

CHIDDINGSTONE NURSERY SCHOOL

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Online Safety and Social Media Policy and Procedure

Written by	Jill McCoy & Sam Wells
Ratified on behalf of Management Committee	September 2019
Date for Review	September 2020
Signed - Co-Chair(s) of Management Committee	
Signed - Nursery Leader	

This policy will be reviewed and ratified at least annually and/or following any updates to national and local guidance and procedures.

This policy has been impact assessed by Jill McCoy in order to ensure that it does not have an adverse effect on race, gender or disability equality.

Statement of Intent

Chiddingstone Nursery recognises the value of ICT, but is also aware of its potential risks. The Nursery is responsible for ensuring the acceptable, safe use and storage of all camera/video and other ICT technology and images and ensure that all online safety practice is managed and implemented effectively within the requirements of the law.

Our Designated Safeguarding lead (member of staff DSL) who co-ordinates child protection issues is:

Mrs Jill McCoy

Our Designated Person (a member of staff) who co-ordinates on line safety issue is:

Miss Sam Wells

Policy approved by Management Committee (Foundation and Safeguarding and ICT Committee members) are:

Mrs Wendy Madgwick

The date for the next policy annual review is September 2020 or earlier if legislation dictates.

Aims

Chiddingstone Nursery recognises that Online safety is an essential element of safeguarding children and adults in the digital world. We have a responsibility to provide Internet access to support education standards, achievement and professional work of staff and enhance nursery management functions. Our duty of care is to ensure that children and staff are protected from potential harm online. The internet and associated devices such as computers, tablets, mobile phones and games consoles, are an important part of everyday life, which presents opportunities as well as challenges and risks. Children must be empowered to use the internet and IT devices in a safe way, and to build resilience and to develop strategies to manage and respond to potential risks online.

This policy has been written by Chiddingstone Nursery building on the Kent County Council, The Education People online safety template. It takes into account the Department for Education statutory guidance, Keeping Children Safe in Education 2019, the Early Years Foundation Stage, Working Together to Safeguard Children 2018, and the local Kent Safeguarding Children Multi-Agency Partnership procedures.

The purpose of this online safety policy is to:

- Clearly identify the responsibilities of all members of the nursery with regards to the safe and responsible use technology to ensure that the Nursery is a safe and secure environment.
- Safeguard and protect all members of Chiddingstone Nursery.
- Raise awareness with all members of Chiddingstone Nursery regarding the potential risks as well as benefits of technology.
- To enable all staff to work safely and responsibly, to role model positive behaviour online and be aware of the need to manage professional standards and practice when using technology.
- Identify clear procedures to use when responding to online safety concerns that are known by all members of the nursery.
- Identify approaches to educate and raise awareness of online safety throughout the nursery community

Chiddingstone Nursery identifies that the issues classified within online safety are considerable, but can be broadly be categorised into three areas of risk:

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

This policy applies to all staff, including Management Committee, visitors, volunteers and other individuals who work for or provide services on behalf of the Nursery (collectively referred to as 'staff' in this policy), as well as children and parents/carers. This policy applies to all who have access to the internet and use of technology. Ensuring that appropriate risk assessments, and online self-evaluations are undertaken regarding the safe and responsible use of technology.

Links with Other Policies and Procedures

This policy links with several other nursery policies and procedures, including, but not limited to; -

- Behaviour Policy
- Online Risk Assessments
- Online Self Evaluations
- Acceptable Use Policies
- Discipline Policy

- Child Protection and Safeguarding Policy
- Confidentiality Policy
- Image Use Policy

Monitoring and Review

Technology evolves and changes rapidly, as such Chiddingstone Nursery will review this policy annually, and will be revised following any national or local policy updates, any local child protection concerns, and/or changes to our technical infrastructure.

We will regularly monitor internet use and evaluate online safety mechanisms, and practices to ensure that this policy is consistently applied. Any issues identified via monitoring will be incorporated into our action plan.

To ensure they have oversight of online safety the nursery manager, Jill McCoy will be informed of any online safety concerns, alongside our designated member of the management committee who has overall responsibility for online safety.

The policy has been approved and agreed by the Co-Chairs of the Management committee.

Roles and Responsibilities

Mrs Jill McCoy is the nursery's Designated Safeguarding Lead (DSL), and has overall responsibility for Safeguarding, Child Protection including Online Safety. Jill McCoy works collaboratively with the Online Safety Co-coordinator Miss Sam Wells.

Chiddingstone Nursery recognizes that all members of the nursery community have important roles to play with regards to online safety.

The Leadership and Management Team Will:

- Create a whole setting culture that incorporates online safety throughout all elements of nursery life, to enable all children to develop an age appropriate understanding of online safety and the associated risks.
- Ensure that online safety is viewed as a safeguarding issue and that nursery practice is in line with national and local recommendations and requirements.
- Ensuring there are appropriate and up-to-date policies and procedures regarding online safety, Acceptable Use Policies for staff and parents. Also Staff code of conduct which covers appropriate professional conduct and use of technology.

