



23. Online Safety and Acceptable Use Policy

Approved June 2023

To be reviewed June 2024

There are various Acts of Parliament which can be referenced when considering online safety in schools. These are listed below with details at appendix 1.

- Communications Act 2003 (section 127).
- Computer Misuse Act 1990 (sections 1-3).
- Copyright, Design and Patents Act 1988.
- Counter-terrorism and Security Act 2015 (section 26)
- Criminal Justice Act 2003.
- Criminal Justice and Immigration Act 2008 (section 63).
- Data Protection Act 1998.
- Education and Inspections Act 2006.
- Malicious Communications Act 1988 (section 1).
- Obscene Publications Act 1959 and 1964.
- Protection from Harassment Act 1997.
- Public Order Act 1986 (sections 17-29).
- Racial and Religious Hatred Act 2006.
- Regulation of Investigatory Powers Act 2000.
- Sexual Offences Act 2003.

The Department for Education's statutory guidance 'Keeping children safe in education' has useful information about online safety, and this policy will be updated in line with the latest version accordingly. This policy should also be read alongside the following policies:

- Anti-bullying
- Child protection and Safeguarding
- ICT Policy
- Behaviour Policy
- Data Protection
- Staff discipline.

The General Data Protection Regulation (GDPR) came into effect in May 2018 and needs to be heeded by schools whenever personal data is processed.

Ofsted's briefing for section 5 Inspection 'Inspecting e-safety in schools' (April 2014) is designed to provide detailed support for inspectors when reviewing a school's online safety provision.

Ofsted's 'Inspecting safeguarding in early years, education and skills settings' August 2016 also has useful information on what inspectors will be looking for in online safety.

UK Council for child internet safety (UKCCIS) has guidance to advise governors on good practice in child internet safety 'Online safety in schools and colleges: Questions from the governing board'.

Background

Schools must be highly aware of online safety on their premises and make both staff and pupils aware of the dangers of using electronic communication as well as its undoubted benefits.

The Department for Education's statutory guidance 'Keeping children safe in education' outlines the responsibilities schools have in safeguarding children including reference to online safety.

The document requires schools to ensure that:

- Pupils are taught about safeguarding, especially against online abuse such as bullying and sexual abuse by exploitation online.
- They have appropriate filtering and monitoring systems in place on the school's ICT systems so that no pupil can access harmful content.
- They are careful that 'over blocking' does not lead to unreasonable restrictions as to what children can be taught with regards to online teaching and safeguarding.
- They develop methods whereby staff are alert to changes in children's behaviour which could indicate that they may be in need of help or protection from radicalisation via the internet or social media. Staff should use their judgement and act proportionately, which may include making a referral to the Channel programme under the school's 'prevent' duty.
- They include online safeguarding in all safeguarding training for staff.

The Ofsted briefing for section 5 Inspection 'Inspecting e-safety in schools' (April 2014) is designed to provide detailed support for inspectors when reviewing a school's online safety provision. The briefing defines online safety in the 'context of an inspection' as a school's ability:

- To protect and educate pupils and staff in their use of technology.
- To have the appropriate mechanisms to intervene and support any incident where appropriate.

The briefing paper states that the breadth of issues classified within online safety is considerable, but can be categorised into three areas of risk:

- Content - being exposed to illegal, inappropriate or harmful material.
- Contact - being subjected to harmful online interaction with other users.
- Conduct - personal online behaviour that increases the likelihood of, or causes, harm.

With regard to online safeguarding of pupils Ofsted's 'Inspecting safeguarding in early years, education and skills settings' August 2016 emphasises that inspectors will:

- Look for evidence from September 2016 that appropriate filters and monitoring systems are in place to protect pupils from potentially harmful online material.
- Discuss online safety in their discussions with pupils (covering topics such as online bullying and safe use of the internet and social media).
- Will investigate what the school does to educate pupils in online safety and how the school deals with issues when they arise.

Personal data held or processed by the school

Under the General Data Protection Regulation which came into force in May 2018 schools will be responsible for higher standards of online safety and security of all personal data that they process. Ofsted inspectors will consider schools' compliance with these regulations when conducting school inspections.

