



**Nettlebed Community School**  
High Street, Nettlebed, Oxon, RG9 5DA  
**Tel:** 01491 641328  
**Email:** [office.2504@nettlebed.oxon.sch.uk](mailto:office.2504@nettlebed.oxon.sch.uk)  
**Headteacher:** Mrs Bethany Greenwood

## **Communications Policy**

This policy encompasses all communication policies electronic or otherwise:

- Communications with school stake holders
- Acceptable Use of the Internet
- Use of Twitter (Nettlebed Account)
- Social media
- Use of mobile phones and cameras in school



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## Communication between stakeholders

Good communication between the school and the home is essential. Children achieve more when schools and parents work together. Parents can help more if they know what the school is trying to achieve, how they can help and feel a part of the decision making process. At Nettlebed Community School, we aim to have clear and effective communications with parents and the wider community. Effective communications enable us to share our aims and values through keeping parents well informed about school life. This reinforces the importance of the role that parents play in supporting the school in educating their children. We communicate with parents through a range of different strategies, including the use of telephone, letter, email, website, social media channels and face-to-face meetings.

### Nettlebed Community School Communication Platforms

- Class Specific Teacher to Parent or Career,
  - Termly newsletters; highlighting key activity and learning objectives are available on the class page of the website.
  - Class weekly updates; published on the website including curriculum specific activity & additional resources such as spellings.
  - Parents meet their child's teacher at least twice a year for a formal private consultation. This gives parents the opportunity to celebrate their child's success and support the child with any area of development.
  - In July, we provide a written report to parents on each child's progress in the various areas of learning.
  - We encourage parents to contact the class teacher in the first instance if any issues arise regarding their child's progress or well-being.
  
- Generic email from the school office;
  - Weekly newsletters from the head of the school distributed on a Friday.
  - Ad hoc alerts, where required to all parents.
  - Parent assemblies, we invite parents to join the school to celebrate successes.
  - FONS newsletters from the chair of FONS.
  
- School social media accounts; Twitter account; <https://twitter.com/NettlebedSchool>
  - The aim of the account is to enable instant sharing of success, engagement with parents and showcase school activities both large and small.
  - The Nettlebed School twitter account is protected: our tweets cannot be retweeted by others and will only be seen by people the school approve as followers.
  
- The school website; [www.nettlebed.oxon.sch.uk](http://www.nettlebed.oxon.sch.uk)

The school website provides information about the school and is an opportunity to promote the school to a wider audience. It contains;

- Galleries of pictures and achievements and blogs such as the sports blog, updated periodically.
- Head's weekly newsletters will also be available.
- Class teacher updates, updated weekly.
- DfE statutory requirements including the school's core policies.



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All these channels will be used to celebrate the work and achievements of children at Nettlebed Primary School and show the rich diversity of school life. They will also be used to demonstrate safe and responsible use of the internet and encourage the use of 21st Century technology.

Parent to Parent Communication via FONS;

FONS (Friends of Nettlebed School) raise funds and organise events to support the pupils, staff and the school. They own their own; · FONS Facebook account;  
<https://www.facebook.com/FriendsOfNettlebedSchool>

· Twitter account; @FONS\_Nettlebed

Both accounts are used to communicate to parents key activities which involve the parent body and benefit the school and the children within it. The content for FONS accounts will be uploaded by FONS committee members who must follow the same principles below of confidentiality and safeguarding.

The uploading of content will be undertaken by the staff at the school with the following principles:

- Content will aim to give a positive image of the school and share the achievements of pupils.
- Children whose images appear will not be named.
- Images of children will be appropriate in terms of clothing and the activities being portrayed.
- Children will be photographed in groups and close ups will be avoided.
- Staff are responsible for assessing the risk that any posted content might pose to the safety of children and the school community via a full risk assessment being made prior to any tweet.

### **Parental Permission**

Parents are asked to give their permission to their child's image being reproduced on web-based applications including social media when a child joins the school. A record will be kept of children who are not to have their photographs published and this will be copied to relevant staff.

Where there is a change to the school's use of web-based applications, parents will be given the chance to opt out of their child's image being used.

The school is aware that parents will use images of children at school taken at school events. The school cannot control the use of those images but request that parents follow the same principles as those listed above when posting pictures of children other than their own.