- To work with staff who have technical knowledge to ensure that suitable and appropriate filtering and monitoring systems are in place. Also monitoring the safety and security of nursery systems and networks.
- Support the DSL and Online Safety Coordinator by ensuring they have enough time and resources to carry out their responsibilities.
- Ensure robust reporting channels are in place for the nursery community to access regarding online safety concerns.
- Ensure that appropriate risk assessments and online self-evaluations are undertaken regarding the safe use of technology and devices.
- Auditing and evaluating current online safety practice to identify strengths and any areas for improvement.
- Ensure that staff and parents/carers are proactively engaged in activities which promote online safety.

The Designated Safeguarding Lead (DSL) Will:

- Act as a name point of contact within the nursery on all online safeguarding issues.
- Liaise with other members of staff, including nursery SENCO Mrs Sarah Heaps, Designated Online Safety Coordinator Miss Sam Wells, who also provides IT technical support.
- Ensure that appropriate referrals are made to relevant external agencies as required.
- Work alongside the nursery's deputy DSL Mrs Sarah Heaps to ensure online safety is recognised as part of the settings safeguarding responsibilities, and that a coordinated whole nursery approach is implemented.
- Access regular and appropriate training and support to ensure they understand the unique risks associated with online safety and have the relevant and up to date knowledge to keep children safe online. This also includes recognising the additional risks children with SEND, or vulnerable children face online.
- Ensuring all members of staff receive regular, up-to-date Online Safety training.
- Keeping up-to-date with current research, legislation and trends regarding online safety, and communicate this to the nursery community as appropriate.
- Work with staff to coordinate participation in local and national events to promote positive online behaviour, such as Safer Internet Day.
- Ensuring that online safety is promoted to parents, carers and the wider community through a variety of channels and approaches.
- Maintain records of online safety concerns/incidents, as well as actions taken as part of the nursery's safeguarding recording mechanism.
- Monitor online safety incidents to identify gaps/trends and use this data to update the nursery education response and the nursery's policies and procedures

- Report online safety concerns as appropriate to the nursery's management team and management committee.
- Ensure that nursery practice and data security is in line with *General Data Protection Regulation 2018* and current legislation.
- Work with the nursery's deputy DSL and Online Safety Coordinator to review and update the online safety policies, AUPs and other related policies on a regular basis (at least annually) and integrated with other appropriate nursery policies and procedures.

It is the Responsibility of all Members of Staff to:

- Read and adhere to the nursery's online safety policy, acceptable use of technology policy, and staff code of conduct.
- Take responsibility for the security of IT systems, devices and the electronic data they use/have access to.
- Model good practice when using IT devices with children, and embed online safety education in the nursery's curriculum whenever possible.
- Maintain a professional level of conduct in their personal use of technology, both on and off site.
- Embed online safety education in the nursery's daily curriculum whenever possible.
- Have an awareness of a range of online safety issues, and how they may be experienced by the children in our care.
- Identify online concerns and take appropriate action by following the nursery's safeguarding policies and procedures.
- Know when and how to escalate online safety issues, including reporting to the DSL, online safety coordinator, and signpost parents/carers to support, either internally or externally.

It is the Responsibility of Staff Managing the Technical Environment to:

- Provide technical support and perspective to the DSL, especially in the development and implementation of appropriate AUP's, online safety policies and procedures.
- Implement appropriate security measures including installing McAfee Internet Security software on all IT devices to ensure the nursery's IT infrastructure is secure, and not open to misuse or malicious attack.
- Ensure appropriate technical support, and ensure the DSL has access to the filtering and monitoring, to enable them to take appropriate safeguarding action if required.

- To ensure that suitable access controls including Pin/ Passwords access, and encryption is implemented to protect personal and sensitive information held on nursery owned devices.
- Ensure that appropriately strong passwords are applied.
- Report any filtering breaches to the DSL and management committee, as well as, the nursery's Internet Service Provider, or other services, as appropriate.
- Ensure that any monitoring or filtering breaches are reported to the DSL and online safety coordinator.

It is the Responsibility of Parents and Carers to:

- Role model safe and appropriate use of technology and social media.
- Read and adhere to our acceptable use of technology policies.
- Support the nursery's online safety approaches by discussing online safety issues with their children, and reinforcing appropriate and safe online behaviours at home.
- Seek help and support from the nursery or other outside agencies, if they or their child encounters online issues.
- Take responsibility for their own awareness in relation to the risks and opportunities posed by the new and emerging technologies that their children access and use at home.
- Identifying changes in behaviour that could indicate that their child is at risk of harm online.

Education and Engagement Approaches

Education and Engagement with Children and Young People

Online safety is embedded throughout the nursery curriculum, to raise awareness of the importance of safe and responsible use of the internet, and IT devices with children by: -

- Implementing age appropriate peer education approaches, for example teaching the children to say, "kind hands", "stop, I do not like it".
- Creating a safe environment in which children feel comfortable to say what they feel.
- Making informed decisions to ensure that any educational resources used are appropriate for children.
- Age appropriate Online Safety Posters, and story books are posted next to the children's computer. The nursery also uses 'Smartie the Penguin'. An age appropriate

early years story created by Childnet to engage children in the importance of staying safe online.

- Reinforce online safety messages whenever technology or the internet is in use.

Special Educational Needs and Disabilities, Supporting Children with SEND and Vulnerable Children

Chiddingstone Nursery recognises that any child can be vulnerable online, and vulnerability can fluctuate depending on their age, development stage and personal circumstances. However, there are some learners including SEN, looked after children, EAL, or children experiencing trauma or loss, who may be more susceptible or may have less support in staying safe online.