ONLINE SAFETY POLICY

Introduction

Our school community recognises the importance of treating online safety as an ever-present serious safeguarding issue. It is important to protect and educate both pupils and staff and have supportive mechanisms, policies and protocols in place to protect and support the school community.

Ofsted reviews online safety measures in schools and there are numerous Acts of Parliament which can be used to safeguard both staff and pupils in schools. The safeguarding aspects of online safety are evident in all our ICT/safeguarding policies and procedures throughout the school and it is essential that this constantly developing area of technology is kept under review.

It is also critical to ensure the safety and security of all personal data that the school holds and processes. Under the General Data Protection Regulation, which came into force in May 2018, the

school is responsible for exacting standards of safety and security of personal data that may be processed.

This policy links all the ICT, safeguarding and other policies and procedures to reflect how the school deals with online safety issues on a daily basis.

The documents referred to in this online safety policy have been developed by various groups including:

- Governors, including the link governor for online safety (Sarah Giles).
- Headteacher/senior leadership team (SLT)/designated child protection staff.
- Online safety co-ordinator and ICT technical support staff.
- Teachers and support staff.
- Parents/carers.
- Pupils.

Objectives and targets

This policy is aimed at making the use of electronic communication at Hayes School as safe as possible. This policy applies to all members of the school community (including staff, pupils, volunteers, parents/carers, visitors, community users) who have access to, and are users of, school ICT systems, both in and out of school.

Action plan

The school will deal with any online safety incidents which arise by invoking this policy, other ICT policies and the associated behaviour and anti-bullying policies. The school will, where known, inform parents/carers of incidents of inappropriate online safety behaviour that take place out of school and take appropriate action.

Any breaches of safety of personal data held by the school that may arise will be dealt with as soon as they come to light and the appropriate authorities notified.

The following sections outline:

- The roles and responsibilities for online safety of individuals and groups within the school, and how they will receive education/training to fulfil those roles.
- How the infrastructure is managed.
- How online safety is considered in the curriculum.
- The protocols on using digital images.
- The protocols on data protection.
- The protocols for handling electronic communication.
- Awareness of and dealing with inappropriate use of electronic media.

Roles and responsibilities - governors

- Governors will ensure that appropriate filters and monitoring systems are in place on the school's ICT resources.
- Governors will ensure compliance with the Data Protection Act and the GDPR for all personal data held.
- Governors will ensure that pupils are taught about online safety, for example through personal, social, health and economic education (PSHE) and sex and relationship education (SRE).
- Governors are responsible for the approval of the online safety policy, for reviewing the effectiveness of the policy and for dealing with issues when they arise.
- A nominated link governor for online safety is appointed (Sarah Giles).
- Governors receive online safety training/awareness sessions as part of their regular cycle of meetings.

Roles and responsibilities - headteacher and senior leaders

- The headteacher is responsible for ensuring the online safety of members of the school community and will manage the education of pupils and training of staff in online safety and awareness of potential radicalisation in pupils.
- The headteacher, together with the data protection officer, is responsible on a day-to-day basis for ensuring compliance with the Data Protection Act and GDPR for the processing of personal data.
- The headteacher and online safety co-ordinator (Debbie Torpey (DSL)), will be aware of the procedures to be followed in the event of a serious online safety allegation being made against a member of staff, including the headteacher.
- The headteacher will take appropriate action if it is felt that any pupil of the school may be becoming radicalised.
- The Education and Inspections Act 2006 empowers the headteacher, to such extent as is reasonable, to regulate the behaviour of pupils when they are off the school site and empowers members of staff to impose disciplinary penalties for inappropriate behaviour. This is pertinent to incidents of cyber-bullying, or other online safety incidents covered by this policy, even though they may take place out of school, but are linked to membership of the school.

