
Policy: Whole School Anti-Cyberbullying Policy

1. Introduction

The school recognises that technology plays an important and positive role in everyone's lives, both educationally and socially. It is committed to helping all members of the school community to understand both the benefits and the risks, and to equip children with the knowledge and skills to be able to use technology safely and responsibly.

This policy also takes into account that students identified as vulnerable to the process of radicalisation may become targets of bullying or indeed perpetrators themselves. Social media is recognised as a major indicator of access to extremism and extremist views (see Preventing Radicalisation Policy).

2. Aims

The aims of this policy are to ensure that:

- 2.1. we safeguard the pupils in the real and virtual world;
- 2.2. pupils, staff and parents are educated to understand what cyberbullying is and what its consequences can be;
- 2.3. knowledge, policies and procedures are in place to prevent incidents of cyberbullying in school or within the school community;
- 2.4. we have procedures and measures to deal effectively with cases of cyberbullying;
- 2.5. we monitor the effectiveness of prevention measures.

3. What is Cyberbullying? Definition

3.1. Mr Bill Belsey, the creator of the web site: <http://www.cyberbullying.org/> defined this unpleasant and particularly intrusive phenomenon in the following terms:

"Cyberbullying involves the use of information and communication technologies to support deliberate, repeated, and hostile behaviour by an individual or group that is intended to harm others."

3.2. Cyberbullying can involve Social Networking Sites, like Twitter, Facebook and Instagram, emails and mobile phones used for SMS messages and as cameras. In addition:

- a) It can be used to carry out all the different types of bullying; an extension of face-to-face bullying;
- b) It can also go further in that it can invade home/personal space and can involve a greater number of people;
- c) It can take place across age groups and school staff and other adults can be targeted;
- d) It can draw bystanders into being accessories
- e) It includes: threats and intimidation; harassment or 'cyberstalking'; vilification/defamation; exclusion or peer rejection; and trolling;
- f) Impersonation; unauthorised publication of private information or images; and manipulation;
- g) It can be an illegal act.

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4. Preventing cyberbullying - understanding and discussion

- 4.1. Staff will receive training in identifying cyberbullying and understanding their responsibilities in developing e-safety.
- 4.2. The delivery of PHSE and ICT lessons are an important part of preventative strategy and will discuss keeping personal information safe and appropriate use of the internet.
- 4.3. It is desirable that the pupils will be involved in a response to cyberbullying. They will have a voice through the Student Voice Groups.
- 4.4. Pupils will be educated about cyberbullying through a variety of means: assemblies, conferences, Anti-bullying Week, Safer Internet Week, etc.
- 4.5. Pupils will sign an Acceptable Use Agreement Policy (AUA) after discussion and explanation with tutors or ICT staff before they are allowed to use school computer equipment and the internet in school and parents will be encouraged to discuss its contents with their children.
- 4.6. Certain sites are blocked by our filtering system and our IT Department monitors pupils' use;
- 4.7. Parents will be provided with information and advice on e-safety and cyberbullying via newsletters on the school website, talks, etc.
- 4.8. Pupils and staff will be involved in evaluating and improving policies and procedures through student voice meetings, Housemaster's meetings and staff meetings.
- 4.9. For the prevention of cyber-bullying, in addition to the measures described above, West Buckland School
 - a) May impose disciplinary sanctions for the misuse, or attempted misuse, of the internet;
 - b) Issues all pupils with their own personal school email address
 - c) Does not allow the use of mobile phones in classrooms without the express permission of the teacher
 - d) Does not allow the use of cameras/ mobile phone cameras in toilets, washing and changing areas or in the bedrooms of boarding houses.
 - e) In the Prep School pupils do not have mobile devices in school, except for some Year 5 and 6 pupils that travel on buses and these devices are handed in to tutors at the start of the day and returned prior to bus travel.

5. Policies and procedures

- 5.1. Ensure regular review and update of existing policies to include cyberbullying where appropriate.
- 5.2. Provide opportunities for policies to be addressed and for children to be involved in the process of updating and improving them.
- 5.3. Keep good records of all cyberbullying incidents. All staff to log all incidents with the Deputy Head (Pastoral) in the senior school or Prep Headmaster through CPOMS.
- 5.4. Keep AUAs under review as technologies develop.
- 5.5. Publicise rules and sanctions effectively.
- 5.6. The IT department will use filtering, firewall, anti-spyware software, anti-virus software and secure connections to safeguard the pupils. Though electronic controls alone can never be 100% effective, and pupils should adhere to the AUA guidelines.

