THE
ADEYFIELD ACADEMY

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Online Safety Policy

Including Online Safety Acceptable Use Agreement

Date:	**April 2022**
Review Date:	**April 2024**
Co-ordinator:	**Ms J Day**

Signed by…….. Dawn Mason (Principal)

Signed by…….. Kim Bristow (Chair of Governors)

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1. Introduction

The Adeyfield Academy 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 students, 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 students 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.

2. Responsibilities

The Principal 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 Ms Jo Day (Associate Assistant Principal, Designated Safeguarding Lead).
All breaches of this policy must be reported to Jo Day. All breaches of this policy that may have put a child at risk must also be reported to the DSL, Jo Day

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 schools' password protected network /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 students are on site in the care of the school, then the safeguarding of students is paramount and the organisation must adhere to the school's online safety procedures and acceptable use agreements.

3. Scope of policy

The policy applies to:

- Students
- Parents/carers
- Teaching and support staff
- School governors
- Peripatetic teachers/coaches, supply teachers, student teachers
- Visitors
- Volunteers
- Voluntary, statutory or community organisations using the school's facilities

The school also works with partners and other providers to ensure that students 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, in newsletters and at 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, supported by its acceptable use agreements, 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, Keeping Children Safe in Education ,GDPR, health and safety, home–school agreement, home learning, behaviour, anti-bullying and Personal and Social Development curriculum.

4. 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 students, parents/carers, staff and governors and all other visitors to the school.

4.1. 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 students, parents or conduct any school business using a personal email address. Students should use school approved accounts on the school system for educational purposes. Where required parent/carer permission will be obtained for the student account to exist. For advice on emailing, sharing personal or confidential information or the need to gain parent permission refer to the policy for GDPR. 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 students should not open emails or attachments from suspect sources and should report their receipt to IT Support via email itsupport@adeyfield.herts.sch.uk.

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

4.2. Visiting online sites and downloading

- Staff must preview sites, software and apps before their use in school or before recommending them to students. Before using any online service that requires user accounts to be created or the sharing of any personal data, staff must consult with the Data Protection Officer with details of the site/service and seek approval from 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 school pre-approved systems if creating blogs, wikis or other online content.

- When working with students 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.

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

Only a school device may be used to conduct school business outside of school. The only exception would be where a closed, monitorable system has been set up by the school for use on a personal device i.e. through using the school's Microsoft One Drive. Such a system would ensure the user was not saving files locally to their own device and breaching data security.

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 a senior member of staff.

4.3. Storage of Images

Photographs and videos provide valuable evidence of students' 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 policy for greater clarification).

Photographs and images of students 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 Principal. Staff and students 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 students, must only use school equipment to record images of students whether on or off site. See also GDPR. 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.

4.4. 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 and if this is for personal use this must never be in the presence of students. There may be circumstance where the school allows a member of staff to contact a student or parent/carer using their personal device.

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 Principal. 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.

The Adeyfield Academy operates a No Mobile Phone policy. Students must not use their personal mobile phones throughout the day. All devices must be switched off and to be kept in the school bag out of sight. Under no circumstance should students use their personal mobile devices/phones to take images of any other student any other student whilst the students are in school.

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 must never be used to access school emails and data. The only exception would be where a closed, monitorable system has been set up by the school for use on a personal device.

4.5. 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, students and staff should not assume that new technological devices will be allowed in school and should check with the relevant member of Pastoral staff before they are brought into school.

4.6. Reporting incidents, abuse and inappropriate material

There may be occasions in school when either a student or an adult receives an offensive, abusive or inappropriate message or accidentally accesses upsetting or abusive material. When such a situation occurs the student or adult must report the incident immediately to the first available member of staff, the DSL, the Principal. 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 DSL will refer details to social care or the police.

5. Curriculum

Online safety is fully embedded within our curriculum. The school provides a comprehensive age appropriate curriculum for online safety which enables students to become informed, safe and responsible. This includes teaching to prevent radicalisation, for which staff provide a narrative to counter extremism. The PSHE/Tutor time curriculum is central in supporting the delivery of online safety education.

The curriculum is flexible and can respond to any immediate online safety issues and risks as they emerge.

It is necessary for students 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. Students 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.
- 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.

6. Staff and Governor Training

Staff and 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 must sign the school's Acceptable Use Agreement as part of their induction and before having contact with students.

Any organisation working with children and based on the school premises are also provided with a copy of the online safety policy and required to sign the Acceptable Use Agreement (Appendix B).

Peripatetic staff, student teachers and regular visitors are provided with a copy of the online safety policy and are required to sign the Acceptable Use Agreement (Appendix B).

Guidance is provided for occasional visitors, volunteers and parent/carer helpers (Appendix E).

7. 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 through the school website, newsletters and by other means.