Roles and responsibilities - online safety co-ordinator

- Leads the online safety team.
- Takes day-to-day responsibility for online safety issues and has a leading role in establishing and reviewing the school online safety policy and other related policies, including the safe processing of personal data.
- Ensures that all members of staff are aware of the procedures that need to be followed in the event of an online safety incident taking place.
- Provides training and advice for staff.
- Liaises with the local authority (LA) and reports to the headteacher any suspicions of pupils who may be becoming radicalised.
- Liaises with school ICT technical staff.
- Reports regularly to senior leadership team/headteacher & governors
- The online safety co-ordinator (or other nominated person) will receive training at regular update sessions and by reviewing national and local guidance documents.

Roles and responsibilities - network manager/technical support provider

The network manager is responsible for ensuring:

- That the school's ICT infrastructure is secure and is not open to misuse or malicious attack.
- That appropriate filters and monitoring systems are in place.
- That the school meets the online safety technical requirements outlined in the relevant national/local ICT security policy and/or acceptable usage/online safety policy and guidance.
- Users may only access the school's networks through a properly enforced password protection policy.
- The headteacher is informed of any suspicions of pupils who may be becoming radicalised.
- The headteacher is informed of any breaches in the processing of personal data.

Roles and responsibilities - teaching and support staff

Teaching and support colleagues are responsible for ensuring that:

- They have an up-to-date awareness of online safety matters and of the school online safety policy.
- They have read, understood and signed the relevant staff acceptable computer usage agreement and staff laptop usage agreement, as well as other related policies eg staff e-mail, social media policies.
- They report any suspected misuse or problem to the online safety co-ordinator/headteacher/senior leader/ICT co-ordinator as appropriate for investigation/action/sanction.

- They report any suspected breach of processing any personal data to the online safety co-ordinator/headteacher/senior leader/ technical support provider.
- Digital communications with pupils (email/virtual learning environment (VLE)/voice) are on a professional level and only carried out using official school systems.
- Pupils understand and follow the school online safety policy and the pupil acceptable computer usage policy.
- Pupils have a good understanding of research skills and the need to avoid plagiarism and uphold copyright regulations.
- They monitor ICT activity in lessons, extracurricular and extended school activities.
- They are aware of online safety issues related to the use of mobile phones, cameras and hand-held devices and that they monitor their use and implement current school policies with regard to these devices.
- They are aware of the online safety issues pertaining to email and social media usage.
- They are alert to, and report to the headteacher, any suspicions of pupils who may be becoming radicalised.
- In lessons where internet use is pre-planned, pupils should be guided to sites checked as suitable for their use and that processes are in place for dealing with any unsuitable material that is found in internet searches.

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

- A planned programme of formal online safety training will be made available to staff. An audit of the online safety training needs of all staff will be carried out regularly.
- All new staff will receive online safety training as part of their induction programme, ensuring that they fully understand the school online safety policy and acceptable usage policies.

Roles and responsibilities - designated person for child protection

The designated person for child protection is trained in online safety issues and will be aware of the potential for serious child protection issues to arise from:

- Sharing of personal data.
- Access to illegal/inappropriate materials.
- Inappropriate on-line contact with adults/strangers.
- Potential or actual incidents of grooming.
- Cyber-bullying.
- Suspicions of radicalisation.

Roles and responsibilities - online safety group

Members of the online safety group (link governor, SLT member, staff member, student member and network manager) will assist with development of online safety education.

Roles and responsibilities - pupils

Pupils:

- Are responsible for using the school ICT systems in accordance with the pupil acceptable computer usage policy and agreement, which they will be expected to sign before being given access to school systems. Visiting pupils will be expected to sign the visiting pupil acceptable computer usage agreement before access is authorised, where applicable.
- Need to understand the importance of reporting abuse, misuse or access to inappropriate materials, including suspicions of pupils who may be becoming radicalised, and know how to report such abuse.
- Will be expected to know and understand school policies on the use of mobile phones, digital cameras and hand-held devices.
- Will be expected to know and understand school policies on the taking/use of images and on cyber-bullying.
- Will develop a good understanding of research skills and the need to avoid plagiarism and uphold copyright regulations.

- Will understand the importance of adopting good online safety practice when using digital technologies out of school and realise that the school's online safety policy covers their actions out of school.

