

# Portsmouth E-safety Strategy



*The work of Becta and other Local Safeguarding Children's Boards on e-Safety is gratefully acknowledged.*

# Document Control

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# 1. Purpose of Document

The purpose of this document is to establish

- a shared vision and strategic direction for e-safety in Portsmouth;
- the rights, responsibilities and expectations of all concerned;
- a set of guiding principles and objectives that will inform the development of an action plan.

# 2. Audience

- All partner organisations affiliated to the Portsmouth Children's Trust Board and the Portsmouth Safeguarding Children's Board (PSCB).
- Staff within those organisations.
- Children and young people in Portsmouth, their parents, carers and other family members.

# 3. The E-safety vision for Portsmouth

- All children, young people, vulnerable adults, parents and carers in Portsmouth will be equipped with the knowledge and skills to safeguard themselves online. This will include
  - learning about the safe use of new technologies;
  - recognising and managing the potential risks associated with online activities;
  - behaving responsibly online;
  - recognising when pressures from others in the online environment might threaten their personal safety and well-being;
  - developing effective ways of resisting pressure
  - knowing who to go to with any concerns.
- All people who work with children, young people and vulnerable adults in Portsmouth will be equipped with the knowledge and skills to safeguard children at risk through online activity. This will include
  - attending training in the safe use of new technologies;
  - recognising and managing the potential risks associated with online activities;
  - understanding and conforming to good quality procedures;
  - behaving responsibly online;
  - knowing who to go to with any concerns.
- Appropriate systems and services will be in place to identify, intervene and divert people from sexually exploiting, abusing or cyberbullying children in Portsmouth, online and offline.

- All children who have been the subject of indecent images and sexual exploitation or cyberbullying will be protected from further abuse and given an appropriate level of support.

## 4. Background

*New technologies are central to modern life. They enable people across the world to have instant communication with one another. They allow for the rapid retrieval and collation of information from a wide range of sources, and provide a powerful stimulus for creativity. They allow people to discuss sensitive topics which, face to face, they might find difficult. However, these technologies are also potentially damaging. They can give access to harmful and inappropriate materials and, because of the anonymity offered, vulnerable individuals may be harmed or exploited.*

Ofsted, 2010

Essentially, e-safety is a matter of assessing and mitigating the risks posed to children and young people by their use of online and mobile technologies and putting in place appropriate

- Policies, procedures and practices
- Education, training and information
- Infrastructure and technology
- Inspection and standards

Becta, 2006

There is a wealth of advice on these elements of e-safety available from public and private sources. Increasingly, it is recognised that solely attempting to block or rigorously control access to undesirable content is ineffectual and counter-productive, encouraging some young people to find ways round the rules and limiting the use of potentially valuable materials and activities to underpin learning and development.

Portsmouth has decided to adopt an approach based on the rights, responsibilities and expectations that are outlined in this document.

## 5. The E-safety Working Group

In December 2009, Portsmouth City Council's Education, Children and Young People's Directorate Management team established a working group to consider the issues and formulate a strategy to raise awareness of e-safety and support good practice across the city.

The Terms of Reference for this 'task and finish', multi-agency working group were to:

- be informed about e-safety issues and best practice
- establish, via consultation and a survey, current e-safety practice in Portsmouth

- contribute to, and review, the proposed strategy, policies and procedures, ensuring that future arrangements and responsibilities for e-safety are in place
- approve the final outputs from the group
- support the dissemination of the outputs.

### **Members of the E-safety Working Group**

- Head of Children's Social Care and Safeguarding (Chair)
- Alliance Co-ordinator, Community First for Portsmouth
- Business Partner, Information Service
- Corporate Parenting Officer
- Detective Sergeant, Hampshire Police
- Project Development Manager
- Governor Services Officer
- ICT Adviser, School Improvement Service
- ICT Lead, Building Schools for the Future,
- Library Services Manager
- Primary Schools representative
- Principal Educational Psychologist
- Secondary Schools representative
- Security Officer, Information Service
- Senior Manager, Looked After Children
- Targeted Services Manager, Chair of LSCB Education Group
- Targeted Youth Support Manager.

