

Online Safety for Young People Policy

1. Purpose

- 1.1. As part of its wider duty of care to those under the age of 18 (“young people”) accessing our services, the Cleft Lip and Palate Association (“CLAPA”) has a requirement to ensure young people are kept safe online.
- 1.2. Digital technologies are a simple and cost-effective tool to help us support young people and enable them to connect with one another, but there are risks involved. These risks may include:
 - a. Access to illegal, harmful or inappropriate images or content
 - b. Loss of privacy or control of personal information or images
 - c. Grooming and inappropriate communication with others, including strangers
 - d. Cyberbullying
 - e. An inability to evaluate the quality, accuracy and relevance of information on the internet.
 - f. Hacking, viruses and system security.
 - g. The potential for use of these systems which may impact on the social and emotional development of the young person, including overuse.
- 1.3. This policy will set out the means by which CLAPA will minimise these risks as much as possible and within all reasonable expectations. As many of these risks reflect situations that may arise offline, this online safety policy will be used in conjunction with other relevant policies referenced throughout.

2. Scope of Policy

- 2.1. This policy applies to everyone at CLAPA, including staff, volunteers, young people, parents/carers, and anyone else involved in the use of communications technologies (belonging to CLAPA or the individuals themselves) with young people.
- 2.2. This policy has been written with particular regard to online platforms CLAPA may use in its support of young people, including (but not limited to) Facebook, Slack (for the Young Peer Supporters programme), and the Youth Forward e-newsletters.

3. Roles and Responsibilities

- 3.1.** The **CEO** has overall responsibility for ensuring the safety (including online safety) of all staff, volunteers and people in the CLAPA Community, including young people.
- 3.2.** The **CEO** should be aware of procedures to be followed in the event of a serious online safety allegation being made against a member of staff or volunteer.
- 3.3.** The **CEO** is responsible for ensuring the Young People's Online Safety Lead and other relevant staff/volunteers receive suitable training to enable them to carry out their online safety roles and to train other colleagues as relevant.
- 3.4.** The current Young People's Online Safety Lead ("YPOSL") is listed here: <https://www.clapa.com/safeguarding/> Their responsibilities are as follows:
 - a. Ensuring staff and volunteers have an up to date awareness of CLAPA's current online safety policies and procedures, particularly the procedures that must be followed in the event of an incident taking place.
 - b. Taking day-to-day responsibility for online safety issues and taking a leading role in reviewing this policy (and related policies) as appropriate.
 - c. Offering advice and support for all users in relation to this policy.
 - d. Keeping up to date with developments in online safety for young people.
 - e. Understanding and knowing where to get additional support and where to report issues to other authorities where necessary.
 - f. Maintaining a log of incidents and taking appropriate actions.
 - g. Communicating with parents and carers when necessary.
 - h. Ensuring they have up-to-date training in online safety issues and are aware of the potential for serious child protection issues.
- 3.5.** **Staff and Volunteers** are responsible for ensuring that:
 - a. They have an up to date awareness of CLAPA's online safety policies and practices
 - b. They have read, understood and signed the relevant acceptable use policy (see below)
 - c. They report any suspected misuse or problem to the YPOSL, particularly where it is believed a child's welfare is at risk.
 - d. Digital communications with young people follow the procedures set out below.

3.6. Children and Young People are expected to:

- a. Abide by the **Acceptable Use Policy** detailed below.
- b. Understand the importance of reporting abuse, misuse or access to inappropriate materials, and know how to do so.
- c. Demonstrate positive online behaviour.

3.7. Parents and Carers are expected to:

- a. Be aware of the ways in which their children use the internet to access CLAPA's services (amongst other things).
- b. Understand how to report suspected or known incidents concerning their child's use of the internet, particularly with regards to CLAPA's services and systems.

4. Policy Statements

4.1. Educating young people to stay safe online

In providing any online services to young people, CLAPA has a responsibility to help them recognise and avoid online safety risks. Online safety awareness will be provided in the following ways:

- a. Key online safety messages will be reinforced as part of all relevant planned activities and/or training for young people
- b. Online safety issues should be discussed or highlighted when appropriate in informal conversations with young people.
- c. Young people should be encouraged to develop a critical awareness of the materials and content they access online and how to validate this information.
- d. Young people should be made aware of issues of copyright around internet content.