While regulation and technical solutions are very important, their use must be balanced by educating pupils to take a responsible approach. The education of pupils in online safety is therefore an essential part of the school's online safety provision. Online safety education will be provided in the following ways:

- A planned online safety programme will be provided as part of ICT/PSHE/SRE/other lessons - this will include both the use of ICT and new technologies in school and outside school.
- Key online safety messages will be reinforced as part of a planned programme of assemblies and tutorial/pastoral activities.
- Pupils will be taught in all lessons to be critically aware of the materials/content they access on-line and be guided to validate the accuracy of information.
- Pupils will be helped to understand the need for the pupil acceptable computer usage agreement and encouraged to adopt safe and responsible use of ICT, the internet and mobile devices both within and outside school.
- Pupils will be taught to acknowledge the source of any information used and to respect copyright when using material accessed on the internet.
- Rules for use of ICT systems/internet will be posted in all relevant rooms and displayed on log-on screens.

Roles and responsibilities - parents/carers

Parents/carers play a crucial role in ensuring that their children understand the need to use the internet/mobile devices in an appropriate way.

- Parents and carers will be responsible for endorsing (by signature) the pupil acceptable computer usage agreement.

Research shows that many parents and carers do not fully understand the issues and are less experienced in the use of ICT than their children. The school will therefore take every opportunity to help parents understand these issues through:

- Parents' evenings.
- Newsletters
- Letters
- Website/VLE
- Information about all relevant national/local online safety campaigns/literature.
- Information about useful organisations /services for reporting online safety issues (appendix 2).

Management of infrastructure

The school will be responsible for ensuring that the school infrastructure/network is as safe and secure as is reasonably possible and that policies and procedures approved within this policy are implemented. The school will also ensure that the relevant people named in the above sections will be effective in carrying out their online safety responsibilities:

- School ICT systems will be managed in ways that ensure that the school meets the online safety technical requirements outlined in the acceptable computer usage policy and any relevant LA online safety policy and guidance.
- Personal data is held and processed in compliance with the Data Protection Act and GDPR. Personal data must not be sent over the internet or taken off the school site unless safely encrypted or otherwise secured. See the secure data handling policy and e-mail policy.
- There will be regular reviews and audits of the safety and security of school ICT systems.
- Servers, wireless systems and cabling will be securely located and physical access restricted.
- All users will have clearly defined access rights to school ICT systems. Details of the access rights available to groups of users will be recorded by the network manager and will be reviewed, at least annually, by the online safety committee (or other group).
- All users will be provided with a username and password by the network manager.

- The ‘master/administrator’ passwords for the ICT system, used by the network manager are also available to the Headteacher or Business Manager and kept in a secure place (eg safe).
- Users are made responsible for the security of their username and password, must not allow other users to access the systems using their log on details and must immediately report any suspicion or evidence that there has been a breach of security.
- The school maintains and supports the managed filtering service provided by Protex.
- Any filtering issues should be reported immediately to the network manager.
- School ICT technical staff regularly monitor and record the activity of users on the school ICT systems and users are made aware of this in the acceptable computer usage policy.
- Appropriate security measures are in place to protect the servers, firewalls, routers, wireless systems, work stations, hand held devices etc from accidental or malicious attempts which might threaten the security of the school systems and data.
- An agreed policy is in place in the acceptable computer usage policy regarding the downloading of executable files by users.
- Agreements are signed by members of staff in possession of school provided laptops regarding the extent of personal use that users (staff/pupils/community users) and their family members are allowed on laptops and other personally owned devices used out of school.
- The infrastructure and individual workstations are protected by up-to-date virus software.

Online safety in the curriculum

Online safety is a focus in all areas of the curriculum and staff reinforce online safety messages in the use of ICT across the curriculum.

- In lessons where internet use is pre-planned, pupils are guided to sites checked as suitable for use and processes are in place for dealing with unsuitable material found in searches.
- Where pupils are allowed to search the internet freely, eg using search engines, staff are vigilant in monitoring the content of the websites the pupils visit.
- It is accepted that from time-to-time, for good educational reasons, pupils may need to research topics (eg racism, drugs, discrimination) that would normally result in searches being blocked. In such a situation, staff can request the removal of these temporary blocks for the period of study. Any request to do so will be recorded, with reasons for the need.
- Pupils are taught in all lessons to be critically aware of the content they access on-line and are guided to validate the accuracy of information.
- Pupils are taught to acknowledge the source of information used and to respect copyright when using material accessed on the internet.