The working group met formally four times between February and September 2010 and considered input including:

- an overview of local concerns from Hampshire Police
- a presentation from the Lucy Faithfull Foundation
- national, regional and local strategies, policies and guidance
- the results of a survey of local organisations' current e-safety policies and procedures
- the views of young people represented by the Council of Portsmouth Students (CoPS)
- a report from a Portsmouth school on their trial of the Securus monitoring device.

The working group has produced this strategy for consultation with the wider audience. The ultimate aim is to have an agreed e-safety strategy for Portsmouth and identified co-ordinators to inform, advise, and monitor partners.

## 6. Strategic Direction

### **6.1 Rights, responsibilities and expectations**

There is a difference between being safe and being responsible.

*“Children who hold a parent’s hand every time they cross the road are safe. However, unless they are taught to cross the road by themselves, they might not learn to do this independently. A child whose use of the Internet is closely monitored at school will not necessarily develop the level of understanding required to use new technologies responsibly in other contexts.”*

Ofsted, 2010.

Representatives on the Council of Portsmouth Students provided feedback in June 2010 about some of the things they enjoy doing on the Internet and some of the things that worry them. They accepted that, in return for the right to access and enjoy online resources, they had certain responsibilities to keep themselves and others safe. They have expectations that certain technological protections, such as virus software, firewalls, age appropriate filtering, will be in place on the equipment they use in schools, libraries and youth centres. They want staff to be well trained in current e-safety approaches and a dialogue between staff and young people that results in a common understanding of the issues and what to do about them.

In a UK survey of more than 1,000 parents and children, in 84% of households where children were aged 5-15, the children had access to the Internet (NFER, 2010). Other recent studies also tell us many children are allowed unsupervised access to the Internet. The same report cites several surveys where adults under-report access, compared with reporting levels based on interviews with children themselves. The report also highlights that 50% of parents do not use Internet controls or filtering software to safeguard children’s online experiences. The Byron Review (Byron, 2008) highlighted the ease with which children and young people use online technologies, but recognised that they do not always have the knowledge skills and understanding to keep themselves safe.

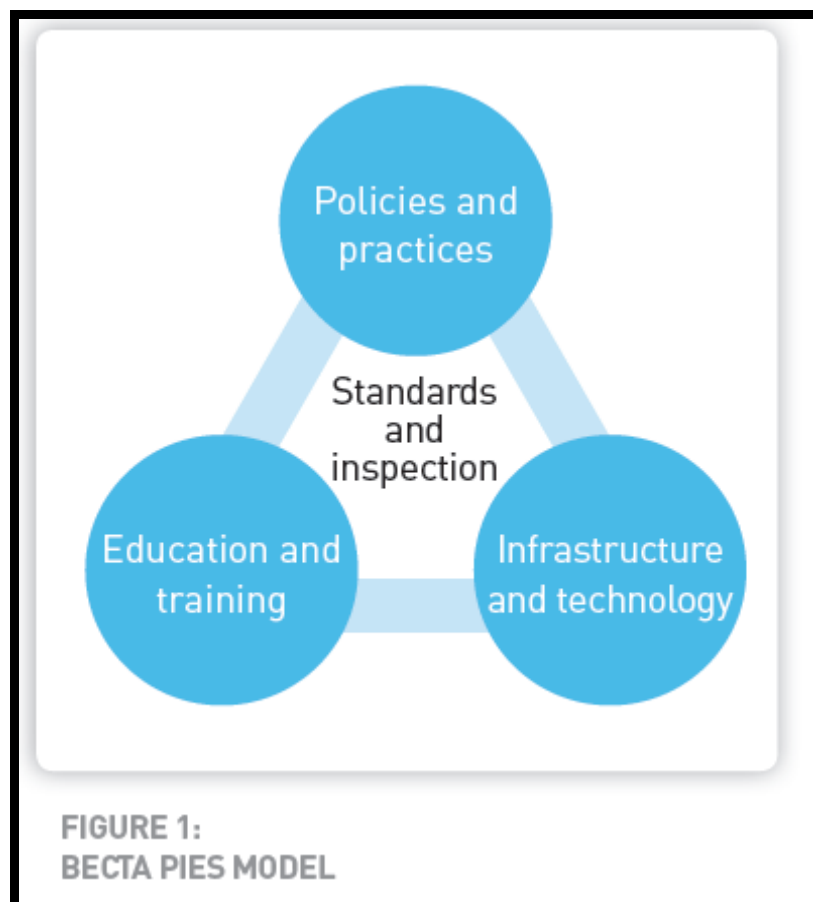
To support adults in safeguarding children it is recommended that:

- high quality software controls are in place when children go online in our organisations;
- teachers and staff who work with children are given the support and training they need;
- there is clarity over what content and behaviour is acceptable, age appropriateness and how parents can raise concerns and complaints and the response they can expect;
- provide signposting, information, advice and resources to help both parents and teachers talk confidently with children about online risks;
- consistent e-safety best practice, policy and guidance is available to those who work with children;

- agencies make budget provision to support the implementation of the above.

## **6.2 Management and Monitoring - the PIES model**

E-safety is an integral element of the 'Stay Safe' strand of the *Every Child Matters* agenda and of the Safeguarding criteria of the *Framework for the inspection of maintained schools in England from September 2009*. In accordance with the *Children Act 2004* and *Working together to safeguard children 2010*, the Portsmouth e-safety strategy is built on four key areas informed by the Becta PIES model (see Figure 1), in order to promote the welfare of children and young people.



The over-arching aims in each key area are as follows:

### **6.2.1 Policies, Practices and Procedures**

Enable all member agencies to respond appropriately to incidents as well as to mitigate the risks posed to children and young people by their increased use of ICT.

### **6.2.2 Education and Training**

Raise awareness and understanding of e-safety issues amongst:

- schools and teachers
- children and young people
- parents and carers
- all PSCB member agencies.

### **6.2.3 Infrastructure and Technology**

Underpin the safety of children and young people's access to the Internet.

### **6.2.4 Standards and Inspection**

Monitor e-safety arrangements and incidents in the city.

The next section recommends an approach to the ongoing responsibility for e-Safety in Portsmouth before establishing objectives for each of the four key areas.

## **7. Objectives**

### ***7.1 Ongoing responsibility for e-safety***

#### **7.1.1 E-safety sub-group**

It is recommended that a distinct E-safety Sub-group is established under the auspices of the Portsmouth Safeguarding Children's Board (PSCB) to:

- be a central point of contact for guidance, advice and networking;
- develop and manage an online collaboration space to facilitate this.
- define the roles and responsibilities of E-safety Coordinators in schools;
- create and manage a network of E-safety Contacts in associated agencies who can work within their organisations to raise awareness and understanding;
- create and manage a network of appropriately trained E-safety Contacts who can respond to incidents;
- develop reporting structures and disseminate reporting guidelines.
- support agency training to:
  - E-safety contacts and co-ordinators in partner agencies
  - parents and carers, including foster carers
  - School Governors
  - employers of those working with children.
- Identify and signpost available resources and where necessary develop them, for example:
  - Package of educational resources for teachers
  - Package of resources aimed at educating parents/carers
  - Signpost appropriate web filtering/monitoring tools.
- Provide expertise in:

- Strategy development
- Policy development.
- Provide information about current developments in the field through news updates, website and meetings.
- Monitor e-safety arrangements and provide audit tools.

The PSCB E-safety Sub-group is likely to be a limited resource. If it is to affect genuine change in Portsmouth, the sub-group will need to be supported by a network of associates who are both willing and able to progress aspects of this strategy. It is envisaged that such a network would include:

- Schools' E-safety Coordinators.
- Non-mainstream education E-safety coordinators.
- PSCB agencies and other stakeholders' E-safety Contacts.
- Council of Portsmouth Students (CoPS) representatives.
- PSCB members.

