Anti CyberBullying Policy

Introduction

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

Aims

The aims of this policy are to ensure that:
- we safeguard the pupils in the real and virtual world
- pupils, staff and parents are educated to understand what cyberbullying is and what its consequences can be
- knowledge, policies and procedures are in place to prevent incidents of cyberbullying in school or within the school community
- we have effective measures to deal effectively with cases of cyberbullying
- we monitor the effectiveness of prevention measures

What is Cyberbullying?

Cyberbullying – definition

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

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

Cyberbullying can involve Social Networking Sites, emails and mobile phones used for SMS messages and as cameras. In addition;

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

Preventing cyberbullying

Understanding and discussion
- Staff will receive training in identifying cyberbullying and understanding their responsibilities in developing e-safety. The Director of ICT may delegate this training to the Head of PSE or the IT department as appropriate. In this training all staff will be helped to keep up to date with the technologies that children are using.
- The delivery of PSE and Year 9 ICT lessons are an important part of preventative strategy and will discuss keeping personal information safe and appropriate use of the internet.
- It is desirable that the pupils will be involved in a response to cyberbullying. They will have a voice through the School Council and the Digital Council.
- Pupils will be educated about cyberbullying through a variety of means: assemblies, conferences, Anti-bullying Week, projects (ICT, PSE, Drama, English), etc.
- Pupils will sign a Safe and Acceptable Use Policy before they are allowed to use school computer equipment and the internet in school and parents will be encouraged to discuss its contents with their children.
- Parents will be provided with information and advice on e-safety and cyberbullying via literature, talks, etc.
- Pupils and staff will be involved in evaluating and improving policies and procedures through Digital Council, Houseparent meetings, and Head of Year meetings.

Policies and procedures
- Ensure regular review and update of existing policies to include cyberbullying where appropriate
- Millfield will keep good records of all cyberbullying incidents. Heads of Year to log all incidents with the Deputy Head (Pastoral) and all staff to use the cyberbullying tab on ISAMS in recorded cases
- Director of ICT will keep AUPs under review as technologies develop
- Publicise rules and sanctions effectively
- The IT department will use filtering, firewall, anti-spyware software, anti-virus software and secure connections to safeguard the pupils. Though electronic controls alone can never be 100% effective, and pupils should adhere to the SAUP guidelines

Promoting the positive use of technology

Millfield will;
- Make positive use of technology across the curriculum
- Use training opportunities to help staff develop their practice creatively and support pupils in safe and responsible use
- Ensure all staff and children understand the importance of password security and the need to log out of accounts

Making reporting easier
- Pupils may contact beatbullying@millfieldschool.com when they are concerned about a bullying issue
- Ensure staff can recognise non-verbal signs and indications of cyberbullying with regular safeguarding training.
- Publicise and promote the message that asking for help is the right thing to do and shows strength and good judgement
- Publicise to all members of the school community the ways in which cyberbullying can be reported

- Provide information for all students including reassurances about 'whistleblowing' and he appropriate way of informing appropriate staff or parents about incidents they have witnessed
- Provide information on external reporting routes e.g. mobile phone company, internet service provider, Childline, CEOP or the NSA

Evaluating the effectiveness of prevention measures

- Identify areas for improvement and incorporate pupil ideas derived from Year Councils, Digital Council and School Councils
- It is desirable to conduct an annual evaluation including a review of recorded cyberbullying incidents.

Responding to cyber bullying

Most cases of cyberbullying will be dealt with through the school's existing Anti-bullying Policy and this must remain the framework within incidents of bullying are investigated. However, some features of cyberbullying differ from other forms of bullying and may prompt a particular response. The key differences are:

- impact: the scale and scope of cyberbullying can be greater than other forms of bullying
- targets and perpetrators: the people involved may have a different profile to traditional bullies and their targets
- location: the 24/7 and anywhere nature of cyberbullying
- anonymity: the person being bullied will not always know who is bullying them
- intent: some pupils may not be aware that what they are doing is bullying
- evidence: unlike other forms of bullying, the target of the bullying will have evidence of its occurrence
- it is possible that a member of staff may be a victim and these responses apply to them too