Protocols on using digital and video images

- When using digital images, staff inform and educate pupils about the risks associated with taking, using, sharing, publishing and distributing images. In particular, they recognise the risks attached to publishing their own images on the internet eg on social networking sites.
- Staff are allowed to take digital/video images to support educational aims, but must follow school policies concerning the sharing, distribution and publication of those images.
- Any images should only be taken on school equipment. Personal equipment of staff should *not* be used for such purposes.
- Photographs published on the website, or elsewhere, that include pupils will be selected carefully and will comply with good practice guidance on the use of such images. Written permission from parents or carers will be obtained.

Protocols on data protection

Personal data will be recorded, processed, transferred and made available according to the Data Protection Act which states that personal data must be:

- Fairly and lawfully processed.
- Processed for limited purposes.
- Adequate, relevant and not excessive.
- Accurate.
- Kept no longer than is necessary.

- Processed in accordance with the data subject's rights.
 - Secure.
 - Only transferred to others with adequate protection.
- and, in compliance with GDPR.

Staff will ensure that they comply with the secure data handling policy by:

- Taking care at all times to ensure the safe keeping of personal data, minimising the risk of its loss or misuse.
- Using personal data only on secure password protected computers and other devices, and ensuring they are properly 'logged-off' at the end of any session which uses personal data.
- Transferring data using encryption and secure password protected devices.

Protocols for handling electronic communications

When using communication technologies the school considers the following as good practice:

- The official school email service may be regarded as safe and secure and is monitored.
- Users need to be aware that email communications may be monitored.
- Users will be expected to know and understand school policies on email, social media (and other relevant electronic devices protocols.)
- Users must immediately report, to the nominated person, in accordance with the school policy, the receipt of any email that makes them feel uncomfortable, is offensive, threatening or bullying in nature. Users must not respond to any such email but must follow the procedures in the email policy.
- Any digital communication between staff and pupils or parents/carers (email, chat, VLE etc) must be professional in tone and content.

Unsuitable/inappropriate activities

Certain activities are referred to in the acceptable computer usage agreements as being inappropriate in a school context and users must not engage in these activities in school or outside school when using school equipment or systems.

The school policies on child protection, safeguarding and online safety *must be* followed if any apparent, suspected or actual misuse appears to involve illegal or inappropriate activity eg:

- Child sexual abuse images.
- Adult material which potentially breaches the Obscene Publications Act.
- Criminally racist material.
- Other criminal conduct, activity or materials.
- Potential radicalisation of pupils.

Should any serious online safety incidents take place, the appropriate external authorities will be informed eg local area designated safeguarding officer, police etc or, for personal data breaches, the Information Commissioner's Office (ICO).

Monitoring and reviewing

The school will monitor the impact of the policy using:

- Logs of reported incidents.
- Monitoring logs of internet activity (ie ISP, school network or managed service).
- Internal monitoring data for network activity.
- Surveys/questionnaires of pupils, parents/carers and staff.

APPENDIX 1 - Acts of Parliament relevant to online safety in schools

Communications Act 2003 (section 127)

Sending by means of the internet a message or other matter that is grossly offensive or of an indecent, obscene or menacing character; or sending a false message by means of or persistently making use of the internet for the purpose of causing annoyance, inconvenience or needless anxiety is an offence liable, on conviction, to imprisonment. (This wording is important because an offence is complete as soon as the message has been sent: there is no need to prove any intent or purpose.)

Computer Misuse Act 1990 (sections 1-3)

Regardless of an individual's motivation, the Act makes it a criminal offence to:

- Gain access to computer files or software without permission (eg using someone else's password to access files).
- Gain unauthorised access, as above, in order to commit a further criminal act (such as fraud).
- Impair operation of a computer or program (eg caused by viruses or denial of service attacks).

UK citizens/residents may be extradited to another country if suspected of committing offences.