## **Acceptable Use of the Internet**

### **1. Aims and objectives**

ICT is changing the lives of everyone. Through teaching Computing we equip children to participate in a rapidly-changing world where work and leisure activities are increasingly transformed by technology. We enable them to find, explore, analyse, exchange and present information. We also focus on developing the skills necessary for children to be able to use information in a discriminating and effective way. Computing skills are a major factor in enabling children to be confident, creative and independent learners.

The aim of this policy is to provide guidance on the safe use of the internet by pupils and staff.

This policy will be reviewed in line with the schedule of policy renewal.

### **2. Steps we take to protect children in school**

All access to the Internet is provided through a filtered service.

Supervision. No filtering service is 100% effective; therefore, all children's use of the Internet via PCs or iPads is supervised by an adult.

Planned Activities. Use of the Internet is a planned activity. Children are taught to use the Internet in response to a need e.g. a question which has arisen from work in class or a piece of research they have been challenged with.

Teachers will model appropriate use of search engines, discuss how children should use the Internet in a sensible and responsible manner and how they should respond to unsuitable materials.

All pupils will be asked to sign and adhere to the *Staying Safe on the Internet* agreement every September. See appendix.

### **3. E- Mail**

It is important to promote E-Mail Safety and to monitor its use so that pupils do not expose themselves to unwanted or potentially dangerous contacts.

Our school Internet messages are filtered to ensure they do not contain inappropriate language or subject matter.

Pupils only send e-mails to known contacts; initially to other pupils in the school and later to pupils in other schools where a reciprocal arrangement has been made.

Pupil's e-mails are monitored by members of staff and not sent until the content has been agreed.

Pupils are taught about using appropriate language and sentiment in e-mails and regularly reminded of their duty to do so.



#### **4. School Website**

The school website provides information about the school and is an opportunity to promote the school to a wider audience.

It contains;

- Galleries of pictures and achievements and blogs such as the sports blog, updated periodically.
- Weekly newsletters.
- Class teacher updates, updated weekly.
- Documents required by the DfE including the school's core policies

#### **5. Social networking sites**

Pupils cannot visit social networking sites from school computers.

Staff will make pupils aware of the dangers of social networking.

Staff should be aware that some web-based gaming software (eg Minecraft) has chat capability.

The school Twitter account is a protected account. Pupils are not named and staff carry out a risk assessment before sending tweets. (See Communications policy and safeguarding below).

#### **6. Safeguarding**

Pupils are taught safe use of the internet.

Internet content in school is filtered through an external provider and pupil use is supervised.

All reasonable and appropriate steps have been taken to protect pupils.

If an inappropriate web-site is encountered by a pupil or member of staff, they must report it to the head teacher who will arrange to have that website blocked.

The uploading of content to the school website or the school twitter account will be undertaken by the staff at the school with the following principles:

- Content will aim to give a positive image of the school and share the achievements of pupils.
- Children whose images appear will not be named.
- Images of children will be appropriate in terms of clothing and the activities being portrayed.
- Children will be photographed in groups and close ups will be avoided.



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- Staff are responsible for assessing the risk that any posted content might pose to the safety of children and the school community via a full risk assessment being made prior to any post.

Camera or video functions on mobile phones may be used by staff to record images that are to be uploaded to the school accounts but any content must be uploaded and deleted from the device on the same day (please see camera and mobile phone policy)

Staff may use the Twitter app with the school account on their mobile phones with the safeguarding considerations detailed in this policy.

## **7 Parent Permission**

Parents are asked to give their permission to their child's image being reproduced on web-based applications including social media when a child joins the school. A record will be kept of children who are not to have their photographs published and this will be copied to relevant staff.

Where there is a change to the school's use of web-based applications, parents will be given the chance to opt out of their child's image being used.

The school is aware that parents will use images of children at school taken at school events. The school cannot control the use of those images but request that parents follow the same principles as those listed above when posting pictures of children other than their own.



## **Mobile Phone and Camera Policy**

We recognise the importance of mobile phones in school for communication purposes, but are aware that casual or inappropriate use of mobile phones in the School could pose a risk to children. This policy applies to all staff, governors and volunteers during school hours, and covers both indoor and outdoor areas. Failure to adhere to this policy may result in disciplinary action.

### **Staff personal mobile phones**

- Staff will not carry use personal mobile phones whilst supervising children unless for the purposes of taking photographs or footage. This protects staff from being distracted from their work, and from allegations of inappropriate use.
- If staff have a break time during their working hours, they may use their mobile phones during these times, in an agreed area not used by children e.g. in the office / staff room.
- Where it is essential for staff to make a personal call during a session, they should, (with the agreement of their line manager), make this in the agreed area not used by children.
- Staff must give the school telephone number to their next of kin, in case it is necessary for the staff member to be contacted, in an emergency, during session hours
- A mobile phone will be taken on whole-group outings in accordance with guidance. The Statutory framework for the Early Years Foundation Stage states that providers should take contact telephone numbers and a mobile phone on outings. The school has an emergency mobile for such trips.
- The school emergency mobile will be held by a member of staff on during residential trips. Parents will have the emergency mobile number in case of need.

The School notes the following Ofsted advice 'Mobile phones may be used in school, as long as their use is appropriate. The use of a mobile phone must not detract from the quality of supervision and care of children.'

'If inspectors observe, or become aware of, staff using a mobile phone for non-essential purposes they will consider drawing this to the attention of the manager, supervisor or registered provider. They will also consider if the staff member was meeting the needs of the children, when using the telephone, and consider the impact on inspection judgements, including setting an action.'

### **Children**

Children are not encouraged to bring mobile phones into the school/setting. If it is necessary, for example a child is going to a different parent's house after school, then the phone must be handed in to the office to be kept safe until it is time for the child to leave the premises.

### **Photographs**

It is recognised that one of the key ways to support children's development, and engage parents in children's learning, is through photographs that record their children's activities and achievements. We will seek permission from parents/carers to take photographs of their children for this purpose.

The school has a digital camera and a set of iPads that are regularly used for this purpose.



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Camera or video functions on mobile phones may be used by staff but any content must be transferred to a school computer and deleted from the device on the same day.

Photographs stored on the system are only accessible by school staff and are regularly deleted in line with GDPR.

### **Parents photographing/filming children**

We appreciate that parents wish to take photographs/film of children at school events, concerts and sports fixtures. We ask that photos are taken of their own children and that images of other children are not uploaded to social media websites (eg Facebook). We ask that parents remember the good name of the school when posting on social media and the hard work which goes in to protecting our reputation.

### **Exceptional circumstances**

This is an extended site and it may be necessary to use a mobile phone to communicate with other staff or request help or assistance. The use of a mobile phone in these circumstances will be permitted.



## **Social Media Policy (OCC policy)**

### **Introduction**

The widespread availability and use of social networking applications bring opportunities to communicate with various groups in new ways. Whilst recognising the benefits which using social media brings, this policy sets out the principles designed to ensure that all staff members use social media responsibly so that the confidentiality of students, staff and the reputation of the school are safeguarded. Staff members must be conscious at all times of the need to keep their personal and professional lives separate when using social media.

This policy covers personal use of social media as well as the use of social media for official school purposes. The policy applies to personal media platforms such as networking sites (e.g. Facebook, googlechat), blogs, microblogs such as Twitter, chatrooms, forums, podcasts, open access, online encyclopaedias such as Wikipedia and content sharing sites such as flickr and YouTube. However, this list is not exhaustive and new on-line platforms are to be considered automatically covered.

This policy also applies to online message boards/forums and comments under news items and other articles.

The internet is fast moving technology and it is impossible to cover all circumstances or emerging media therefore the principles set out in this policy must be followed closely, irrespective of the medium or platform.

### **Purpose of policy and guidance**

To minimise the reputational, legal and governance risks to the school and its employees, arising from use of social media by staff in both personal and professional capacities.

To enable the safe use of social media for the purposes of communication and engagement.

To ensure a consistent approach is applied across the school.

1. To identify responsibilities of the school and employees in line with the following policies:

- Child Protection and Safeguarding
- Communication policy
- Data Protection
- Dignity at Work
- Professional Standards

### **Legal implications**

Staff should be aware that there are a number of legal implications associated with the inappropriate use of social media. Liability can arise under the laws of:

- Defamation



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- Copyright
- Discrimination
- Contract
- Human Rights
- Protection from harassment
- Criminal Justice
- Data Protection

For purposes of this policy the term 'public' is used to refer to those outside of the immediate school community (Employees, contractors and pupils) and includes (but not exclusively) parents/carers and ex-pupils.

## **Policy**

It is recognised that social networking has the potential to play an important part in many aspects of school life, including teaching and learning, external communications and continuing professional development. This policy therefore encourages the responsible and professional use of the Internet and social media to support educational delivery and professional development.

The Internet provides an increasing range of social media tools that allow users to interact with each other. Whilst recognising the important benefits of these media for new opportunities for communication, this policy sets out the principles that school staff, governors and contractors are required to follow when using social media.

It is essential that pupils/students, parents and the public at large have confidence in the school's decisions and services. The principles set out in this policy are designed to ensure that staff members use social media responsibly so that confidentiality of students and staff members and the reputation of the school are safeguarded. In this context, staff members must be conscious at all times of the need to keep their personal and professional lives separate.

The policy also identifies the need for schools to offer a protection for employees who may be harassed or victimised by other members of the school community due to their professional relationship with the school.

It provides information and guidance for both professional and personal use and outlines the risks to users and schools, as well as the potential consequences of misuse of the internet and social media.

Where staff have concerns about e-safety, these should be raised with the Head teacher or Line managers as soon possible. Advice can also be sought from professional associations and trade unions.

This policy equally applies to all employees including teacher trainees, apprentices and any other individuals who work for or provide services on behalf of the school.

Each school should have a designated Safeguarding Lead and a Data Protection Lead.



### **Users' responsibilities**

Any misuse of social media must be reported promptly to the school or head teacher, whether carried out by pupils, parents/guardians or staff members.

All users must be aware that as soon as a post is made online, it is no longer within the private sphere or in the control of the original poster.

If an employee is found to have breached this policy, they may be subject to the School's disciplinary procedure. If a criminal offence is considered to have been committed, further action may be taken to assist with the prosecution of the offenders.

### **Principles**

In all communications from members of staff/employees of the school, staff should:

- a) be conscious at all times of the need to keep personal and professional lives separate. Staff should not put themselves in a position where there is a conflict between their work and personal interests.
- b) not engage in activities involving social media which may bring school into disrepute.
- c) not represent their personal views as those of the school on any social medium.
- d) not discuss personal information about students, staff and any other professionals that they interact with as part of their job, on social media.
- e) follow safeguarding principles
- f) be open, honest, ethical and professional;
- g) use jargon-free, plain English in professional communication;
- h) be actioned within an agreed time frame [in line with the school's communication policy];
- i) use the method of communication that is most effective and appropriate to the context, message and audience;
- j) be cost effective.

### **Monitoring**

All school ICT systems may be monitored in accordance with the Acceptable Use Policy, so personal privacy cannot be assumed when using school hardware.

Schools can monitor the usage of its own internet and email services without prior notification or authorisation from users (staff, contractors and pupils) when justifiable concerns have been raised re: electronic communication. This will be in line with school investigation procedures.

The school respects the privacy of its employees. However, postings made on a personal account may attain a wide readership and will therefore be considered public rather than private. Publically accessible postings may be investigated if there is a suspected breach of this or related policies.



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When a public post is reported concerning non-employee members of the school community, this will be investigated and responded to by the school. Further action may be taken to assist with the prosecution of the offenders.

## **Personal use of Social Media**

Staff members are strongly encouraged not to identify themselves as staff members of their school in their personal social media platforms. This is to prevent information on these sites from being linked with named Schools and to safeguard the privacy of staff members. This does not include professional networking sites.

Staff should not have contact through any social medium with any student from the named School or any other school. Staff are advised not to communicate on social media platforms with ex-students except via professional networking sites for professional reasons.

Staff should decline 'friend requests' from students they receive in their personal social media accounts.

Information staff members have access to as part of their employment, including personal information about students and their family members, colleagues and other parties must not be discussed on their personal social media platforms.

Photographs, videos or any of images of pupils or students should not be published on personal social media platforms without prior permission of parents/carers and the school. Permission should be gained through existing school procedures.

School email addresses and other official contact details must not be used for setting up personal social media accounts or to communicate through such media unless pre-approved by school/MAT leadership.

Caution is advised when inviting work colleagues to be 'friends' in personal social networking sites. Social networking sites blur the line between work and personal lives and it may be difficult to maintain professional relationships.

Staff are strongly advised to ensure that they set up and regularly review the privacy levels of their personal sites as strictly as they can and to opt out of public listings on social networking sites to protect their own privacy. Staff members should keep their passwords confidential, change them often and be careful what is posted online; it is not safe to reveal home addresses, telephone numbers and other personal information.

Staff should also select carefully their social media profile picture as it is an extension to their professional image online.

Social media should not be used for work related communication. Communication should be through school email or contact details held by the school.