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6. Promoting the positive use of technology

West Buckland School will:

- 6.1. Make positive use of technology across the curriculum.
- 6.2. Use training opportunities to help staff develop their practice creatively and support pupils in safe and responsible use.
- 6.3. Ensure all staff and children understand the importance of password security and the need to log out of accounts. Furthermore staff and children need to understand the importance of adding passcodes to mobile devices eg a PIN lock on phones and tablets.

7. Making reporting easier

- 7.1. Pupils may use the 'Report It' facility on the school's website when they are concerned about a bullying issue.
- 7.2. Ensure staff can recognise non-verbal signs and indications of cyberbullying with regular safeguarding training.
- 7.3. Publicise and promote the message that asking for help is the right thing to do and shows strength and good judgement.
- 7.4. Publicise to all members of the school community the ways in which cyberbullying can be reported.
- 7.5. Provide information for all students including reassurances about 'whistleblowing' and the appropriate way of informing appropriate staff or parents about incidents they have witnessed.
- 7.6. Provide information on external reporting routes e.g, mobile phone company, internet service provider, Childline or CEOP.
- 7.7. Concerns, regarding either the victim or perpetrator which suggest possible indicators of Radicalisation according to the Prevent Duty 2015, must be reported to the SPoC/DSL. Refer to the Preventing Radicalisation Policy for more details on possible indicators.

8. Evaluating the effectiveness of prevention measures

- 8.1. It is desirable to conduct an annual evaluation including a review of recorded cyberbullying incidents.

9. Responding to cyber bullying

- 9.1. Most cases of cyberbullying will be dealt with through the school's existing Anti-bullying Policy and this must remain the framework within which incidents of bullying are investigated. However, some features of cyberbullying differ from other forms of bullying and may prompt a particular response. The key differences are:
 - a) *impact*: the scale and scope of cyberbullying can be greater than other forms of bullying;
 - b) *targets and perpetrators*: the people involved may have a different profile to traditional bullies and their targets;
 - c) *location*: the 24/7 and anywhere nature of cyberbullying;
 - d) *anonymity*: the person being bullied will not always know who is bullying them;
 - e) *intent*: some pupils may not be aware that what they are doing is bullying;

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- f) *evidence*: unlike other forms of bullying, the target of the bullying will have evidence of its occurrence.
- 9.2. It is possible that a member of staff may be a victim and these responses apply to them too.

10. Support for the person being bullied

- 10.1. Offer emotional support; reassure them that they have done the right thing in telling someone.
- 10.2. Advise the person not to retaliate or reply. Instead, keep the evidence and take it to their parent or a member of staff (in the case of staff they should take it to their line manager).
- 10.3. Advise the person to consider what information they have in the public domain.
- 10.4. Unless the victim sees it as a punishment, they may be advised to change e.g, mobile phone number.
- 10.5. If hurtful or embarrassing content is being distributed, try to get it removed from the web. If the person who posted it is known, ensure they understand why it is wrong and ask them to remove it. Alternatively, contact the host provider and make a report to get the content taken down.
- 10.6. In some cases, the person being bullied may be able to block the person bullying from their sites and services. Appendix 1 contains information on what service providers can do and how to contact them.

11. Investigation

- 11.1. Members of staff should contact the Housemaster/mistress (HsMs)/Assistant housemaster and/or Deputy Head (Pastoral) in the Senior School, or Headmaster in the Prep, for the purposes of investigation.
- 11.2. All cases will be referred to and logged by the Deputy Head (Pastoral) or Prep Headmaster.
- 11.3. Interviews will be held in accordance with the West Buckland School Anti-Bullying Policy.
- 11.4. Staff and pupils should be advised to preserve evidence and a record of abuse; save phone messages, record or save-and-print instant messenger conversations, print or produce a screenshot of social network pages, print, save and forward to staff whole email messages.
- 11.5. If images are involved, determine whether they might be illegal or raise child protection concerns. If so, contact a member of the DSL team, who may involve the LADO (Local Authority Designated Officer), the local police in cases of actual/suspected illegal content, or CEOP <http://ceop.police.uk>.
- 11.6. Identify the bully. See Appendix 2 for guidance.
- 11.7. Any allegations against staff should be handled as other allegations following guidance in Keeping Children Safe in Education.
- 11.8. Confiscate device(s) if appropriate.