Support for the person being bullied

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

Investigation

- The safeguarding of the child is paramount and staff should investigate in accordance with the Millfield Safeguarding and Child Protection Policy

- Members of staff should contact the Houseparent or Head of Year for the purposes of investigation
- All cases (with the exception of Child Protection issues) will be referred to and logged by the Deputy Head (Pastoral)
- Interviews will be held in accordance with the Millfield Anti Bullying Policy
- Staff and pupils should be advised to preserve evidence and a record of abuse; save phone messages, record or save-and-print instant messenger conversations, print or produce a screenshot of social network pages, print, save and forward to staff whole email messages
- If images are involved, determine whether they might be illegal or raise child protection concerns. If so, contact the DSL, who may involve the LADO (Local Authority Designated Officer), the local police in cases of actual/suspected illegal content, or CEOP http://ceop.police.uk
- Identify the bully. See Appendix 2 for guidance
- Any allegations against staff should be handled as other allegations following guidance in Keeping Children Safe in Education July 2015
- Confiscate device(s) if appropriate

Working with the bully and applying sanctions

Sanctions will be applied by the Head of Year or Deputy Head (Pastoral) as appropriate.

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

Legal duties and powers
- The school has a duty to protect all its members and provide a safe, healthy environment
- School staff may request a pupil to reveal a message or other phone content and may confiscate a phone; please refer to the Millfield Search Policy for further guidance.
- If they consider that a mobile phone may contain evidence of bullying or a crime or the potential of a crime they may investigate the specific contents relating to that act; please refer to the Millfield Search Policy for further guidance.
- Some cyberbullying activities could be criminal offences under a range of different laws including Protection from Harassment Act 1997.

For further references please refer to the Millfield Anti Bullying Policy and the Millfield Safeguarding and Child Protection Policy.

Reviewed: January 2012 / September 2012 / August 2013 / January 2014 / July 2014 / January 2015 / January 2016

Reviewer: CPS / SCL
This policy must be reviewed no later than: January 2017

APPENDIX of Additional Information

When and how to contact the service provider:

Mobile Phones

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

Details of how to contact the phone operators:
O2: 0844 8090200
Vodafone: call customer services on 191 from a Vodafone phone or on any other phone call 03333040191 for Pay Monthly customers or on 03333348069 for Pay As You Go customers.
T-Mobile/EE: call customer services on 150 from your T-Mobile/EE phone or on 0845 412 5000 from a landline, or email using the 'how to contact us' section of the T-Mobile/EE website at:

http://www.t-mobile.co.uk/contactus/ or http://ee.co.uk/help/contact-us.Social networking sites

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

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

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

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

- MySpace: reports can be made via the 'Ask MySpace' link:
  https://www.askmyspace.com/t5/Privacy-Abuse/bg-p/privacyandprotection
- Twitter: To report abuse on Twitter, go to the Help Centre then follow the guidance under Safety and Security.

Instant Messenger (IM)

It is possible to block users, or change Instant Messenger IDs so the bully is not able to contact their target any more. Most providers will have information on their website about how to do this. In addition, the Instant Messenger provider can investigate and shut down any accounts that have been misused and clearly break their terms of service. The best evidence for the service provider is archived or recorded conversations and most IM providers allow the user to record all messages.

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

Contacts of some IM providers
- MSN: when in Windows Live Messenger, clicking the 'Help' tab will bring up a range of options, including 'Report Abuse'.
- Range of products including MSN Messenger.
- Yahoo!: when in Yahoo! Messenger, clicking the 'Help' tab will bring up a range of options, including 'Report Abuse.'

Email providers (e.g. hotmail and Gmail)

It is possible to block particular senders and if the bullying persists and alternative is for the person being bullied to change their email addresses. The email provider will have information on their website and how to create a new account.

Contacts of some email providers
- Yahoo! Mail: there is a 'Help' link available to users when logged in, which contains a reporting form.

Video-hosting sites

It is possible to get content taken down from video-hosting sites, though the content will need to be illegal or have broken the terms of service of the site in other ways. On YouTube, perhaps the most well known of such sites, it is possible to report content to the site provider an inappropriate. In order to do this, you will need to create an account (this is free) and log in, and then you will have the option to 'flag content as inappropriate'. The option to flag the content is under the video content itself.

- YouTube provides information on what is considered inappropriate at:
  http://www.youtube.com/yt/policyandsafety/safety.html

Chat rooms, individual website owners/forums, message board hosts

Most chatrooms should offer the user the option of blocking or ignoring particular users. Some services may be moderated, and then moderators will warn users posting abusive comments or take down content that breaks their terms of use.

Identifying the Bully

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

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

Information about cyberbullying and civil and criminal laws

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

Some Useful Agencies/Resources

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

Anti-Bullying Alliance

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

Anti Bullying Network

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

Antibully

Provides advice to parents whose children are subject to bullying, to spot the signs, listen to them carefully and praise their courage in wanting to deal with the situation. http://www.antibully.org.uk/bgbullied.htm

AboutKidsHealth

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

BeatBullying

A very successful charity that supports borough-based, youth-lead, anti-bullying campaigns. It works with young people and professionals and organises seminars, training courses and conferences. It has an accessible website for young people and schools. It also provides professionals with comprehensive antibullying toolkits. http://www.beatbullying.org

British Youth Council

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

Bullying Online

This provides some useful information on a number of bullying behaviours and strategies to prevent bullying. It offers advice to parents and children. However there is no contact link or "about us" section so we do not really know who is behind the organisation or what they stand for. http://www.bullyfreeworld.co.uk/

BBC Bullying

This provides links and resources explaining how to stop bullying.
http://www.bbc.co.uk/schools/parents/cyber_bullying/

Chatdanger

This gives advice for young people and parents on using Internet Chatrooms safely.
http://www.chatdanger.com

Headliners

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

CEOP: (Child exploitation online protection)

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

ChildLine

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

Childnet International

This is a charity that aims to make the internet a safer place for children and is dedicated to internet safety. It is concerned to prevent abuse on the internet and cyber bullying. It has advice for children and parents and has some useful resources for teachers of ICT at key Stage 3 on internet safety. It is located in South London (Brockley). http://www.childnet-int.org

Children's Legal Centre

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

Equality and Human Rights Commission

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

Kidscape

Kidscape is committed to keeping children safe from abuse. It is the first charity in the UK established specifically to prevent bullying and child sexual abuse it provides information, good resources and training for children and young people under the age of 16, their parents/carers. It

offers a range of courses for professionals. It also provides courses in assertiveness training, ZAP, for children and young people and develops their confidence and skills to resist bullying and forms of abuse. http://www.kidscape.org.uk

NSPCC

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

Books

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

- **Journeys**

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

Available at: http://www.childrenscommissioner.gov.uk/content/publications/content_222

- **Primary**

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

- **Secondary**

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

General advice on protecting yourself online and dealing with Cyberbullying

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

o   Do not share your personal information! This includes pictures of you or your family and friends, email addresses, mobile numbers and online IDs.
o   Do not arrange to meet strangers! You may have been communicating with people you think you know online, but do you really know who they are?
o   Do not open email or links on social networking pages from people you do not know or when you do not recognise the email address
o   Similarly, do not open attachments or pictures you receive from unknown people or email addresses
o   Ensure you have an effective filter on your PC to stop unwanted content.

- o If you are regularly using search engines (such as Google, Bing or Yahoo), you can set each search engine site to a strict level of filtering. This limits what a search will bring up when entering keywords. Check your options with your preferred search engine site. Once you have chosen a search filtering level, check these settings regularly to ensure they have not been amended or switched off.
- o Viewing illegal images online can carry a penalty of up to 10 years in prison in the UK.
- o Curiosity is normal on the internet, but being exposed to unwanted and potentially illegal images is not acceptable.
- o Child Abuse images reflect just that; abuse of children and as such, should always be reported.
- o Did you know that the age of criminal responsibility starts at age 10 in England and Wales!

General advice on how to deal with Cyberbullying

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

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

Have you seen this symbol on the sites you use?

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

References: Keeping Children Safe in Education - July 2015
*   Preventing and Tackling Bullying - October 2014*