Parents/carers are asked to read, discuss and co-sign with each child the Acceptable Use Agreement. A summary of key parent/carer responsibilities will also be provided and is available in Appendix F. The Acceptable Use Agreement explains the school's expectations and student and parent/carer responsibilities.

8. 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 students 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.

The school supports students 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.

9. Appendices of the Online Safety Policy

- **A.** Online Safety Acceptable Use Agreement - Staff, Governors and student teachers (on placement or on staff)
- **B.** Online Safety Acceptable Use Agreements Secondary Students
- **C.** Online safety policy guide - Summary of key parent/carer responsibilities
- **D.** Guidance on the process for responding to cyberbullying incidents
- **E.** Guidance for staff on preventing and responding to negative comments on social media

Appendix A - Online Safety Acceptable Use Agreement - Staff, Governors and student teachers (on placement or on staff body)

You must read this agreement in conjunction with the online safety policy and the GDPR Data Protection policy a GDPR Data Retention policy and GDPR Privacy notices for a) Governors & Trustees b) Parents & carers. Once you have read these, you must sign and submit this agreement and it will be kept on record in the school. You should retain your own copy for reference. This forms part of your professional and safeguarding responsibilities.

Internet, mobile and digital technologies are part of our daily working life and this agreement is designed to ensure that all staff and governors are aware of their responsibilities in relation to their use. All staff , student teachers and governors are expected to adhere to this agreement and to the online safety policy. Any concerns or clarification should be discussed with the online safety coordinator: Maxine Goodes (Vice Principal). Breaches will be investigated, recorded and, where appropriate, disciplinary procedures will apply and police involvement will be sought.

1. Internet Access

I will not access or attempt to access any sites that contain any of the following: child abuse; pornography; discrimination of any kind; promotion of prejudice against any group; promotion of illegal acts; any other information which may be illegal or offensive. Inadvertent access on school equipment must be treated as an online safety incident, reported to the online safety lead and/or DSL and an incident report completed.

2. Online conduct

I will ensure that my online activity, both in and outside school, will not bring the school, my professional reputation, or that of others, into disrepute.

I will not browse, download, upload or distribute any material that could be considered offensive, illegal or discriminatory. Exceptionally, use of controversial material as part of the curriculum should be planned and approved on every occasion (see policy).

I will report any accidental access to or receipt of inappropriate materials or filtering breach to Maxine Goodes (Vice Principal).

I understand that all my use of the internet and other related technologies can be traced and monitored and, should it be required, must be made available to my line manager, Principal and others as required.

I will not give out my personal contact and online account information such as phone numbers, email address, and social media account details to students and/or parents/carers.

3. Social networking

I understand the need to separate my professional role from my private friendships; in my professional capacity I will not become 'friends' with parents/carers or students on social networks. Where my school role is my only connection to an individual, private online contact is unacceptable with parents/carers or students.

When using social networking for personal use I will ensure my settings are not public. My private account postings will never undermine or disparage the school, its staff, governors, parents/carers or students.
Privileged information must remain confidential.

I will not upload any material about or references to the school or its community on my personal social networks.

4. Passwords

I understand that there is no occasion when a password should be shared with a student or anyone who is not a staff member.

5. Data protection

I will follow requirements for data protection as outlined in GDPR policy. These include:

- Photographs must be kept securely and used appropriately, whether in school, taken off the school premises or accessed remotely
- Personal data can only be taken out of school or accessed remotely when authorised by the Principal or governing body
- Personal or sensitive data taken off site must be encrypted

6. Images and videos

I will only upload images or videos of staff, students or parents/carers onto school approved sites where specific permission has been granted.

I will not take images, sound recordings or videos of school events or activities on any personal device.

7. Use of email

I will use my school email address for all school business. All such correspondence must be kept professional and is open to Subject Access Requests under the Freedom of Information Act. I will not use my school email addresses or governor hub for personal matters or non-school business.

8. Use of personal devices

I understand that as a member of staff I should at no time put myself in a position where a safeguarding allegation can be made against me as a result of my use of personal devices. I understand that the use of personal devices in school is at the discretion of the Principal.

I will only use approved personal devices in designated areas and never in front of students.

I will not access secure school information from personal devices when in school or any other location unless a closed, monitorable system has been set up by the school. Such a system would ensure as the user I was not saving files locally to my own device and breaching data security.

9. Additional hardware/software

I will not install any hardware or software on school equipment without permission of IT Network Manager.

10. Promoting online safety

I understand that online safety is the responsibility of all staff and governors and I will promote positive online safety messages at all times including when setting homework or providing pastoral support.

I understand that it is my duty to support a whole school safeguarding approach and will report any inappropriate or concerning behaviour (of other staff, governors, visitors, students or parents/carers) to the DSL.