12. Working with the bully and applying sanctions

- 12.1. The aim of the sanctions will be to:
 - a) help the person harmed to feel safe again and be assured that the bullying will stop;

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- b) hold the perpetrator to account, getting them to recognise the harm caused and deter them from repeating the behaviour;
 - c) demonstrate to the school community that cyberbullying is unacceptable and that the school has effective ways of dealing with it, so deterring others from behaving similarly.
- 12.2. Sanctions for any breaches of AUA or internet/mobile phone agreements will be applied.
- 12.3. In applying sanctions, consideration must be given to type and impact of bullying and the possibility that it was unintentional or was in retaliation.
- 12.4. The outcome must include helping the bully to recognise the consequence of their actions and providing support to enable the attitude and behaviour of the bully to change.
- 12.5. A key part of the sanction may well involve ensuring that the pupil deletes files.

13. Legal duties and powers

- 13.1. The school has a duty to protect all its members and provide a safe, healthy environment.
- 13.2. School staff may request a pupil to reveal a message or other phone content and may confiscate a phone; please refer to the West Buckland School Behaviour Management Policy for further details on procedures for confiscating and searching devices.
- 13.3. If they consider that a mobile phone may contain evidence of bullying or a crime or the potential of a crime they may investigate the specific contents relating to that act; please refer to the West Buckland School Behaviour Management Policy for further details on procedures for confiscating and searching devices.
- 13.4. Some cyberbullying activities could be criminal offences under a range of different laws including Protection from Harassment Act 1997.

14. Related school documents:

Anti-Bullying Policy

Safeguarding and Child Protection Policy

Behaviour Management Policy

Author/Updated by: Mr A N Calder

Reviewed: Summer 2017

Author/Updated by: Mrs C Pettingell

Reviewed: Summer 2018

Author/Updated by: Mrs C Pettingell/ Mr N G Robinson

Reviewed: Spring 2019

Next review date: Spring 2020

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APPENDIX of Additional Information**When and how to contact the service provider:****Mobile Phones**

All UK mobile operators have nuisance call centres set up and/or procedures in place to deal with such instances. The responses may vary, but possibilities for the operator include changing the mobile number of the person being bullied so that the bully will not be able to continue to contact them without finding out their new number. It is not always possible for operators to bar particular numbers from contacting the phone of the person being bullied, although some phone handsets themselves do have this capability. Action can be taken against the bully's phone account (e.g, blocking their account), only with police involvement.

Social networking sites (e.g. Facebook, Bebo, MySpace, Snapchat)

It is normally possible to block/ignore particular users on social networking sites, which should mean the user can stop receiving unwanted comments. Users can do this from within the site.

Many social network providers also enable users to pre-moderate any comments left on their profile before they are visible by others. This can help a user prevent unwanted or hurtful comments appearing on their profile for all to see. It is also highly recommended that where possible the user set their profile to "Private", so that only those authorised by the user are able to access and see their profile.

It is good practice for social network providers to make reporting incidents of cyberbullying easy, and thus have clear, accessible and prominent reporting features. Many of these reporting features will be within the profiles themselves, so they are 'handy' for the user. If social networking sites do receive reports about cyberbullying, they will investigate and can remove content that is illegal or breaks their terms and conditions in other ways. They may issue conduct warnings and they can delete the accounts of those that have broken these rules. It is also good practice for social network providers to make clear to the users what the terms and conditions are for using the service, outlining what is inappropriate and unacceptable behaviour, as well as providing prominent safety information so that users know how to use the service safely and responsibly.

Contacts for some social network providers:

- **Facebook and Bebo:** reports can be made by clicking on a 'Report Abuse' link located below the user's profile photo (top left hand corner of screen) on every Bebo profile. Bebo users can also report specific media content (i.e. photos, videos, widgets) to the Bebo customer services team by clicking on a 'Report Abuse' link located below the content they wish to report. Users have the option to report suspicious online activity directly to the police by clicking the 'Report Abuse' link and then clicking the 'File Police Report' button.