We will ensure that differentiated and appropriate online safety education, access and support is provided to vulnerable learners. We see the importance of implementing a range of targeted/differentiated online safety strategies in order to enable children with SEND to access the internet safely, appropriately and learn about staying safe online. This includes an age appropriate Online Safety Poster in Communication in Print, to support children with SEND understand how to stay safe online, located next to the children's computer. As an inclusive setting we acknowledge that children with SEND, or supported children want to engage in the same ICT activities as their peers, but may not have the same understating of associated risks. ICT activities are planned taking into account each child's individual needs and abilities, and can be adapted as needs be. Staff are aware of the associated risks that children with SEND may face online and that they are more likely to experience online issues, including cyberbullying, online grooming and exploitation.

Similarly, children with SEND are more likely to have their internet use restricted, and therefore have limited opportunities to learn through experience, develop resilience or seek support.

The nursery will seek input from specialist staff as appropriate, including the nursery's SENCO, Mrs Sarah Heaps, and other outside agencies as appropriate. The nursery's Online Safety Co-ordinator Miss Sam Wells works collaboratively with the nursery SENCO, to ensure children with SEND and Vulnerable children are supported with all aspects of online safety. Our nursery website has useful links for parents/carers about supporting children with SEND online.

We develop collaborative understanding of the terminology used to children with SEND, as some children can find abstract language and concepts confusing, so they are provided with clear messages that cannot be open to interpretation.

Training and Engagement with Staff

The Online Safety policy will be formally provided to and discussed with all members of staff as part of the induction process, and will be reinforced and highlighted as part of our safeguarding responsibilities.

We provide up-to-date and appropriate online safety training for all staff which is integrated, aligned and considered as part of our overarching safeguarding approach, including advice on safe and responsible Internet and IT devices use both professionally and personally. Online Safety training is given to all staff annually as part of existing safeguarding training/updates.

Staff training will cover the potential risks posed to children (Content, Contact and Conduct), as well as our professional practice expectations.

All members of staff will be made aware that their online conduct, including personal use of social media can have an impact on their role, their reputation and that of the nursery. Civil, legal or disciplinary action could be taken if they are found to bring the profession or institution into disrepute, or if something is felt to have undermined confidence in their professional abilities.

Ensure all members of staff are aware of the procedures to follow regarding online safety concerns involving children, colleagues or other members of the community.

Awareness and Engagement with Parents and Carers

Chiddingstone Nursery recognises that parents and carers have an essential role to play in enabling children and young people to become safe and responsible users of the internet and associated technologies.

We build a partnership approach to online safety with parents and carers by providing information, advice and guidance in a variety of formats. Including, via Parentmail, the nursery's website which has a dedicated section on Online Safety with useful links for further information.

Parents' attention will be drawn to the nursery online safety policy and expectations. Parents will be encouraged to read and sign the nursery's Acceptable Use Policy and discuss its implications with their children.

Reducing Online Risks

Chiddingstone Nursery recognises that the internet is a constantly changing environment with new apps, devices, websites and materials emerging at a rapid pace. These will be examined for educational benefit, and appropriately risk assessed. As a nursery we will: -

- Regularly review the methods used to identify, assess and minimise online risks.
- Examine emerging technologies for educational benefit and undertake appropriate risk assessments before their use in the nursery is permitted.
- Ensure that appropriate filtering and monitoring is in place and take all reasonable precautions to ensure that access is appropriate.
- The nursery will take all reasonable precautions to ensure that children access only appropriate material. We have clear procedures to follow if breaches or concerns arise.
- All members of the nursery community are made aware of our expectations regarding safe and appropriate behavior online and the importance of not posting any content, comments, images or videos which could cause harm, distress or offence. This is clearly outlined in our acceptable use of technology policies and highlighted through training.
- Methods to identify, assess and minimise online risks will be reviewed regularly by the nursery team.

Safer Use of Technology

Chiddingstone Nursery uses a wide range of technology and devices. These include, computers, laptop, I-pads, tablet computers, digital cameras. The internet is used both as an educational resource, and to conduct nursery business, including emails.

All nursery owned devices will be used in accordance with our acceptable use of technology policies and with appropriate safety and security measure in place, including password/pin required to gain access. Devices automatically lock or will be locked after use to prevent unauthorised access.

Members of staff will always evaluate websites, games, videos fully before child interaction.

We will ensure that the use of internet derived materials by staff complies with copyright law and acknowledge the source of information.

Access to the internet by children is undertaken with an adult.

Filtering and Monitoring

Chiddingstone Nursery's broadband connectivity is provided through BT.

The nursery uses Qustodio filtering and monitoring system which blocks sites which can be categorised as illegal or inappropriate. It also monitors internet usage and provides an emailed report. Any changes made to the filtering and monitoring system will be recorded in the online safety folder.

Chiddingstone Nursery's leadership team, alongside staff with technical expertise have ensured that the nursery has age appropriate filtering and monitoring in place, to limit children's exposure to online risks.

The nursery manager, alongside staff with technical knowledge will ensure that regular checks are made to ensure that our filtering and monitoring methods are effective and appropriate.

All members of staff are aware that they cannot rely on filtering and monitoring alone to safeguard children; effective classroom management and regular education about safe and responsible use is essential.

Any filtering breaches are reported immediately to the Designated Safeguarding Lead Mrs Jill McCoy, in line with the nurseries safeguarding policy. Miss Sam Wells Designated Online Safety Co-coordinator will also be notified. Filtering and monitoring breaches are acted upon and recorded in the Online Safety folder. Should there be a disclosure from a child concerning a specific website, or online content, the member of staff will report the concern (including the URL of the site if possible) immediately to the Designated Safeguarding Lead, and the Designated Online Safety Lead.

Any material/website that the nursery believes is illegal will be reported immediately to the appropriate agencies, such as: IWF, Kent Police or CEOP, and will be recorded in the Online Safety folder.

Managing Personal Data Online

Personal data will be recorded, processed, transferred and made available online in accordance with *General Data Protection Regulations 2018* and Data Protection legislation. Full information on managing personal data online can be found in our *GDPR Data Protection and Information Sharing Policy*, which is in our policy folder in the entrance hall.

Security and Management of Information Systems

Chiddingstone nursery takes appropriate and robust steps to ensure the security of our information systems, including: -

- Virus protection is updated annually.
- Personal data sent over the Internet or taken off site (such as via portable media storage) will be encrypted, and password protected, or accessed via appropriate secure remote access systems.
- Not downloading unapproved software on work devices, without prior permission from Mrs Jill McCoy or Miss Sam Wells, or opening unfamiliar email attachments.
- Preventing, as far as possible, access to websites or tools which could compromise our systems.
- Regularly checking files held on our network/computer and deleting as appropriate under the *General Data Protection Regulation 2018*.
- Ensure that all staff log off / locks II devices after use to prevent unauthorised access. The admin computer automatically locks after 5 minutes of inactivity.
- The nursery has robust risk assessments and self-evaluation in place to ensure the safe use of nursery ICT equipment and systems.

Password Policy

All nursery related passwords are strong to keep files and systems secure. All nursery passwords are kept confidential, and never given out to a third party. Some nursery system passwords such as Parentmail and Facebook are limited to designated staff only. Staff members have their own individual pin to access Tapestry, our online learning journal, via tablet computers and a laptop. Staff have access to group login information.

Managing the Safety of Our Website

We ensure that our website complies with guidelines for publications including, accessibility, *General Data Protection Regulation 2018*, respect for intellectual

property rights, privacy policies and copyright. Staff, parent or children personal information will not be published on our website, the contact details on the website will be the nursery's only.

The administrator account for our website will be secured with an appropriately strong password. The nursery will post information about safeguarding, including online safety, on the nursery website for members of the community.

The nursery leader (DSL), nursery administrator, and management committee will take overall editorial responsibility for online content published and will ensure that information is accurate and appropriate.

Publishing Images and Videos Online

We will ensure that all images and videos shared online are used in accordance with the associated policies and procedures including, (but not limited to) Image Use policy, GDPR Data Protection and Information Sharing Policy, Acceptable Use Policies, staff code of conduct, Online Safety and Social Media policy.

Managing Email

Access to the nursery's email systems will always take place in accordance with General Data Protection Regulation 2018, and in line with nursery policies, including, AUP, Code of Conduct and Confidentiality.

All members of staff use the nursery email address for any official communication. The forwarding of any chain messages/emails is not permitted. Spam or junk mail will be blocked and reported to the email provider BT. Any electronic communication which contains sensitive, confidential or personal information will only be sent using secure, encryption and password protection.

The nursery PTA use email addresses of parents by obtaining their email address directly and are not provided by the nursery.

Members of the nursery community will immediately tell Miss Sam Wells (Designated Online Safety Coordinator), if they receive offensive communication, and this will be recorded in the nursery's safeguarding records.

Staff Email

All staff at Chiddingstone Nursery have a dedicated nursery Gmail email address, which is used for nursery business only.

Confidential information is not to be shared without prior authorisation by the Nursery Leader or deputy, at any time. Staff are aware that they do not conduct personal business using either the nursery computer, or their individual nursery Gmail account. Authorisation must be sought from the Nursery Leader if any email is sent out from a staff's individual Gmail account. Once employment has ceased at Chiddingstone Nursery, the Gmail account must be deleted.

Management of Application Used to Record Children's Progress

The nursery uses Tapestry Online Learning Journal to track the children's progress and share appropriate information with parents/carers. The use of Tapestry is robustly risk assessed by the manager, and the Tapestry administrator.

The nursery leader is ultimately responsible for the security of any data or images held of children, who works collaboratively with the nurseries Tapestry administrator. Parents/carers complete a Tapestry permission form included in the Welcome Pack, this written consent is obtained before their child/ren's Tapestry account is created.

Chiddingstone Nursery fully complies with the General Data Protection Regulation 2018 in relation to the storage, permission and use of both parents, and children's personal data.

Only nursery devices will be used to record observations on Tapestry. Personal staff mobile phones or devices will not be used to access or upload content. All users will be advised regarding safety measures, such as using strong passwords, and logging out of systems. Parents are informed of the nursery's expectations regarding safe and appropriate use (e.g. not sharing passwords or sharing images) prior to being given access.

Social Media

The expectations regarding safe and responsible use of social media applies to all members of Chiddingstone nursery community and exist in order to safeguard both the nursery and the wider community.