4.2. Awareness-raising for parents and carers

Parents and carers may have a limited understanding of online safety risks and issues, and may have concerns about their child(ren)'s use of CLAPA's online services. To help parents and carers feel confident and comfortable in talking to their child(ren) about online safety, CLAPA will provide the following:

- a. Safety and safeguarding information (including this policy) available at the point of access of any online services, as well as on demand.
- b. Informal meetings and/or discussions with CLAPA Staff to go through any concerns

4.3. Training for staff and volunteers

All staff and volunteers must receive relevant online safety awareness training and understand their responsibilities as outlined in this policy. Training will be offered as follows:

- a. An appropriate planned training and awareness session will be made available to staff and volunteers. This may be a standalone session or delivered as part of a larger training or induction programme.
- b. The YPOSL will make themselves known and available to staff and volunteers for questions and issues raised about online safety.
- c. Relevant updates in policy and procedure will be presented to staff in team meetings and included in staff briefings as necessary.

4.4. Maintaining professionalism for staff and volunteers

4.4.1. This section applies to all staff and volunteers, particularly those having any direct contact with children and young people online as part of their work with CLAPA. Consideration must be given to how the online behavior of any adult working with CLAPA may affect their own safety and reputation as well as that of CLAPA itself and any young people accessing our services.

4.4.2. Communication between adults and young people, by any method, must take place within clear and explicit boundaries, and in compliance with CLAPA's safeguarding policies.

4.4.3. When using digital communications, staff and volunteers should:

- a. Only make contact with young people for professional reasons, and in accordance with CLAPA's safeguarding policies and procedures.
- b. Only make contact through CLAPA's official channels, accounts and/or equipment unless there is a specific safeguarding reason for doing so.
- c. Ensure all communications are transparent and open to scrutiny. This includes always copying in or adding another staff member, volunteer, and/or

- parent/carer (as appropriate) into any one-on-one conversation with a young person online.
- d. Be aware of the ways in which their communications with young people may be misinterpreted, and take appropriate precautions to avoid this.
 - e. Not share any personal information or contact details to young people.
 - f. Use social media accounts in reference to the social media best practice guidelines for staff and volunteers. Staff should not share personal social media accounts, and should review privacy settings to ensure these remain private. Volunteers using personal social media accounts as part of their work with CLAPA must be aware of the risks of doing so and act appropriately.
 - g. Not request, or respond to, any personal information from the young person other than that which is appropriate as part of their role and/or the young person's involvement with CLAPA. An exception is made for cases where a child is at immediate risk of harm.
 - h. Be aware of and use the appropriate reporting routes available to them if they suspect their personal details have been compromised.
 - i. Not post information online that could bring CLAPA into disrepute.
 - j. Immediately report to the YPOSL Lead any communication which makes them feel uncomfortable, or which is offensive, threatening or bullying in nature.
 - k. Immediately report to the YPOSL (and/or the Data Protection Lead as appropriate) any concerns they have around the safety of young people on any of CLAPA's platforms or systems.

4.5. CLAPA's Systems, Platforms and Devices

CLAPA is responsible for ensuring all systems, platforms and devices are as safe and secure as is reasonably possible, and that procedures approved within this policy are implemented.

- a. The use of CLAPA's online platforms by young people will be supervised.
- b. Systems, platforms and devices will be evaluated and monitored to ensure they allow CLAPA to meet the standards and fulfil our obligations as outlined in this policy.
- c. Personal details, passwords and other sensitive information must be kept safe and secure as per CLAPA's Data Protection Policy.

4.6. Use of digital and video images

Staff, volunteers and young people accessing CLAPA's services should be made aware of the risks associated with sharing images on the internet. This includes the risk of harm or

embarrassment to individuals in the short or longer term, as well as upset caused to others when images and videos are shared without informed consent.

- a. CLAPA's photo and filming consent procedures should be followed at all times, but this is especially vital when the subjects are anyone under 18.
- b. Staff and volunteers should make young people aware of the risks of taking, using, sharing, publishing and distributing images on the internet. This may be done as part of a formal training programme, an activity, or during informal discussions as appropriate.
- c. The full names of young people will not be used anywhere on CLAPA's website, emails or publications, particularly in association with photographs.

4.7. Data Security

CLAPA's Data Protection Policy, Privacy Policy, and all other associated and linked policies must be followed at all times, and any concerns or questions raised with the Data Protection Lead and/or the Young People's Online Safety Lead as appropriate.