Any misuse or abuse of social media must be reported to the Head Teacher as soon as noticed, especially when concerning a pupil, parent/guardian or employee.



### **Where a member of staff is a parent/guardian as well as an employee of the school**

In cases where staff are also parents connected to the school, they are advised to use professional judgment (in reference to child protection and safeguarding policies) when communicating with children or young people also connected to the school community.

Staff should only accept friend requests/communicate (when there is a genuine need) with others linked to the school community.

This relationship should stand up to scrutiny from a professional perspective and should be appropriate. If a concern of safeguarding arises, this should be reported to the designated safeguarding lead in accordance with school policy.

### **Risks**

The school recognises the risks associated with use of the Internet and social media and regulates their use to ensure this does not damage the school, its staff and the people it serves. Principal amongst these risks are:

- access to inappropriate material;
- civil or criminal action relating to breaches of legislation;
- cyber bullying by pupils/students;
- damage to the reputation of the school;
- disclosure of confidential information;
- inappropriate behaviour, criticism and complaints from external sources;
- loss or theft of personal data;
- offending behaviour toward staff members by other staff or pupils/students;
- other misuse by staff including inappropriate personal use;
- social engineering attacks - i.e. the act of manipulating people into disclosing confidential material or carrying out certain actions;
- staff members openly identifying themselves as school personnel and making disparaging remarks about the school and/or its policies, about other staff members, pupils or other people associated with the school.
- damage to professional reputations with current and future employers.
- virus or other malware (malicious software) infection from infected sites.

### **External communication with pupils/students**

Communication with pupils/students will take place face-to-face or via a staff member's school email address only

A staff member will not communicate with a pupil/student via their personal mobile phone or using personal email addresses. All communication with pupils will be via school email.

### **External communication with parents/carers**

The School has many lines of communication to maintain positive working relationships with parents/carers. These may include: letters, telephone calls, emails, face-to-face meetings, the website, tweets, Facebook, a half termly publication, progress reports and parents' evenings. Effective communications not only deliver the specific information required, but also enable schools to demonstrate values and ethos. Communication with parents/carers should always reinforce parental support and engagement.



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Communications will seek to establish open and positive relationships with parents, whilst always ensuring that these relationships are professional. To this end parents should always be addressed in an appropriate manner using formal mediums of communication i.e. telephone, email, letter.

Staff will not communicate with parents/carers or students via any form of networking site, personal mobile or email. Where there is a need to communicate directly with parents/carers (i.e. on school trips) staff will have access to school provided equipment i.e. mobile phones.

Schools may use Facebook and Tweets but this is carefully regulated and not “owned” by individual members of staff. There should be designated members of the admin team/Post 16 students who will be trained to use these facilities on the websites.

### **Using social media on behalf of the named school**

Authorised staff should only use official social media school sites for communicating with students, to enable students to communicate with one another or for professional school marketing and recruitment.

Staff should not use personal social media accounts for official school business. Staff must at all times act in the best interests of children and young people when creating, participating in or contributing content to social media sites.

On school trips staff **MUST** use a school mobile phone, staff should never give out their personal number to parents, carers or pupils.

Personal devices should not be used to access to school emails or servers unless with prior agreement.

School based Staff will be made aware of the implications of using personal devices and will be advised that accessing school communications on personal devices is not an expectation or a condition of employment at the school.

Schools to provide access to suitable hardware and software where required.

### **School websites**

Specific, named administrators will be responsible for maintaining the content of school websites in line with school Communication Policy. There will be regular communication between the administrator and members of the school leadership to identify what content is appropriate for posting on the school website.

### **Use of Images**

Permissions must be sought for images of children/young people to be used in school produced materials, clear reference to online usage needs to be made when permissions are requested.

Staff must give permission for their images to be used in relation school produced materials accessible by members of the public (online or in print), whether controlled by the school or not.

Photographs must be checked carefully to ensure that children who are on the restricted list are never shown on the websites.



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## **Cyber bullying and Harassment**

Cyberbullying is making use of information and communications technology, particularly mobile phones and the internet, to deliberately undermine, humiliate or otherwise cause distress to the person on the receiving end. Staff must not use social media and the internet to attack, insult, abuse or defame students, their family members, colleagues, other professionals, other organisations (including name of school).