11. Classroom management of internet access

I will pre-check for appropriateness all internet sites used in the classroom this will include the acceptability of other material visible, however briefly, on the site. I will not free-surf the internet in front of students. I will also check the appropriacy of any suggested sites suggested for home learning.

12. Video conferencing

I will only use the conferencing tools that have been identified and risk assessed by the school leadership DPO and DSL. A school-owned device should be used when running video-conferences, where possible.

13. User signature

I agree to follow this Acceptable Use Agreement and to support online safety throughout the school. I understand this forms part of the terms and conditions set out in my contract of employment (staff members only) and/or my responsibilities as a governor.

Signature …….. **Date ……**

Full Name (printed)……

Job title ……

Appendix B

THE ADEYFIELD ACADEMY

Acceptable Use of ICT Agreement / Code of Conduct for Staff

ICT (including data) and the related technologies such as e-mail, the internet and mobile devices are an expected part of our daily working life in school. This policy is designed to ensure that all staff are aware of their professional responsibilities when using any form of ICT. All staff are expected to sign this policy and adhere at all times to its contents. Any concerns or clarification should be discussed with the Principal.

- I will only use the school's email / Internet / Intranet / Learning Platform and any related technologies for professional purposes or for uses deemed acceptable by the Principal or Governing Body
- I will comply with the ICT system security and not disclose any passwords provided to me by the school or other related authorities
- I will ensure that all electronic communications with students and staff are compatible with my professional role
- I will not give out my own personal details, such as mobile phone number, personal e-mail address, personal Twitter account, or any other social media link, to students
- I will only use the approved, secure e-mail system(s) for any school business
- I will ensure that personal data (such as data held on MIS software) is kept secure and is used appropriately, whether in school, taken off the school premises or accessed remotely. Personal data can only be taken out of school or accessed remotely when authorised by the Principal or Governing Body. Personal or sensitive data taken off site must be encrypted, e.g. on a password secured laptop or memory stick
- I will not install any hardware or software onto school ICT equipment, without permission of the Principal
- I will not browse, download, upload or distribute any material that could be considered offensive, illegal or discriminatory
- Images of students and/or staff will only be taken, stored and used for professional purposes in line with school policy and with written consent of the parent, carer or staff member
- Images will not be distributed outside the school network without the permission of the parent/ carer, member of staff or Principal
- I will support the school approach to online safety and not upload or add any images, video, sounds or text that could upset or offend any member of the school community
- I understand that all my use of the Internet and other related technologies can be monitored and logged and can be made available, on request, to my Line Manager or Principal. I will respect copyright and intellectual property rights
- I will ensure that my online activity, both in school and outside school, will not bring the school, my professional reputation or that of others into disrepute
- I will support and promote the school's Online Safety and Data Protection policies and help students to be safe and responsible in their use of ICT and related technologies
- I understand this forms part of the terms and conditions set out in my contract of employment
- I will not use personal electronic devices (including smart watches) in public areas of the school, except in the staff room or privacy of an office
- I will keep equipment physically secure in accordance with this policy. When travelling by car, I will place the laptop in the boot of my car before starting my journey.

- I will ensure that all settings for social media, amongst others, are set to private.
- I am aware of and have read the ATLAS Trust GDPR Policy and Privacy Policies and am aware of my responsibilities and the process in reporting Data Breaches as outlined in the Trust GDPR Policy.

User Signature

I agree to follow this code of conduct and to support the safe and secure use of ICT throughout the school.

Signature: ……. Date: …….……

Full name (printed): …….....

Job title:…….……

Appendix C - 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, supported by its acceptable use agreements, 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 students.
- 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 students 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, students and parents/carers.

Please see the full online safety policy in the policies section on the school website.

Appendix D - 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. Students should report to a member of staff (e.g. class teacher, Principal) 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 Principal 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 E - 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, see especially Appendix C (Online safety policy guide - Summary of key parent/carer responsibilities), 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 student are of a serious nature, these will need to be formally investigated. This may involve the police and the Principal 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 F – Safeguarding and remote education during coronavirus (COVID-19) 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 students and staff

https://schoolleaders.thekeysupport.com/covid-19/safeguard-and-support-students/safeguarding-while-teaching/remote-teaching-safeguarding-students-and-staff/?marker=content-body

NSPCC Undertaking remote teaching safely

https://learning.nspcc.org.uk/news/2020/march/undertaking-remote-teaching-safely

LGfL Twenty safeguarding considerations for lesson livestreaming

https://static.lgfl.net/LgflNet/downloads/digisafe/Safe-Lessons-by-Video-and-Livestream.pdf

SWFfL Remote working a guide for professionals

https://swgfl.org.uk/assets/documents/educational-professionals-remote-working.pdf

National Cyber Security Centre Video conferencing. Using services securely

https://www.ncsc.gov.uk/files/vtc_infographic.pdf