words that **could** upset, now or in the future, any member of the school community, as this is cyberbullying.
- I understand that some people on the internet are not who they say they are and some people are not safe to be in contact with. I will not arrange to meet someone I only know on the internet. If someone asks to meet me, I will not reply to them and I will tell a teacher or a parent/carer immediately.
- I understand that everything I do or receive online can be traced now and in the future. I know it is important to build a good online reputation.
- I understand that some personal devices are allowed in school and some are not, and I will follow the rules. I will not assume that new devices can be brought into school without getting permission.
- I understand my behaviour in the virtual classroom should mirror that in the physical classroom
- I will not lie about my age in order to access games, apps or social networks that are for older people as this will put me at risk.
- I understand that these rules are designed to keep me safe now and in the future. If I break the rules my teachers will look into it and may need to take action.

Appendix E. - 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, 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 F. - Guidance on the process for responding to cyberbullying incidents

All cyberbullying incidents should be reported and responded to. Where the perpetrator is a member of the school community the majority of cases can be dealt with through mediation and/or disciplinary processes.

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. 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 conduct an investigation.
- 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 G. - 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 H. – Safeguarding and remote education

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

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