The PSCB E-safety Sub-group will provide the aforementioned services to subscribers and will in turn have certain expectations of them, as follows:

#### **7.1.2 E-safety sub-group's expectations of associates:**

1. Schools' E-safety Coordinators will:
  - Attend e-safety training provided by the PSCB E-safety sub-group.
  - Work to incorporate e-safety into their school's curriculum
  - Provide training and information to school staff.
  - Deliver parents' and carers' safety information briefings
  - Attend regular e-safety coordinator 'networking and update' meetings.
  - Report back to the PSCB E-safety Sub-group using PSCB audit tools.
  
2. Non-mainstream education E-safety Coordinators will:
  - Attend training provided by the PSCB E-safety sub-group.
  - Work to incorporate e-safety into their service's curriculum.
  - Attend the regular E-safety Coordinator 'networking and update' meetings.
  - Report back to the PSCB E-safety Sub-group using PSCB audit tools.
  
3. PSCB agencies' and other stakeholders' E-safety Contacts will:
  - Attend training provided by the PSCB E-safety Sub-group.
  - Be a single point of contact for any safety issues including the development of strategies in their agencies.
  - Be part of a reporting structure for responding to incidents.
  - Encourage staff in their agency to attend multi-agency PSCB e-safety training.

- Raise awareness through the dissemination of information within their agency.
  - Build e-safety information into communications developed for the public where appropriate (e.g. Health Visitors' information packs for young mothers).
4. Council of Portsmouth Students representatives will:
- Run consultations with young people and report back to the PSCB E-safety Sub-group.
  - Contribute to the PSCB E-safety Sub-group communications strategy.
5. PSCB Members
- Nominate E-safety Contacts within their agencies.
  - Support the development of strategies and policies within their agencies.

## **7.2. Policies, procedures and practices**

A robust e-safety strategy provides the framework for Portsmouth's Children's Trust and its partner agencies to create, implement, review and monitor e-safety policies, procedures and practices. This will ensure that within each organisation children, young people and the adults working with them as well as parents and carers are clear on what is acceptable use, what should be done if an e-safety incident occurs and what is good online practice. The e-safety strategy will:

7.2.1 Guide Portsmouth's Children's Trust and its partner agencies to have consistent policies, procedures and practices which:

- Are appropriate to their circumstances
- Enable children and young people to use the Internet and other technologies responsibly and stay safe online
- Include the provision of educating children, training staff, responding to and investigating incidents (and escalating where necessary).

7.2.2 Require that guidance, policies, procedures and practices are reviewed regularly and updated in line with current best practice.

7.2.3 Recommend a rapid multi-agency response to e-safety incidents which:

- Has clear roles and responsibilities.
- Has clear thresholds for escalation
- Has clear reporting mechanisms
- Reports incidents to the PSCB
- Reviews and amends procedures where necessary.

7.2.4 Require that Portsmouth Children's Trust and its partner agencies create acceptable use policies with the input of children, young people and the adults working with them as well as parents and carers

### **7.3. Education, training and information**

7.3.1 In conjunction with the PSCB and Portsmouth Learning and Achievement Service, to audit the provision of e-safety training and awareness campaigns currently carried out by member agencies and partners, with a view to obtaining consistency. This should include a review of where e-safety aspects could be integrated into current safeguarding training.

7.3.2 To develop an education and training strategy that will:

- Ensure the provision of education to children, young people and vulnerable adults that actively promotes safe and sensible use of the Internet and other digital technologies.
- Train members of the children's workforce with a view to raising their awareness of e-safety and how it relates to safeguarding children.
- Ensure all parties are aware of how to report concerns and issues and how these will be investigated, managed and/or resolved.

