



Online Safety Policy 2024-25

Latest version: October 2024

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, including the The Data Protection Act 2018 and The Online Safety Act 2023.

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

Online Safety Policy 2024-25

- 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.

The Role of the Designated Safeguarding Officer

The DSO will:

- Ensure all staff/volunteers have current awareness of the online safety policy and incident reporting procedures.
- Take day to day responsibility for online safety issues and have a leading role in establishing and reviewing the online safety policies/procedures.
- Offer advice and support to staff and volunteers.
- Complete training on online safety
- Keep up to date with developments in online safety and cascade these to staff/volunteers.
- Understands and know where to obtain additional support and where to report online safety issues.
- Receives reports of online safety incidents and keep a log of incidents to inform future online safety developments.
- Communicate with parents/carers about online safety.
- Monitor online incident logs

Staff / Volunteers Responsibilities

Staff and volunteers are responsible for ensuring that:

- They have an awareness of the online safety policy and procedures.
- They have read, understood, and signed the staff/volunteer acceptable use agreement and will fully follow the standards set out within it.
- They follow the procedures for reporting and recording online safety issues.
- They educate children and young people on how to stay safe online.
- They demonstrate positive online behaviours to children.

Online Use in the Organisation

Where directors, staff and volunteers use the internet for Crea Norfolk business, they are bound by the Online Acceptable Use Agreement, as well as the Adult code of Conduct.

Children and young people do not have access to the internet via Crea Norfolk. Where children are accessing online sessions run by Crea, their parent/carer must sign a registration form which includes their agreement to supervise their child during the session.

Crea Norfolk maintains an Online Acceptable Use Agreement, which directors, staff and volunteers sign to confirm that they have read and agreed to it.

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

- Appointing an online safety coordinator (November 2024: Charlie Wall)
- Providing clear and specific directions to staff and volunteers on how to behave online through our Online Acceptable Use Agreement (found by staff in Sharepoint → Directors → Policies 2024 and found by the public on our website).
- 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 2024)
- Supporting and encouraging parents and carers to do what they can to keep their children safe online (See our Parents/Carers guide to Discord, found in Sharepoint -> Directors -> Policies 2024)
- Developing online safety information sheets for use with young people and their parents or carers (See our Scratch, Minecraft, Discord found in Sharepoint → Directors → Policies 2024)
- 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.

Personal Mobile Phones and Smart Watches

There are safeguarding risks associated with the use of personal mobile phones and smart watches. Our organisation has measures in place to protect children, from the unacceptable use of technology or exposure to inappropriate materials on this technology. It is the responsibility of all members of staff to be vigilant and to report any concerns.

Staff and volunteer use of mobile phones:

Staff may have their mobile phones on them, and use them to send or receive emails, texts and phone calls related to the project.

Staff may not use their phones to take photos or video of the sessions or participants. There is a Crea Norfolk camera and video camera available for taking photos and video of the sessions (see the Crea Norfolk Photography and Filming Policy for details of safe handling and storage of images).

Participants' use of mobile phones:

- While we understand that some children have mobile phones, we actively discourage them from using their phones within the sessions.
- Crea Norfolk does not accept any responsibility for loss or damage to mobile phones brought to the sessions by the participants.
- Children must not use their mobile phone to take photographs of any kind whilst at the club. If they want a photograph of a particular activity they can ask a member of staff to take one using the Crea Norfolk camera or video camera and email it to their parent/carer after the session.

Rules on Smart Watches:

- Staff must not wear Smart Watches. Staff need to be vigilant of others checking their smart watches and remind them of our policy.

Delivering sessions online

- Prior to online sessions, participants parents/carers are required to complete a registration form, which confirms that they will supervise their child throughout the online session.
- Parents/carers are sent a secure link to a Teams meeting.
- Parent/carers are also sent an information sheet relevant to the session which details the software being used, how to set up an account, and some points about internet safety.
- During sessions, participants are reminded of good practice around internet safety, for example password security and not divulging personal information.
- All sessions are covered by risk assessments specific to the software used.

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 Safeguarding button on the front page of our website which anyone can use to report any safeguarding concerns.
- Following receipt of any information raising concern about online abuse, the Safeguarding Lead will consider what action to take and seek advice from the Norfolk Children's Advice & Duty Service (CADS) as required. If, at any point, there is a risk of immediate serious harm to a child a referral should be made to Norfolk CADS immediately. Anybody can make a referral in these circumstances.
- 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.

Depending on the type of online abuse concerned, this will also be reported using the relevant method below:

Criminal Sexual Content-If the concern is about online criminal sexual content, this will be report to the Internet Watch Foundation [here](#).

Child Exploitation and Online Protection- If the concern is about online sexual abuse and grooming, a report should also be made to the [Child Exploitation and Online Protection \(CEOP\)](#)

Report Remove Tool- Young people under 18 will be supported to use the Report Remove tool from Childline to confidentially report sexual images and videos of themselves and ask these to be removed from the internet. This can be reported [here](#).

Online Terrorism or Extremism Content-If online material is found which promotes terrorism or extremism this will be reported to ACT Action Against Terrorism. A report can be made online [here](#).

Online Hate Content-If online content incites hatred this will be reported online to True Vision [here](#).

Online Safety Policy 2024-25

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>

Here is our Online Safety Policy 2024:

Contact details

Online safety co-ordinator: Charlie Wall

Email: operations@creanorfolk.co.uk

Designated Safeguarding Officer for safeguarding and child protection:

Name: Charlie Wall

Email: operations@creanorfolk.co.uk

NSPCC helpline

0808 800 5000

Sources of support on Online Safety

UK Safer Internet Centre-For free, independent, expert advice on dealing with internet safety problems contact the Helpline. Professionals Online Safety Helpline-0344 3814772 or help-line@saferinternet.org.uk

Childnet For online safety information and advice for professionals working with children and young people. 020 7639 6967 info@childnet.com

Online Safety Policy 2024-25

[Internet Matters](#) Supports parents and professionals with resources and guidance on child internet safety.

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 2024

Signed and approved by Directors of Crea Norfolk in November 2024