The term social media may include, but is not limited to blogs, wikis, social networking sites, forums, bulletin boards, online gaming, apps, video/photo sharing sites, chatrooms and instant messenger.

All members of Chiddingstone nursery community are expected to engage in social media in a positive, safe and responsible manner. All members of Chiddingstone Nursery are advised not to post or share content that may be considered threatening, hurtful, or defamatory to others on any social media platforms.

Information about safe and responsible use of social media will be communicated clearly and regularly to all members of Chiddingstone nursery community.

Any concerns regarding the online conduct of any member of Chiddingstone nursery community on social media sites should be reported to the nursery manager and will be managed in accordance with policies such as allegations against staff, behaviour and safeguarding/child protection. Any breaches of Chiddingstone nursery policy may result in action taken in accordance with relevant policies, allegations against staff, behaviour and safeguarding/child protection.

Staff Personal Use of Social Media

The safe and responsible use of social media will be discussed with all members of staff as part of staff induction and will be revisited and communicated via annual online safety training.

Safe and professional behaviour will be outlined for all members of staff (including volunteers) as part of the nursery Acceptable Use Policy, and Code of Conduct.

All members of staff are advised that their online conduct on social media can have an impact on their role and reputation within the nursery. Civil, legal or disciplinary action may be taken if staff are found to bring the profession into disrepute, or if something is felt to have undermined confidence in their professional abilities.

All members of staff are advised to safeguard themselves and their privacy when using social media sites. Advices will be provided to staff via staff training annually, and by

sharing guidance and resources on a regular basis. We also have Social Media Guidance for staff in the online safety folder.

Members of staff are encouraged not to identify themselves as employees of Chiddingstone nursery on their personal social networking accounts. This is to prevent information being linked with the nursery and to safeguard the privacy of staff members and the wider community.

All members of staff are encouraged to carefully consider the information, including text and images, they share and post online and to ensure that their social media use is compatible with their professional role and is in accordance with nursery policies, and the wider professional and legal framework.

Information and content that staff members have access to as part of their employment, including photos and personal information about children or their families, or colleagues will not be shared or discussed on social media sites.

Members of staff will notify Mrs Jill McCoy immediately if they consider that any content shared or posted via any information and communications technology, including emails or social networking sites conflicts with their role in the nursery.

Staff are advised not to communicate with or add as "friends" any current or past parents via any personal social media sites. Staff are asked to declare any existing relationship or exceptions that may compromise this to the nursery leader and DSL, Mrs Jill McCoy. If ongoing contact with family members is required once they have left the nursery, staff members will only use official nursery communication devices.

Chiddingstone nursery email address will not be used for setting up personal social media accounts.

Any communication from learners and parents received on personal social media accounts will be reported to the nursery leader, DSL Mrs Jill McCoy and the designated online safety lead Miss Sam Wells.

Official Use of Social Media

Chiddingstone Nursery's official social media channels is Facebook. Official use of social media sites by the nursery will only take place with clear educational or community engagement objectives with specific intended outcomes.

The official use of the nursery's Facebook page is as a communication tool for engaging and promotional purposes only. The nursery's use of social media has been robustly risk assessed and approved by the nursery leader, deputy DSL and online safety lead.

Staff managing the nursery's Facebook page sign a Social Media Acceptable Use Policy to ensure they are aware of the required behaviours and expectations, including: -

- Being professional, responsible, credible, fair and honest, and will consider how the information being published could be perceived or shared.
- Always act within the legal frameworks they would adhere to within the workplace
- Not disclose information, make commitments or engage in activities on behalf of the setting.
- Inform the nursery manager, or deputy of any concerns, such as criticism or inappropriate content.
- Will only use the nursery email address to register, and manage the account.

Public communications on behalf of the nursery will, where appropriate be read and agreed to by the manager, or deputy before uploading. Official social media account is suitably password protected.

Official social media use will be conducted in line with existing nursery policies, including but not limited to, AUP's, Data Protection, Image Use, Confidentiality, and child protection.

All communication on official social media platforms will be clear, transparent and open to scrutiny. Chiddingstone Nursery does not accept "Friend" requests on Facebook.

Images or videos of children will only be shared on official social media sites in accordance with the image use policy. No identifiable features of children will be displayed/uploaded without prior written permission from parent/carer.

Information about safe and responsible use of social media channels will be communicated clearly and regularly to all members of the community.

Dealing with Complaints on Social Networking Sites

Chiddingstone Nursery is acutely aware of people using social networking sites for information about educational settings, and to express their views and opinions. We have procedures in place to deal with any complaints, or inappropriate comments made against the nursery via social media.

If the nursery becomes aware of any information that is regarded as inappropriate we will gather evidence to establish the facts. Including, but not limited to, screenshots, print-outs, dates, times. All of which will be recorded using nursery complaints forms and monitored and reviewed as necessary.

Staff are made aware that they, under no circumstances respond to any inappropriate comments that have been made on social media, and must report them immediately to the nursery leader, and the designed online safety lead.

If a comment is made against a specific member of staff the nursery leader will reassure and support. Depending upon the nature of the comment the nursery leader may seek support from outside agencies, for example LADO (Local Area Designated Officer).