4.8. Unsuitable and Inappropriate Activities

CLAPA believes the activities referred to in this section are inappropriate when using the charity's systems, platforms and devices, and especially when working with young people. As well as activity which is illegal for young people (e.g. accessing and/or sharing age-restricted materials), and activity which is illegal in general (e.g. accessing and/or sharing criminally racist material), the following activities will be restricted for staff, volunteers, and anyone accessing our services:

- a. Visiting sites, making, posting, downloading, uploading, transferring, communicating or passing on material, remarks, proposals or comments that (by CLAPA's determination) contain:
 - i. The promotion of any kind of discrimination.
 - ii. Threatening behaviour, including the promotion of physical violence or mental harm.
 - iii. Any other information which may be offensive to CLAPA staff and the people we support, breaches the integrity or ethos of the charity, or brings the charity into disrepute.
- b. Use systems, applications, websites or other mechanisms that bypass any filtering or safeguards put in place by or on behalf of CLAPA.
- c. Infringing copyright
- d. Revealing or publicising confidential information.

- e. Unfair or malicious use of CLAPA's systems (e.g. deliberately creating or propagating a virus)

4.9. Sanctions for Misuse

It is far more likely that CLAPA will deal with incidents which are inappropriate rather than illegal. As such, this section will only cover those issues outlined above, and will seek advice from a relevant authority in cases where an illegal incident has (or is suspected to have) taken place.

- a. In case of incidents involving CLAPA staff: the Staff Disciplinary Policy will be followed
- b. In case of incidents involving CLAPA Volunteers, the Volunteer Disciplinary Policy will be followed.
- c. In cases of incidents involving Young People, CLAPA's Safeguarding Policies will be followed.

5. Acceptable Use Agreements

5.1. Acceptable Use Policy for Young People Accessing CLAPA's Online Services

This statement will be made available at the point of access for any of CLAPA's online services aimed at young people.

I understand that while accessing CLAPA's services, I must use the charity's platforms and technology in a responsible way.

For my own personal safety:

- a. I understand my use of technology will be supervised and monitored
- b. I must keep my password safe and will not use anyone else's accounts, even with their permission.
- c. I will keep my own personal information safe.
- d. I will tell a trusted adult if anything I see online makes me feel uncomfortable or upset.

For the safety of others:

- e. I will be polite and respectful when I communicate with others
- f. I will not take or share images of anyone without their permission

For the safety of everyone involved with CLAPA:

- g. I will not try to access anything illegal
- h. I will not download anything which I don't have the right to use.
- i. I will only use any personal mobile devices if I have permission to use them and within the agreed rules.
- j. I will not deliberately bypass any filters or safeguards put in place by CLAPA
- k. I will tell a responsible adult if I find any potential problems with CLAPA's systems or platforms.

I understand that I am responsible for my actions and their consequences. By using CLAPA's online services, I agree that I have read and understood the above, and will follow these guidelines.

5.2. Acceptable Use Policy for Young Peer Supporters Regarding CLAPA's Online Services

CLAPA's Young Peer Supporters will be asked to read, agree and sign this policy prior to starting in this position.

I understand that while working with CLAPA as a Young Peer Supporter, I must use the charity's platforms and technology in a responsible way.

For my own personal safety:

- a. I understand my use of CLAPA's platforms (including Slack) will be supervised and monitored.
- b. I must keep my password safe and will not use anyone else's accounts, even with their permission.
- c. I will keep my own personal information safe.
- d. I will tell a trusted adult if anything I encounter on CLAPA's platforms or systems makes me feel uncomfortable or upset.

For the safety of others:

- e. I will be polite and respectful when I communicate with others
- f. I will not share or discuss anyone's personal information or private thoughts and feelings they have shared with me online except with CLAPA Staff supervising me as a Peer Supporter as explained in my training.
- g. I will not take or share images of anyone without their permission

For the safety of everyone involved with CLAPA:

- h. I will not try to access and/or share anything illegal
- i. I will not download and/or share anything which I don't have the right to use.
- j. I will only use any personal mobile devices if I have permission to use them and within the agreed rules.
- k. I will not deliberately bypass any filters or safeguards put in place by CLAPA
- l. I will tell a member of CLAPA staff if I find any potential problems with CLAPA's systems or platforms.

I understand that I am responsible for my actions and their consequences. By working with CLAPA as a Peer Supporter and using the Slack platform, I agree that I have read and understood the above, and will follow these guidelines.

Name:

Signed:

Date: