Online Safety and Social Media Policy

Bouncing Statistics
Overcoming the misunderstood conception

Lead member of staff:	Ryan Blackwood (Designated Safeguarding Lead)
Required on the website:	No
Revision Date	01/08/2025
Date reviewed:	24/07/2024
Signed by:	R.Blackwood

Key notes:

> - The terms 'child' or 'children' apply to anyone under the age of 18.
> - The term 'parent' applies to anyone with guardianship or caring and parental responsibility for the child.
> - The term 'staff' applies to employees and volunteers.

Safety statement

This policy provides guidance on how Bouncing Statistics uses the internet and social media, and the procedures for doing so. It also outlines how we expect the staff who work for us to behave online. As an organisation, Bouncing Statistics commits to implementing this policy and addressing any concerns quickly and within these guidelines.

Aim of our policy

> - To protect all children involved with our organisation and who make use of technology (such as mobiles phones, games consoles and the internet) while in our care.
> - To provide staff with policy and procedure information regarding online safety and inform them how to respond to incidents.
> - To ensure our organisation is operating in line with our values and within the law regarding how we behave online.

Understanding the online world

> - Assess and manage the safety aspects – including, but not limited to, what is acceptable and unacceptable behaviour for staff and children when using websites, social media including Facebook, TikTok, Instagram, Twitter or Snapchat, apps and video conferencing platforms including Zoom or Skype.
> - Be aware of how staff in our organisation use social media both inside and outside of our setting.
> - Ensure that we adhere to relevant legislation and good practice guidelines when using social media or video conferencing platforms.
> - Provide training for the staff responsible for managing our organisation's online presence.
> - Regularly review existing safeguarding policies and procedures to ensure the compliance of online safeguarding. Issues are fully integrated, including; making sure concerns of abuse or disclosures that take place online are written into our reporting procedures, incorporating online bullying.

Managing our online presence - Our online presence through our website or social media platforms will adhere to the following guidelines.

> - All social media accounts will be password-protected, and a minimum of 2 members of staff will have access to each account and password.
> - The account will be monitored by two designated members of staff in order to provide transparency.
> - The Designated Safeguarding lead will advise designated staff on safeguarding requirements in relation to managing our online presence.
> - Identifying details such as a child's home address, name or telephone number will not be posted on social media platforms.
> - Any posts or correspondence will be consistent with our aims and tone as an organisation.

- Parents will be asked to give their approval for us to communicate with their children through video conferencing platforms for mentoring and tutoring sessions.
- Parents will need to give permission for photographs or videos of their child to be posted on social media.
- Video conferencing sessions will be password protected in order to maintain children's privacy and prevent exposure to inappropriate or harmful content by third parties.

Staff expectations

- Staff should seek the advice of the designated safeguarding lead if they have any concerns about the use of the internet or social media.
- Staff should not communicate with children via personal accounts.
- Staff should communicate any messages they wish to send out to children to the designated staff responsible for the organisation's online presence.
- Staff will not 'friend' or 'follow' children.
- Staff should make sure any content posted on public personal accounts is accurate and appropriate, as children may 'follow' them on social media.
- When communicating with parents', staff will use their company email, face-to-face or in writing.
- Emails should maintain the organisations tone and be written in a professional manner, e.g., in the same way you would communicate with fellow professionals, avoiding kisses (X's) or using slang or inappropriate language.
- Staff should not delete any messages or communications sent to or from organisation accounts.
- Staff should undertake all online safety training offered and gain a basic knowledge of the platform's children use and how to report or remove inappropriate content online.
- Any concerns reported through social media should be dealt with in the same way as a face-to-face disclosure, according to our reporting procedures.
- At least one parent/teacher/guardian must be present during the delivery of any activities via video conferencing platforms.
- Staff and children must not engage in 'sexting' or send pictures to anyone that are obscene.

Using mobile phone (other digital technology)

- A method of accountability will be arranged, such as copies of texts, messages or emails also being sent to another member of staff.
- Smartphone users should respect the private lives of others and not take or distribute pictures of other people if it could invade their privacy.
- Staff will use the work phone when they must contact a parent or guardian.
- Texts, emails or messages will be used for communicating information – such as reminding parents about upcoming events, which kit to bring or session times – and not to engage in conversation.
- If a child/parent misinterprets such communication and tries to engage a staff member in conversation, the member of staff will take the following steps:

1) End the conversation or stop replying
2) Suggest discussing the subject further at the next session or event
3) Inform the organisations lead safeguarding officer in the interest of transparency
4) If concerned about the child, provide contact details for the organisations designated safeguarding lead or appropriate agencies and report any concerns using the organisations reporting procedures.