Copyright, Design and Patents Act 1988

Copyright is the right to prevent others from copying or using his or her 'work' without permission. The material to which copyright may attach (known in the business as 'work') must be the author's own creation and the result of some skill and judgment. It comes about when an individual expresses an idea in a tangible form. Works such as text, music, sound, film and programs all qualify for copyright protection. The author of the work is usually the copyright owner, but if it was created during the course of employment it belongs to the employer.

It is an infringement of copyright to copy all or a substantial part of anyone's work without obtaining the author's permission. Usually a licence associated with the work will allow a user to copy or use it for limited purposes. It is advisable to read the terms of a licence before you copy or use someone else's material. It is also illegal to adapt or use software without a licence or in ways prohibited by the terms of the software licence.

Counter-Terrorism and Security Act 2015 (section 26)

The prevent duty is a duty in the Counter-Terrorism and Security Act 2015 on specified authorities, in the exercise of their functions, to have due regard to the need to prevent people from being drawn into terrorism.

Criminal Justice Act 2003

Section 146 of the Criminal Justice Act 2003 empowers courts to impose tougher sentences for offences motivated or aggravated by the victim's sexual orientation in England and Wales.

Criminal Justice and Immigration Act 2008 (section 63)

It is an offence to possess an 'extreme pornographic image'. An extreme pornographic image is defined in section 63 of this Act. Penalties can be up to three years imprisonment.

Data Protection Act 1998

The Act requires anyone who handles personal information to notify the Information Commissioner's Office of the type of processing it administers, and data users must comply with important data protection principles when handling personal data relating to any living individual. The Act also grants individuals rights of access to their personal data, compensation and prevention of processing.

Education and Inspections Act 2006

Education & Inspections Act 2006 outlines legal powers for schools relating to cyber-bullying/bullying:

- Headteachers have the power 'to such extent that is reasonable' to regulate the conduct of pupils off-site.
- School staff are able to confiscate items such as mobile phones etc when they are being used to cause a disturbance in class or otherwise contravene the school behaviour/anti-bullying policy.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation is legislation designed to strengthen and unify the safety and security of all data held by organisations in the European Union. It replaced the 1995 Directive.

Malicious Communications Act 1988 (section 1)

This legislation makes it a criminal offence to send an electronic message that conveys indecent, grossly offensive, threatening material or information that is false, or is of an indecent or grossly offensive nature if the purpose was to cause a recipient to suffer distress or anxiety. This can include racist, xenophobic and homophobic comments, messages etc.

Obscene Publications Act 1959 and 1964

Publishing an 'obscene' article is a criminal offence. Publishing includes electronic transmission.

Protection from Harassment Act 1997

A person must not pursue a course of conduct, which amounts to harassment of another, and which he knows or ought to know amounts to harassment of the other. A person whose course of conduct causes another to fear, on at least two occasions, that violence will be used against him is guilty of an offence if he knows, or ought to know, that his course of conduct will cause the other so to fear on each of those occasions. This also includes incidents of racism, xenophobia and homophobia.

Public Order Act 1986 (sections 17-29)

This Act makes it a criminal offence to stir up racial hatred by displaying, publishing or distributing written material which is threatening. Like the Racial and Religious Hatred Act 2006, it also makes the possession of inflammatory material with a view of releasing it a criminal offence.

Racial and Religious Hatred Act 2006

This Act makes it a criminal offence to threaten people because of their faith, or to stir up religious hatred by displaying, publishing or distributing written material which is threatening. Other laws already protect people from threats based on their race, nationality or ethnic background.

Regulation of Investigatory Powers Act 2000

The Regulation of Investigatory Powers Act 2000 (RIP) regulates interception of communications and makes it an offence to intercept or monitor communications without the consent of the parties involved. RIP was enacted to comply with the Human Rights Act 1998. However, Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 permit a degree of monitoring and record keeping, (eg to ensure communications are relevant to school activity or to investigate or detect unauthorised use of the network.) Nevertheless, any monitoring is subject to informed consent, which means steps must have been taken to ensure everyone who may use the system is informed that communications may be monitored. Covert monitoring without informing users that surveillance is taking place risks breaching data protection and privacy legislation.