Cyber Bullying and Cyber Harassment, like other forms of bullying and harassment, imply a relationship where an individual has some influence or advantage that is used improperly over another person or persons, where the victim is subjected to a disadvantage or detriment, and where the behaviour is unwarranted and unwelcome to the victim. However, in this case the technological environment has meant that the acts of bullying and harassment now include the use of information and communications technology including email and social networking.

It should be noted that a person does not need to directly experience this form of victimisation in order for it to be classed as cyber bullying/harassment. The fact that a person is unaware that offensive or derogatory comments about them have been placed on websites still fits the criteria of cyber bullying/harassment.

Staff should not personally engage with cyberbullying incidents and should immediately report incidents to the Head Teacher or for centrally employed staff, the Head of HR.

If a member of Staff is the victim (receives any threats, abuse or harassment from members of the public through their use of social media), they should keep any records of the abuse and if appropriate, screen prints of messages or webpages with time, date and address of the site. Staff must report such incidents using the school's procedures. Support is also available through confidential counselling support.

The school will consider it a potential disciplinary matter if users utilise any information and communications technology, including email and social networking sites, in such a way as to bully/harass others in the school or in partner organisations, or pupils/students or parents, whether this takes place during or outside of work.

Staff members and pupils need to be aware that no matter what the privacy settings on their social media/networking site, inappropriate/derogatory information about a colleague in the school or partner organisations, other pupils or parents, can find its way into the public domain even when not intended.

If a member of staff is the perpetrator of the incident/s the situation will then be investigated and if appropriate, the Disciplinary or Capability Procedure will be followed.

If a pupil is the perpetrator of the incident/s the situation will be initially investigated in line with the school behaviour and pupil disciplinary policy. Where appropriate the police will be consulted.

Where a potential criminal offence has been identified, and reported to the police, the school will ensure that any internal investigation does not interfere with police enquires. Staff who are victims of cyber-bullying or harassment will be offered support by their line manager and where suitable, occupational health.



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## **Senior Leadership responsibility in relation to Online Bullying and Harassment**

The school owes a duty of care to employees to take reasonable steps to provide a safe working environment free from bullying and harassment.

For this reason, it is essential that the Senior Leadership Team take appropriate steps to deal with any incident where it is alleged that a staff member has subjected others to abusive or personally offensive emails, phone calls or content on social networking sites such as Facebook, Twitter, or by any other means.

If a Senior Leader is made aware of such an allegation, the Senior Leadership Team should deal with it in the same way as any other incident of bullying or harassment in line with school policies, by investigating the allegations promptly and appropriately and providing the victim with appropriate support to demonstrate that the matter is being dealt with seriously.

Senior Leaders should encourage staff to preserve all evidence by not deleting emails. In addition, logging phone calls and taking screen-prints of websites would all help towards supporting an investigation. If the incident involves illegal content or contains threats of a physical or sexual nature, the Senior Leadership team should consider advising the employee that they should inform the police.

**In the event that such evidence contains indecent images of children, it is an offence to save, send, or alter an image or to show it to anyone else.** Therefore, the evidence must be placed in a secure location such as a locked cupboard where others will not be able to see it. In these circumstances the Police should be contacted immediately for advice.



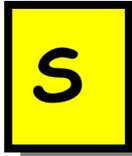
# INTERNET SAFETY RULES

- On the network, I will only use my own login username and password.
- I will not look at, change or delete other people's work/files.
- I will ask permission before entering any website, unless my teacher has already approved that site.
- I will only send e-mail which my teacher has approved. I will make sure that the messages I send are polite and sensible.
- When sending e-mail I will not give my name, address or phone number or arrange to meet anyone.
- I understand that I am not allowed to enter Internet Chat Rooms while using school computers.
- If I see anything I am unhappy with or I receive messages I do not like, I will tell a teacher immediately.

I understand that if I deliberately break these rules I could be stopped from using the Internet.



**Follow These SMART TIPS**



**Secret** - Always keep your name, address, mobile phone number and password private – it's like giving out the keys to your home!



**Meeting** someone you have contacted in cyberspace can be extremely dangerous. Only do so with your parent's/carer's permission, and only when they can be present.



**Accepting** e-mails or opening files from people you don't really know or trust can get you into trouble – they may contain viruses or nasty messages.



**Remember** someone on-line may be lying and not be who he or she say they are. Stick to the public areas in chat rooms and if you feel uncomfortable simply get out of there!



**Tell** your parent or carer if someone or something makes you feel uncomfortable or worried.