Using mobile phones during sessions - So that all children can enjoy and actively take part in all activities including sports activities, tutoring, and mentoring; we discourage the use of mobile phones during such activities. As part of this policy, we will:

- Explain to children how using mobile phones during activities has an impact on their safe awareness of their environment, and their level of participation and achievement.
- Inform parents of appropriate times they can contact children who are at a session, camp or away on a trip and discourage them from attempting contact outside of these times.
- Advise parents that it may not be possible to contact children during activities and provide a camp/staff contact details.
- Whilst staff members shall not be using their mobile phones during any sessions.

Important contacts
Ryan Blackwood – Designated Safeguarding Lead
Number: 07881 095 259
Email: ryan.blackwood@bouncingstatistics.com

Responding to concerns flow chart (online safety)

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                          ┌──────────────────────────────┐
              ┌───────────│      Online safety incident.  │───────────┐
              │           └──────────────────────────────┘           │
              ▼                                                       ▼
   ┌────────────────────┐                              ┌────────────────────────┐
   │ Unsuitable materials│                             │  Illegal materials or  │
   └────────────────────┘                              │  activities found or   │
              │                                         │      suspected.        │
              ▼                                         └────────────────────────┘
   ┌────────────────────┐                                          │
   │ Report to the person│                                         ▼
   │  responsible for    │                 ┌──────────────────────────────────────────────┐
   │   online safety     │                 │ Report to Police under local safeguarding     │
   └────────────────────┘                  │ arrangements.                                 │
              │                             │                                               │
              ▼                             │ DO NOT DELAY, if you have any concerns, report│
   ┌────────────────────┐                   │ them immediately.                             │
   │ If staff/ volunteer │                  └──────────────────────────────────────────────┘
   │ or child/ young     │                            │                       │
   │ person. Review the  │                            ▼                       ▼
   │ incident and decide │              ┌────────────────────┐   ┌──────────────────────┐
   │ upon the appropriate│              │ Secure and preserve│   │ Call Strategy meeting│
   │ course of action,   │              │ evidence.          │   └──────────────────────┘
   │ applying sanctions  │              │                    │
   │ where necessary     │              │ Remember do not    │
   └────────────────────┘              │ investigate yourself.│
      │          │                      │ Do not view or take │
      ▼          ▼                      └────────────────────┘
 ┌────────┐ ┌──────────────┐                       │
 │Debrief │ │Record incident│                      ▼
 │on online│ │in incident log│            ┌────────────────────┐
 │safety  │ └──────────────┘             │ Await police        │
 └────────┘        │                      │ response.           │
     │             ▼                      └────────────────────┘
     ▼     ┌──────────────┐                  │              │
 ┌────────┐│Provide collated│                ▼              ▼
 │Review  ││incident report│   ┌──────────────────┐ ┌──────────────────────┐
 │policies││logs to relevant│  │If no illegal     │ │If illegal activity or │
 │and     ││authority as    │  │activity is       │ │materials are confirmed│
 │share   ││appropriate.    │  │confirmed, then   │ │, allow police or      │
 │experiences└──────────────┘  │revert to internal│ │relevant authority to  │
 │and      │                   │procedures.       │ │complete their         │
 │practice │                   └──────────────────┘ │investigation and seek │
 │as       │                                        │advice from the        │
 │required.│                                        │relevant professional  │
 └────────┘                                         │body.                  │
     │                                              └──────────────────────┘
     ▼                                                         │
 ┌────────┐                                                    ▼
 │Implement│                            ┌──────────────────────────────────────────────┐
 │changes. │                           │ In the case of a member of staff or volunteer,│
 └────────┘                            │ it is likely that a suspension or dismissal    │
     │                                 │ will take place at the point of referral to    │
     ▼                                 │ police/ whilst police and internal procedures  │
 ┌────────┐                            │ are being undertaken.                          │
 │Monitor │                            └──────────────────────────────────────────────┘
 │situation.│
 └────────┘
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