If a complaint was posted on social media from an existing parent or carer, the nursery leader will arrange a meeting, to resolve the issue, and our Complaints Policy and procedure will be implemented.

If the person is unknown to the nursery, we will report the content to the site concerned, and seek further advice from outside agencies if required.

All members of the nursery community, including staff, parents, carers, PTA, visitors, Management Committee use social media in accordance with our Acceptable Use Policy. Chiddingstone Nursery actively engages parents in the safe use of social media, using various forms of communication.

We have further advice and guidance about how to remove and report inappropriate messages or comments in the Online Safety folder in the nursery office. We also have a flow chart "What to do if a Complaint is made on a Social Networking Site" in the Online Safety folder.

Mobile Technology: Use of Personal Devices and Mobile Phones

Chiddingstone nursery recognises that personal communication through mobile technologies is an accepted part of everyday life for, staff and parents/carers but requires that such technologies need to be used safely and appropriately within nursery.

All use of personal devices including, but not limited to, tablets, games consoles, smart watches, wearable technology and mobile phones will take place in accordance with the law and other appropriate nursery policies in particular online safety.

Electronic devices that are bought into nursery is the sole responsibility of the user/owner, the nursery accepts no responsibility for the loss, theft or damage of IT devices.

Staff are aware that they do not use their personal devices in specific areas of nursery.

The sending of inappropriate messages or content via mobile phones/devices is forbidden by any member of the nursery community and will be dealt with in accordance with nursery policies. All members of Chiddingstone nursery community will be advised to ensure that their mobile phones/personal devices do not contain any content which may be considered to be offensive, derogatory or would otherwise contravene the nursery policies.

Staff Use of Personal Devices and Mobile Phones

Members of staff will ensure that any use of personal phones and devices will always take place in accordance with the law as well as relevant nursery policy and procedures including confidentiality, data protection, AUP'S, Online safety.

Staff will be advised to: -

- Keep mobile phones and personal devices in a safe and secure place.
- Staff mobile phones are either stored in a box, which is out of the reach of children, or in staff bags, which are locked away during nursery hours. Permission has been given by the nursery manager for mobile phones or devices to be used for personal reasons. Members of staff are not permitted to use their own mobile phones, or devices to contact parents/carers.
- Staff are advised to ensure that any content bought into nursery via mobile phones and personal devices are compatible with their professional role and expectations.
- Staff will not use personal devices to take photos or videos of children and will only use nursery provided equipment for this purpose.
- If a member of staff breaches our policy, action will be taken in accordance
- Any allegations, or breaches of this policy involving staff use of personal mobile phone or devices will be responded to following the nursery allegations management policy.
- If a member of staff is thought to have illegal or inappropriate content saved or stored on a mobile phones or personal device, or have committed a criminal offence using a personal device or mobile phone the Police will be contacted and the LADO will be informed in line with our Allegations Policy.

Visitors Use of Personal Devices and Mobile Phones

Parents/carers and visitors must not use mobile phones, personal cameras, smart watches, cameras, or any other personal devices whilst with the children in the setting. Visitor's mobile phones will be left in the nursery office with personal belongings. If it is needed for emergency reasons parents inform the Nursery leader or Deputy Leader. Staff are expected to challenge use and will always inform the Designated Safeguarding Lead of any breaches of use by visitors. The nursery has appropriate signage to inform parents, carers, visitors and other members of the nursery community that we are a "Mobile Phone Free Zone".

Officially Provided Nursery Mobile Phone

Chiddingstone Nursery has a dedicated mobile phone, where both children, parents, carers, management committee and staff telephone numbers are stored in accordance with General Data Protection Regulation 2018, Confidentiality and other relevant policies and procedures.

The nursery mobile phone is only used by staff, and is suitable protected via a pin number. When the nursery mobile phone is taken off site, this includes, but not limited to, outings, fire practices, nursery activities, it is stored in the nursery outing bag. Out of nursery hours the mobile phone is stored in a lockable cabinet.

The nurseries mobile phone is used in accordance with the Online Safety, and other relevant nurseries policies and procedures.

Responding to Online Safety Incidents

All members of the nursery community will be made aware of the reporting procedure for online safety concerns, including breaches of filtering, peer on peer abuse, including cyberbullying, sexting (youth produced sexual imagery), online sexual violence and harassment, online abuse and exploitation and illegal content. The nursery has a Responding to an Online Safety Concern Flowchart next to the children's computer, and in the Online Safety folder.

All members of the nursery community will respect confidentiality and the need to follow the official procedures for reporting concerns. Both staff and parents will be made aware of the nursery's whistleblowing policy.

We require staff, parents and carers to work in partnership with us to resolve online safety issues.

After any investigations are complete, the nursery manager, and committee will debrief, identify lessons learnt and implement any policy or procedural changes as required.

If we are unsure of how to proceed with an incident or concern, the nursery's DSL, Mrs Jill McCoy, or deputy DSL, Mrs Sarah Heaps will seek advice from the Education Safeguarding Service.

Where there is a concern that illegal activity has taken place, we will contact the Police using 101, or 999 if there is immediate danger or risk of harm as appropriate.

If information relating to a specific incident or a concern needs to be shared beyond our community for example if other local settings are involved or the wider public may be at risk, the DSL and nursery manager will speak with the Police and the Education Safeguarding Service first, to ensure that potential criminal or child protection investigations are not compromised.