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- **Twitter:** To report abuse on Twitter, go to the Help Centre then follow the guidance under Safety and Security.
- **Instant Messenger (IM):** It is possible to block users, or change Instant Messenger IDs so the bully is not able to contact their target any more. Most providers will have information on their website about how to do this. In addition, the Instant Messenger provider can investigate and shut down any accounts that have been misused and clearly break their terms of service. The best evidence for the service provider is archived or recorded conversations and most IM providers allow the user to record all messages.

It is also good practice for Instant Messenger providers to have visible and easy-to-access reporting features on their service.

- **Email providers (e.g, Hotmail and Gmail):** It is possible to block particular senders and if the bullying persists an alternative is for the person being bullied to change their email addresses. The email provider will have information on their website and how to create a new account.
- **Video-hosting sites:** It is possible to get content taken down from video-hosting sites, though the content will need to be illegal or have broken the terms of service of the site in other ways. On YouTube, perhaps the most well known of such sites, it is possible to report content to the site provider as inappropriate. In order to do this, you will need to create an account (this is free) and log in, and then you will have the option to 'flag content as inappropriate'. The option to flag the content is under the video content itself.
- **Chat rooms, individual website owners/forums, message board hosts:** Most chatrooms should offer the user the option of blocking or ignoring particular users. Some services may be moderated, and then moderators will warn users posting abusive comments or take down content that breaks their terms of use.

Identifying the Bully

Although the technology seemingly allows anonymity, there are ways to find out information about where bullying originated. However, it is important to be aware that this may not necessarily lead to an identifiable individual. For instance, if another person's phone or school network account has been used, locating where the information was originally sent from will not, by itself, determine who the bully is. There have been cases of people using another individuals' phone or hacking into their IM or school email account to send nasty messages.

In cases where you do not know the identity of the bully, some key questions to look at:

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- Was the bullying carried out on the school system? If yes, are there logs in school to see who it was? Contact the IT help desk or the Deputy Head (Pastoral) / Prep Headmaster to see if this is possible.
- Are there identifiable witnesses that can be interviewed? There may be children who have visited the offending site and left comments, for example.
- If the bullying was not carried out on the school system, was it carried out on a mobile or a particular internet service (e.g. IM or social networking site)? As discussed, the service provider, when contacted, may be able to take some steps to stop the abuse by blocking the aggressor or removing content it considers defamatory or breaks their terms of service. However, the police will need to be involved to enable them to look into the data of another user.
- If the bullying was via mobile phone, has the bully withheld their number? If so, it is important to record the date and time of the message and contact the mobile operator. Steps can be taken to trace the call, but the mobile operator can only disclose this information to the police, so police would need to be involved. If the number is not withheld, it may be possible for the school to identify the caller. For example, another student may be able to identify the number. Content shared through a local wireless connection on mobile phones does not pass through the service providers' network and is much harder to trace. Similarly text messages sent from a website to a phone also provide difficulties for tracing for the internet service or mobile operator.
- Has a potential criminal offence been committed? If so, the police may have a duty to investigate. Police can issue a RIPA (Regulation of Investigatory Powers Act 2000) request to a service provider, enabling them to disclose the data about a message or the person sending a message. This may help identify the bully. Relevant criminal offences here include harassment and stalking, threats of harm or violence to a person or property, any evidence of sexual exploitation (for example grooming or inappropriate sexual contact or behaviour). A new national agency called the Child Exploitation and Online Protection Centre (CEOP) was set up in 2006 to deal with child sexual exploitation, and it is possible to report directly to them online at www.ceop.gov.uk However, it is important to note that it is the sexual exploitation of children and young people, not cyberbullying, which forms the remit of CEOP.

Information about cyberbullying and civil and criminal laws

It is very important for schools to take cyberbullying seriously. It can be a very serious matter and can constitute a criminal offence. Although bullying or cyberbullying is not a specific offence in UK law, there are criminal laws that can apply in terms of harassment, for example, or threatening behaviour, or indeed – particularly for cyberbullying – threatening and menacing communications.