7.3.3 To raise awareness and understanding of e-safety issues amongst children and young people by:

- Enabling all schools to tackle the issue of safety.
- Ensuring that all pupils receive e-safety lessons appropriate to their age and needs.
- Improving the effectiveness of e-safety coordinators in schools.
- Increasing the availability of e-safety educational resources to pupils outside mainstream education.
- Making e-safety a talking point for children and young people outside of the school environment.
- Increasing the number of children and young people coming into contact with professionals who are aware of e-safety issues.

7.3.4 To raise awareness and understanding of e-safety issues amongst parents and carers by:

- Improving levels of awareness amongst parents and carers of the risks posed to children and young people by their use of technology;
- Improving levels of awareness amongst parents and carers of ways of mitigating the risks posed to children and young people;
- Improving understanding amongst parents and carers of the technology used by children and young people and how they use it;
- Improving awareness amongst parents and carers of available resources in this area;
- Increasing awareness amongst parents and carers of how to respond and report incidents both to local and national agencies.

7.3.5 To raise awareness and understanding of e-safety issues amongst all member agencies by:

- Ensuring all member agencies have a stake in the e-safety subgroup;
- Increasing the number of teachers and non teaching staff in schools with an understanding of the issues and how to deal with them;
- Increasing the number of professionals in the Children's Workforce with an understanding of the importance of safety and how to deal with the issues;
- Using e-safety contacts within agencies to disseminate information about e-safety to staff;
- Continuing to raise the profile of e-safety amongst professionals;
- Involve the voluntary sector in raising the profile of e-safety;
- Obtaining broad commitment to e-safety at executive level beyond the PSCB.

#### 7.3.6 In conjunction with Corporate Communications, to develop

- an awareness campaign that will focus on educating key stakeholders (parents and carers, the media and partner agencies) about the opportunities and the threats of the Internet and digital technologies, and engage all local services that work with children in the e-safety debate.

### **7.4. Infrastructure and technology**

7.4.1 To maintain an overview of young people's points of access to the internet and other communications technologies in Portsmouth.

7.4.2 To improve the safety of children's use of the internet, social media and other communications technologies in all locations, such as:-

- at home, including Children's Homes
- in schools
- in leisure environments (e.g. youth centres, libraries)
- in commercial environments (e.g. post offices, Internet cafés, restaurants).
- In public locations (e.g. parks, beaches, shopping precincts)

7.4.3 To develop for member agencies and partners of the PSCB a set of robust principles, standards and guidance about safe Internet provision that take into account national standards on filtering and accreditation of software.

7.4.4 To assist member agencies and partners in developing a common set of standards for all who use technology in Portsmouth, in all settings. Such a policy focused upon the user, so that the user understands:-

- The limitations of the use of technology for each location, based upon the policy of the organisation.

- The pathways to receive help in the event that the behaviour of others causes the user concern for their wellbeing and safety.

7.4.5 To develop a mechanism that will bring experts in ICT and related technologies together with practitioners with a statutory duty to safeguard children, to consider new and emerging technologies and their trends and to disseminate good practice as quickly as possible to agencies providing services to children, young people and their families.

## **7.5. Inspection and standards**

7.5.1 To gather an accurate and up-to-date picture of e-safety arrangements in place for all relevant member agencies.

7.5.2 To develop an appropriate and effective e-safety monitoring dataset; this will include an agreed set of Key Performance Indicators (KPI's) and will be specifically designed to assess the impact and effectiveness of the e-safety strategy across all member agencies, thereby enabling them to report back on relevant information including: policies, practices and procedures, organisational e-safety reporting mechanisms, infrastructure arrangements and training.

7.5.3 To work in partnership with appropriate and relevant groups for children, young people and vulnerable adults to obtain qualitative information on their views concerning e-safety arrangements and identified risks.

7.5.4 To monitor the number of ICT related safeguarding incidents on a quarterly basis.

7.5.5 To review the 'E-safety vision for Portsmouth' on an annual basis. This will be based upon an analysis of the nature and range of ICT related child protection incidents, information received from member agencies as a result of feedback from monitoring exercises undertaken, and a full evaluation for effectiveness.



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