Concerns About a Child's Online Behaviour or Welfare

The DSL, nursery manager, and deputy manager will be informed of all online safety concerns involving safeguarding or child protection risks in line with our child protection policy. The nursery has a Responding to an Online Safety Concern flow chart displayed next to the children's computer, and in the Online Safety folder located in the office.

All concerns about children will be recorded in line with our child protection policy.

Chiddingstone Nursery recognises that whilst risks can be posed by unknown individuals or adults online, children can also abuse their peers, all online peer on peer abuse will be responded to in line with our child protection and behavior policy.

The DSL and deputy will ensure that online safety concerns are escalated and reported to, relevant partner agencies in line with local policies and procedures.

We will inform parents/carers of online safety incidents or concerns involving their child, as and when required.

Concerns About Staff Online Behaviour and/or Welfare

Any complaint about staff misuse will be referred to the nursery manager Jill McCoy in accordance with our allegations against staff policy. Any allegations regarding a member of staff's online conduct will be discussed with the LADO (Local Authority Designated Officer).

Appropriate disciplinary, civil and/or legal action will be taken in accordance with our staff code of conduct, and other relevant nursery policies and procedures.

Welfare support will be offered to staff as appropriate.

Concerns About Parent/Carer Online Behaviour and/or Welfare

Concerns regarding parent/carers behavior and/or welfare online will be reported to the nursery manager who is also the DSL, or the deputy. The nursery manager will respond to concerns in line with existing policies, including but not limited to child protection, behavior policy, complaints, allegations against staff, acceptable use of technology policies.

Civil or legal actions will be taken if necessary. Welfare support will be offered to parents/carers as appropriate.

Procedures for Responding to Specific Online Concerns

Youth Produced Sexual Imagery ("Sexting")

Chiddingstone Nursery recognises youth produced sexual imagery (also known as "Sexting" as a safeguarding issue. "Sexting" is defined as the production and/or sharing of sexual photos and videos of and by young people who are under the age of 18. It includes nude or nearly nude images and/or sexual acts. It is an offence to process, distribute, show and make indecent images of children.

The Sexual Offences Act 2003 defines a child for the purpose of indecent images, as anyone under the age of 18.

Chiddingstone Nursery acknowledges that while "Sexting" may not directly affect children of nursery age, it is important that staff are aware of the issues surrounding

"Sexting", as it may affect their own children, or that of siblings of children that attend the nursery.

All concerns surrounding "Sexting" will be reported to, and dealt with by the nursery DSL, or deputy.

We will not view any suspected youth produced sexual imagery, unless there is no other option, or there's a clear safeguarding need or reason to do so. This will only be viewed by the nursery's DSL, or deputy DSL.

If we are made aware of an incident involving the creation or distribution of youth produced sexual imagery, we will: -

- Act in accordance with our child protection policy, and the relevant local procedures
- Store any devices containing potential youth produced sexual imagery securely.
- Make a referral to Children's Social Work Services and/or the police as required.
- Any images will only be deleted once the DSL has confirmed that other agencies do not need to be involved and are sure that to do so would not place a child at risk or compromise an investigation.

"Upskirting"

"Upskirting" typically involves taking a picture under a person's clothing without the knowing, with the intention of obtaining sexual gratification, or causing the victim humiliation, distress or alarm. It is a criminal offence.

"Upskirting" will be dealt with in the same way as "Sexting" detailed above.

Online Abuse and Exploitation (Including Child Sexual Abuse and Sexual or criminal Exploitation)

Chiddingstone nursery recognises online abuse and exploitation, including sexual abuse and sexual or criminal exploitation, as a safeguarding issue and all concerns will be reported to, and dealt with by the DSL or deputy, in line with our child protection policy.

We will ensure that all members of the nursery community are aware of online child abuse and sexual or criminal exploitation, including the possible grooming approaches which may be employed by offenders to target children, and understand how to respond to concerns.

We will ensure that all members of the nursery community are aware of the support available regarding online child sexual abuse and exploitation both locally and nationally. We will also ensure that our nursery website has a link to CEOP to report online child sexual abuse.

If the nursery is made aware of an incident involving online child sexual abuse and/or exploitation, we will: -

- Immediately notify the nursery DSL or deputy.
- Act in accordance with the nursery child protection and safeguarding policy and the relevant Kent Safeguarding Child Boards procedures.
- Store any devices containing evidence securely.
- If appropriate, make a referral to Children's Social Work Service and inform the police via 101, or 999 if a child is at immediate risk.
- Carry out a risk assessment which considers any vulnerabilities of child(ren) involved, including carrying out relevant checks with other agencies.
- Inform parents/carers about the incident and how it is being managed and provide support and signposting, as appropriate.
- Review the handling of any incidents to ensure that best practice is implemented, the manager, deputy and management committee will review and update any procedures where necessary.

We will respond to concerns regarding online child sexual abuse and exploitation regardless of whether the incident took place on nursery premises, or using setting provided or personal equipment.

If we are unclear whether a criminal offence has been committed, the DSL or deputy will obtain advice immediately through the Education Safeguarding Service, and/or Kent Police.

If the nursery is made aware of intelligence or information which may relate to a child sexual exploitation (on or offline), it will be passed through to the police and/or, Child Sexual Exploitation Team (CSET) by the DSL, or deputy.