Some Useful Agencies/Resources

Websites and resources that offer support guidance and strategies for children, young people, schools and parents/carers to prevent all forms of bullying:

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Anti-Bullying Alliance This site offers information advice and resources on anti-bullying. It is intended to be a one stop shop where teachers can download assembly materials, lesson ideas and information including those for Anti-Bullying Week. The site brings information, advice and resources together from more than 65 of its members, which include charities Childline, Kidscape, Mencap and the Association of Teachers & Lecturers (ATL). It has a site called Hometown for children and young people about dealing with all forms of bullying. <http://anti-bullyingalliance.org.uk/>

Anti Bullying Network An excellent Scottish Anti-Bullying site based at the University of Edinburgh dedicated to promoting a positive school ethos. It has advice for pupils, teachers, parents, on all aspects of bullying, including homophobic, racist and cyber and good case examples of schools in the region that have tried out various strategies to reduce bullying, organised under specific headings. Schools may find these useful for ideas and to adapt. <http://www.antibullying.net/>

AboutKidsHealth A Canadian resource and website being developed at The Hospital for Sick Children, one of the largest paediatric teaching hospitals in the world. It has excellent resources on a number of topics related to children and young people's emotional health, wellbeing and safety, including behaviour, bullying and a good section on cyberbullying. <http://www.aboutkidshealth.ca/En/Pages/default.aspx>

British Youth Council The BYC brings young people together to agree on issues of common and encourage them to bring about change through taking collective action. <http://www.byc.org.uk/>

Headliners Headliners is a UK-wide news agency producing news, features and comment by young people for everyone. It encourages young people to express their views through story, journalism, photos and images on all issues including bullying that affect them. <http://www.headliners.org/>

CEOP (Child exploitation online protection) A newly formed government agency that is dedicated to promoting online safety for children who may be vulnerable to sexual exploitation in chat rooms. It works with a number of charities and police across the UK and has a website for secondary age pupils called 'thinkuknow'. <http://www.ceop.gov.uk/>

ChildLine This provides a 24 hour helpline for children and young people being bullied in the UK. Children and young people can call 0800 1111 to talk about any problem. It is a major charity that is now housed with NSPCC. It provides training in peer support for pupils and schools and has a range of publications and downloadable resources for children, parents and teachers. <http://www.childline.org.uk/>

Childnet International This is a charity that aims to make the internet a safer place for children and is dedicated to internet safety. It is concerned to prevent abuse on the internet and cyber bullying. It has advice for children and parents and has some useful resources for teachers of ICT at key Stage 3 on internet safety. <https://www.childnet.com/young-people>

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Children's Legal Centre This has produced a very helpful document called 'Bullying-a Guide to the Law' which can be downloaded. This publication is an essential tool for parents whose children are being bullied and for professionals providing advice in this area. It advises on actions schools are required to take to prevent and deal with bullying effectively, as well as providing practical advice on what parents can do if a school fails to support their child. <http://www.childrenslegalcentre.com/>

Digizen: provides online safety information for educators, parents, carers and young people. <http://www.digizen.org/>

Equality and Human Rights Commission This has examples of anti-harassment policies and links for education establishments to websites that provide relevant information on racist aspects of bullying. <http://www.equalityhumanrights.com/>

Internet Matters: provides help to keep children safe in the digital world. <https://www.internetmatters.org/>

Kidscape Kidscape is committed to keeping children safe from abuse. It is the first charity in the UK established specifically to prevent bullying and child sexual abuse it provides information, good resources and training for children and young people under the age of 16, their parents/carers. It offers a range of courses for professionals. It also provides courses in assertiveness training, ZAP, for children and young people and develops their confidence and skills to resist bullying and forms of abuse. <http://www.kidscape.org.uk/>

NSPCC The NSPCC works tirelessly and promotes public campaigns to stop cruelty to children. There is advice on a number of issues related to bullying, child protection, and abuse. Kids Zone which contains details for their child protection helpline for young people who have problems at home or are being bullied. <http://www.nspcc.org.uk/>

Think U Know: resources provided by Child Exploitation and Online Protection (CEOP) for children and young people, parents, carers and teachers. <https://www.thinkuknow.co.uk/>

The UK Council for Child Internet Safety (UKCCIS) has produced a range of resources for schools, colleges and parents about how to keep children safe online, this includes advice for schools and colleges on responding to incidents of 'sexting.'
<https://www.gov.uk/government/groups/uk-council-for-child-internet-safety-ukccis>

Books

Most of the websites listed above have books and resources that schools can order to extend their understanding of bullying and how to prevent it.