Sexual Offences Act 2003

It is an offence to take, permit to be taken, make, possess, show, distribute or advertise indecent images of children in the UK. Viewing an indecent image of a child on your computer means you have made a digital image. An image of a child also covers pseudo-photographs (digitally collated etc). This can include images taken by and distributed by the child themselves (often referred to as 'sexting'). A person convicted of such an offence may face up to 10 years in prison.

The offence of grooming is committed if you are over 18 and have communicated with a child under 16 at least twice (including by phone or using the internet). It is an offence to meet them or travel to meet them anywhere in the world with the intention of committing a sexual offence.

Causing a child under 16 to watch a sexual act is illegal, including looking at images such as videos, photos or webcams, for your own gratification.

It is also an offence for a person in a position of trust to engage in sexual activity with any person under 18, with whom they are in a position of trust. Typically, teachers, social workers, health professionals, connexions staff etc fall in this category of trust. Any sexual intercourse with a child under the age of 13 commits the offence of rape.

APPENDIX 2

Useful organisations/support services for reporting online safety issues

Grooming or other illegal behaviour

If you want to report someone who is behaving suspiciously online towards a child, you should in an emergency contact the emergency services by calling 999, or otherwise make a report to *Child Exploitation Online Protection Centre (CEOP)*. See www.ceop.gov.uk.

Criminal content online

If you stumble across criminal content online, you should report this to the *Internet Watch Foundation (IWF)* at www.iwf.org.uk/report. Criminal content in the UK includes child sexual abuse images, criminally obscene adult content as well as non-photographic child sexual abuse images. On-line content which incites hatred on the grounds of race, religion and sexual orientation should be reported to *True Vision*, which tackles all forms of hate crime, including those on the grounds of disability and transgender identity. True Vision, at www.report-it.org.uk, will give you information on content which incites hatred and how to report it.

Scams

If you have been ‘scammed, ripped off or conned’ you can report to *Action Fraud* on 0300 123 2040 or www.actionfraud.police.uk. This service is run by the National Fraud Authority, the UK’s government agency that helps coordinate the fight against fraud.

Getting help/advice: for young people

- ChildLine: Is a free 24/7 helpline for children and young people. Visit www.childline.org.uk or call 0800 1111. ChildLine is run by the NSPCC.

Getting help/advice: for parents

- If you want to make a complaint about an advert, television or radio programme, film, newspaper, magazine, video game or other type of content that you think is unsuitable for children to see or hear, you can report it through *ParentPort* at www.parentport.org.uk. Click on ‘Make a Complaint’ and ParentPort will take you straight to the right place to complain to.
- *Family Lives*: A charity providing help and support in all aspects of family life. They have a 24/7 free Parentline on 0808 8002222, or visit www.familylives.org.uk
- *Kidscape*: Is a leading anti-bullying charity, which provides a helpline for parents of children who have been bullied. From 10am to 5pm, Mondays and Tuesdays on 0207 823 5430 www.kidscape.org.uk.
- *Childnet International* Is a non-profit organisation to help make the internet a safe place for children. ‘We strive to take a balanced approach, making sure we promote positive opportunities, and respond to the risks and equipping children to deal with them’. Contact details are: www.childnet.com phone 020 7639 6967, email info@childnet.com.
- *UK council for child internet safety (UKCCIS)* guides to help parents and others with internet safety www.gov.uk/government/groups/uk-council-for-child-internet-safety-ukccis.
- *Thinkuknow* offers advice on protecting children from abuse online offered by the National Crime Agency’s CEOP Command www.thinkuknow.co.uk/parents.

Getting help/advice: for teachers

- DFE telephone helpline (0207 340 7264) and email (counter.extremism@education.gsi.gov.uk) to enable teachers to raise concerns or questions directly with them.

Getting help/advice: for professionals working with children

- *Professionals online safety helpline*: Operated by the UK Safer Internet Centre. Support, advice and mediation for on-line safety issues www.saferinternet.org.uk. Email: helpline@saferinternet.org.uk or telephone on 0344 381 4772 (local call rate charges).