



## **Online Safety Policy 2023-24**

Latest version: November 2023

**CREA Norfolk** abides by the duty of care to safeguard and promote the welfare of children and young people and is committed to safeguarding practice that reflects statutory responsibilities, government guidance and complies with best practice requirements.

- We recognise the welfare of children is paramount in all the work we do and in all the decisions we take
- All children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation has an equal right to protection from all types of harm or abuse
- Some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

### **The purpose of this policy statement is to:**

- Ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices
- Provide staff and volunteers with the overarching principles that guide our approach to online safety
- Ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices.

**This policy statement applies to all directors, staff, volunteers, children and young people and anyone involved in Crea's activities.**

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England. Summaries of the key legislation and guidance are available on:

<https://learning.nspcc.org.uk/child-protection-system>

<https://learning.nspcc.org.uk/child-abuse-and-neglect/bullying>

<https://learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse>



**We believe that:**

- Children and young people should never experience abuse of any kind
- Children should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times.

**We recognise that:**

- The online world provides everyone with many opportunities; however it can also present risks and challenges to children and young people.
  - online abuse is any type of abuse that happens on the internet, facilitated through technology like computers, tablets, mobile phones and other internet-enabled devices
  - online abuse can happen anywhere online that allows digital communication, such as:
    - social networks
    - text messages and messaging apps
    - online chats
    - comments on live streaming sites
    - voice chat in games
  - children may experience several types of abuse online:
    - bullying/cyberbullying
    - emotional abuse which can include emotional blackmail
  - sexting pressure or coercion to create sexual images
  - sexual abuse
  - sexual exploitation
  - grooming perpetrators may use online platforms to build a trusting relationship with the child to abuse them
- We have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online
- We have a responsibility to help keep children and young people safe online, whether or not they are using Crea's network and devices
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety
- All children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse.



**We will seek to keep children and young people safe by:**

- Appointing an online safety coordinator (November 2023: Charlie Wall)
- Providing clear and specific directions to staff and volunteers on how to behave online through our behaviour code for adults (see our Adults Code of Conduct, found in Sharepoint → Directors → Policies 2023).
- Supporting and encouraging the young people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others (see our Young Person's Code of Conduct, found in Sharepoint → Directors → Policies 2023)
- Supporting and encouraging parents and carers to do what they can to keep their children safe online
- Developing an online safety agreement for use with young people and their parents or carers (See our Online Safety Agreement, found in Sharepoint → Directors → Policies 2023)
- Developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child or young person
- Reviewing and updating the security of our information systems regularly
- Ensuring that user names, logins, email accounts and passwords are used effectively
- Ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate
- Ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- Providing supervision, support and training for staff and volunteers about online safety
- Examining and risk assessing any social media platforms and new technologies before they are used within the organisation.

**If online abuse occurs, we will respond to it by:**

- Having clear and robust safeguarding procedures in place for responding to abuse (including online abuse). In line with our Safeguarding Children and Adults Policy, any concerns should be shared with Charlie Wall, Safeguarding Lead for Crea Norfolk. We maintain a button on the front page of our website which anyone can use to report any safeguarding concerns.
- Providing support and training for all staff and volunteers on dealing with all forms of abuse, including bullying or cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
- Making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
- Reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term.



## **Related policies and procedures**

This policy statement should be read alongside our organisational policies and procedures, including:

- Safeguarding and child protection policy and procedures.
- procedures for responding to concerns about a child or young person's wellbeing
- dealing with allegations of abuse made against a child or young person
- managing allegations against staff and volunteers
- code of conduct for staff and volunteers
- anti-bullying policy and procedures
- photography and image sharing guidance.

All our policies can be found via our website policy zone:

<https://www.creanorfolk.co.uk/policy-zone>

Safeguarding concerns can be reported to us via our website safeguarding page:

<https://www.creanorfolk.co.uk/safeguarding>

## **Contact details**

Online safety co-ordinator: Charlie Wall  
Email: [operations@creanorfolk.co.uk](mailto:operations@creanorfolk.co.uk)

Senior lead for safeguarding and child protection:

Name: Charlie Wall

Email: [operations@creanorfolk.co.uk](mailto:operations@creanorfolk.co.uk)

NSPCC helpline  
0808 800 5000

We are committed to reviewing our policy and good practice annually.

This policy was implemented on: May 2023

This policy was last reviewed on: November 2023

Signed and approved by Directors of Crea Norfolk in November 2023