If children at other nurseries are believed to have been targeted, then the nursery will seek support from the police and/or Education Safeguarding Services before sharing specific information to ensure that potential investigations are not compromised.

Indecent Images of Children (IIOC)

The nursery will take action regarding of Indecent Images of Children (IIOC) regardless of the use of nursery equipment or personal equipment, both on and off the premises.

We will seek to prevent accidental access to IIOC by using a reputable internet service provider (ISP), implementing filtering and monitoring programs, firewalls and internet security software.

If the nursery is unclear if a criminal offence has been committed, then the DSL, or deputy will obtain advice immediately through the police and/or Education Safeguarding Service.

If the nursery is made aware of Indecent Images of Children (IIOC) then the nursery will:

- Act in accordance with the nursery child protection and safeguarding policy and the relevant Kent Safeguarding Child Boards procedures.
- Immediately notify the nursery Designated Safeguard Lead.
- Store any devices involved securely.
- Immediately inform appropriate organisations such as the Internet Watch Foundation (IWF), Kent police via 101 (using 999 if a child is at immediate risk) and/or the LADO (if there is an allegation against a member of staff).

If the nursery is made aware that a member of staff or a child has been inadvertently exposed to indecent images of children we will:

- Ensure that the DSL, or deputy is informed.
- Ensure that the URLs (webpage addresses) which contain the suspect images are reported to the Internet Watch Foundation via www.iwf.org.uk .
- Ensure that any copies that exist of the image, for example in emails, are deleted.
- Report concerns, as appropriate to parents and carers.

If the nursery is made aware that indecent images of children have been found on setting provided devices, we will:

- Ensure that the DSL, or deputy is informed.
- Ensure that the URLs (webpage addresses) which contain the suspect images are reported to the Internet Watch Foundation via www.iwf.org.uk .
- Ensure that any copies that exist of the image, for example in emails, are deleted.

- Inform the police via 101 (999 if there is an immediate risk of harm) and Children's Social Work Services as appropriate.
- Only store copies of images (securely, where no one else has access to them and delete all other copies) at the request of the police only.
- Report concerns, as appropriate to parents and carers.

If the nursery is made aware that a member of staff is found in possession of indecent images of children on nursery provided devices, we will:

- Ensure that the DSL or deputy is informed or another member of staff in accordance with allegations against staff policy, and staff code of conduct
- Contact the police regarding the images and quarantine any devices involved until police advice has been sought.
- Inform the Local Authority Designated Officer (LADO) and other relevant organisations in accordance with the nursery's managing allegations policy.

Cyberbullying

Cyberbullying, along with other forms of bullying will not be tolerated at Chiddingstone nursery. Full details of how the nursery responds to cyberbullying are set out in our Behaviour policy.

Online Hate

Online hate content, directed towards or posted by, specific members of the nursery community will not be tolerated at Chiddingstone Nursery, and will be responded to in line with existing policies and procedures including child protection and behavioral policy.

All members of the community will be advised to report online hate in accordance with the nurseries current policies and procedures.

All incidents of online hate reported to the nursery will be recorded.

The Police will be contacted if a criminal offence is suspected.

If the nursery is unclear if a criminal offence has been committed then the DSL or deputy will obtain advice immediately through the Education Safeguarding Service and/or Kent Police.

Online Radicalisation and Extremism

As listed in this policy, we will take all reasonable precautions to ensure that children and staff are safe from terrorist and extremist material when accessing the internet in nursery and that suitable filtering is in place which takes into account the needs of children.

If we are concerned that a child or adult may be at risk of radicalization online, the DSL or deputy, will be informed immediately, and action will be taken in line with our child protection and safeguarding policy.

If we are concerned that member of staff may be at risk of radicalisation online, the nursery manager will be informed immediately, and action will be taken in line with the child protection and allegations policies.

Kent Educational Setting Support and Guidance

Education Safeguarding Service, The Education People:

- 03000 415 797
 - Rebecca Avery, Education Safeguarding Advisor (Online Protection)
Rebecca.avery@theeducationpeople.org
 - Ashley Assiter, Online Safety Development Officer
Ashley.assiter@theeducationpeople.org
- For general enquires: esafetyofficer@theeducationpeople.org

Kent County Councils Education Safeguards Team:

www.kelsi.org.uk/support-for-children-and-young-people/child-protection-and-safeguarding

KSCMP: www.kscb.org.uk

Kent Police:

www.kent.police.uk or www.kent.police.uk/internetsafety

In an emergency (a life is in danger or a crime in progress) dial 999. For other non-urgent enquiries contact Kent Police via 101

Front Door:

- The Front Door can be contacted on 03000 41 11 11
- Out of Hours (after 5pm / Urgent calls only) please contact 03000 41 91 91

Early Help and Preventative Services: www.kelsi.org.uk/special-education-needs/integrated-childrens-services/early-help-contacts

Kent Public Service Network (KPSN): www.kpsn.net

Kent e-Safety Blog: www.kentesafety.wordpress.com

EiS - ICT Support for Schools and Kent Schools Broadband Service Desk:
www.eiskent.co.uk

This policy was adopted at a meeting of Chiddingstone Nursery Management Committee

Held on (date)

Signed by, Chair of Management Committee