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“Journeys: Children and young people talking about bullying” This booklet, the first publication from the Office of the Children’s Commissioner for England, tells the real stories of ten children and young people who have experience bullying. It also includes their tips for dealing with bullying and an endnote by Al Aynsley-Green, the Children’s Commissioner for England.

Primary

“A Volcano in my Tummy” written by Elaine Whitehouse and Warwick Pudney. The book begins with a little insight into anger itself as well as the “rules” of anger. Anger is okay. It’s okay to feel anger, to talk about anger, to express anger in an appropriate way. It’s not okay to hurt yourself and other people, animals or things when you are angry. This is an excellent practical resource with imaginative ideas for lessons to help children to manage and deal with the emotion of anger.

Secondary

“Adolescent Volcanoes” is another marvellous book that has a section for adolescents and one for adults giving useful activities and exercises that can be adapted to help young people to deal with anger, set boundaries and communicate appropriately.

General advice on protecting yourself online and dealing with Cyberbullying

To avoid the risk of being exposed to illegal content and protecting yourself online, we recommend the following precautions:

- Do not share your personal information! This includes pictures of you or your family and friends, email addresses, mobile numbers and online IDs.
- Do not arrange to meet strangers! You may have been communicating with people you think you know online, but do you really know who they are?
- Do not open email or links on social networking pages from people you do not know or when you do not recognise the email address.
- Similarly, do not open attachments or pictures you receive from unknown people or email addresses.
- Ensure you have an effective filter on your PC to stop unwanted content. Most home broadband providers now allow the account holder to enable filtering at the ISP level so that all devices are protected.
- If you are regularly using search engines (such as Google, Bing or Yahoo), you can set each search engine site to a strict level of filtering. This limits what a search will bring up when entering keywords. Check your options with your preferred search engine site. Once you have chosen a search filtering level, check these settings regularly to ensure they have not been amended or switched off.

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- Viewing illegal images online can carry a penalty of up to ten years in prison in the UK.
- Curiosity is normal on the internet, but being exposed to unwanted and potentially illegal images is not acceptable.
- Child Abuse images reflect just that; abuse of children and as such, should always be reported.

Did you know that the age of criminal responsibility starts at age ten in England and Wales!

General advice on how to deal with Cyberbullying

Due to the anonymous nature of digital communication, anyone with a mobile phone or internet connection can be the target of cyberbullying. Our schools have clear policies on dealing with bullying and cyberbullying, please contact the schools or view our websites for a copy of these policies. Here are some general points to help deal with Cyberbullying:

- If you feel you are being bullied by email, text or online, do talk to someone you trust.
- Never send any bullying or threatening messages.
- Keep and save any bullying email, text or images.
- If you can make a note of the time and date bullying messages or images were sent and note any details about the sender.
- Use blocking software; you can block instant messages from certain people, “unfriend” people on social networking sites or use mail filters to block email.
- Set social media option to private so that only friends/family can access information.
- **Do not** reply to bullying or threatening messages or emails; this could make matters worse. It also lets the bullying people know that they have found a “live” number, email address or “active” social networking contact.
- **Do not** give out your personal details online; if you are in a chatroom, online game or IM session watch what you say about where you live, the school you go to, your email address, your friends and family. All these things can help someone build up a picture about you.
- **Do not** forward abusive texts, email or images to anyone. You could be breaking the law just by forwarding them. If they are about you, keep them as evidence.
- **Do not ever** give out passwords!
- **Remember** that sending abusive or threatening messages is against the law.
- **Do** report instances of cyberbullying you have seen or heard about, even if not directed at you. There is no such thing as an innocent bystander, if you have seen the posts, messages or images then you could be considered as part of it if you do not report it!

Have you seen this symbol on the sites you use?





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It is your door to one stop internet safety advice and help. If you use social networking areas or other sites offering chat or contact with online buddies then look for it.

References:

Keeping Children Safe in Education 2018

Preventing and Tackling Bullying - 2017