

Reporting an E-Safety Incident

Guidance Introduction

E-safety incidents can take many forms; from the accidental access of inappropriate content to serious incidents including illegal images or behaviours by adults or children.

The flow diagram is designed as a guidance document to help you ascertain how to respond to an incident, actions you need to take and who to involve. These processes will be reviewed regularly to help ensure you have the appropriate support and information to ensure you act appropriately when incidents arise.

Schools do need to be clear in their understanding of the differences between ‘**inappropriate**’ and ‘**illegal**’ content. Examples of **inappropriate** content can include soft porn (e.g. ‘page three’ images), political extremism and online gaming whilst **illegal** content would include cyberstalking or harassment; internet fraud; dangerous and illegal activities, such as bomb-making, terrorism, or unlicensed trade in weapons; physical threats; hate crimes, such as advocating genocide or violence; copyright violations; hacking: illegally breaking into individual computers or computer networks; child pornography

The school will need to take a view on whether access is **deliberate** or **accidental**.

The E-Safety Officer Role

All schools should identify a member of staff to take on the role of E-Safety Officer. Many schools choose the person who already has a responsibility for child protection, and some identify the Headteacher, as this can be a very challenging area when serious incidents occur. It is important that whoever is identified has the experience and confidence to respond appropriately when required - and when that person is unavailable, another member of staff can take on this role.

In all instances of an e-safety incident the E-Safety Officer should be notified and log the details in the school’s e-safety incident book. By logging even accidental incidents this will help inform filtering policies, AUPs and education and training needs within the school.

Schools should keep a record of the reporting process for each incident to help document that they reported the incident to the appropriate individuals and organisations.

The E-Safety Officer should report access to illegal websites via schools systems to the Local Authority E-Safety Contact for Schools.

Adults (including Teachers, Assistants, Governors, Visitors etc.)

Where **illegal** content is accessed deliberately or accidentally the incident needs to be logged, reported to the Headteacher and the Local Authority. Where the incident is believed to be deliberate, the school must also notify the Police but must ensure that the Local Authority are informed first.

Although **illegal** sites are filtered, it is unlikely that either a child or an adult will access them accidentally. Having said this, it is a remote possibility that an illegal site displaying child abuse imagery or other illegal images not yet listed with the 'Internet Watch Foundation' is not filtered and a genuine accidental incident could occur. In some extreme cases the Police may need to be informed of accidental access to illegal material; the Local Authority contact will advise schools on the appropriateness of this action when the incident is reported to them. For other illegal content, the computer should be isolated and the images etc. not shared with anyone until the correct procedure is followed, reported and recorded.

In either accidental or deliberate cases, the equipment will need to be isolated and the Local Authority or Police will arrange for further examination of the device. The Local Authority will provide assistance in adjusting the in-school filtering and provide further training, support and guidance.

Where **inappropriate** content is accessed accidentally, the filtering policies can be amended and further training and support provided if required. In the case of deliberate access, the school should follow established disciplinary procedures, amend filtering and notify the Local Authority.

Children and Young People

The reporting processes remain the same as those for incidents relating to adults. Where **illegal** activity has taken place accidentally or deliberately, the device needs to be isolated, forensically analysed and restored prior to using again within the establishment.

In the case of either deliberate or accidental access to **illegal** content it is likely that the person will need counselling and support within school and other agencies. The Local Authority will be able to assist with identifying this.

Where a child or young person has deliberately or accidentally accessed **inappropriate** content there is an opportunity to provide further education to the individuals involved and the students. The Local Authority can provide in-school support and provide information on other sources of information and teaching and learning resources.

In each instance it is important to ensure that parents and carers are aware of the incident and encouraged to support the school's actions.

Illegal Content



Should you encounter something, which you suspect to be illegal or suspect that a web site contains illegal material, contact the Local Authority team immediately who will advise and support you. Please do not print out copies of offending information or forward it, or send links to anybody as the transmission of some content is a criminal offence itself.

IF the content is believed to be child abuse imagery they must immediately report it to the Internet Watch Foundation (IWF) as well as notifying the Local Authority. No one should be informed of the URL as no investigation must be made by anyone other than those licenced to view.

Further assistance is available by **contacting** Mike Hamilton at OpenZone @ The Word, South Shields.

Key Contacts

Mike Hamilton (LA E-Safety Contact for Schools)

Tel: 0191 4246330

mike.hamilton@ictinschools.org