

eSafety Policy

1. Policy Statement

The Cleft Lip and Palate Association (“CLAPA”) recognises that the welfare of all using our services online is paramount and regardless of ability or culture, they have equal rights of safeguarding. CLAPA has a duty of care and we will do everything possible to provide a safe and caring environment.

2. Purpose

CLAPA recognises that in this digital age, increased use of the internet, mobile phones and other electronic technology has made access to information and communication increasingly easy for everyone. However, with this ease of access comes certain risks.

This policy will set out the means by which CLAPA will minimise these risks as much as possible. As many of these risks reflect situations that may arise offline, this online safety policy must be used in conjunction with other relevant policies referenced throughout.

3. Scope

This policy applies to everyone involved with CLAPA and anyone else involved in the use of communications technologies (belonging to CLAPA or the individuals themselves), whilst accessing CLAPA services.

Definitions

This policy has been written with particular regard to online platforms CLAPA may use in its support of the cleft community, including (but not limited to) the CLAPA website, Twitter, Facebook, Instagram, WhatsApp, Zoom, and e-newsletters.

4. Responsibility

The CEO has overall responsibility for ensuring the safety (including online safety) of all involved with CLAPA.

Details of staff responsible for on-line safety in CLAPA is found here

<https://www.clapa.com/safeguarding/> alongside the accountability of their roles.

5. Mandatory Procedures

All staff and volunteers receive regular safeguarding training; including reporting any concerns and agree to abide by CLAPA policies, which include the following:

- Safeguarding Children, Young People and Adults at risk,

- Code of conduct
- Social Media policy
- Data Protection

In addition, staff and volunteers working with young people and adults at risk will receive training appropriate to their role and detailed guidance around working online, including minimising the following risks:

- Access to illegal, harmful or age inappropriate images, text or content
- Loss of privacy or control of personal information or images
- Grooming and inappropriate communication with others, including strangers for illegal purposes
- Viewing or receiving socially unacceptable material such as inciting hatred or violence
- Ignoring copyright by downloading music, video or other material
- Cyberbullying
- An inability to evaluate the quality, accuracy and relevance of information on the internet.
- Hacking, viruses and system security
- The potential for use of platforms, which may affect the social and emotional development, including overuse.

6. Support – Internal and External

CLAPA safeguarding policy: [SAFEGUARDING POLICY\Safeguarding Children, Young People and Adults at Risk Policy.pdf](#)

CLAPA safeguarding procedure: [SAFEGUARDING PROCEDURE\Safeguarding Procedure January 2021.pdf](#)

CLAPA safeguarding reporting concerns procedure: [REPORTING SAFEGUARDING CONCERNS FORM\Reporting Safeguarding Concerns Form.docx](#)

CLAPA guidance for working online for staff: [T:\CLAPA SERVICES\ENGAGEMENT & SERVICE TEAM\ONLINE EVENTS\GUIDELINES & CONSENT\Running Online Events Staff Guide FINAL.pdf](#)

CLAPA guidance for working online for volunteers: [T:\CLAPA SERVICES\CHILDREN AND YOUNG PEOPLE\GUIDES TEMPLATES AND CHECKLISTS\Running Online Events Volunteer Guide.pdf](#)

SAFEcic Specialist eSafety references: www.eszsafe.co.uk

eSafety Referral Flowchart (concerns about a child, young person or adult at risk) (for use by DSLs)

