



## Safeguarding policy

### Online safety

**1.0** Online abuse is any type of abuse that happens on the internet, facilitated through technology like computers, tablets, mobile phones and other internet-enabled devices.

It can happen anywhere online that allows digital communication, such as:

- social networks
- text messages and messaging apps
- email and private messaging
- online chats
- comments on live streaming sites
- voice chat in games.

Children, young people and adults may experience several types of abuse online:

- bullying/cyberbullying
- emotional abuse (this includes emotional blackmail, for example pressuring children, young people and adults with care and support needs to comply with sexual requests via technology)
- sexting (pressure or coercion to create sexual images)
- sexual exploitation.

### **1.1 Cyberbullying/online bullying can include:**

- excluding a child, young person or adult from online games, activities or friendship groups
- sending threatening, upsetting or abusive messages
- creating and sharing embarrassing or malicious images or videos



- 'trolling' - sending menacing or upsetting messages on social networks, chat rooms or online games
- voting for or against someone in an abusive poll
- setting up hate sites or groups about a particular child or adult
- creating fake accounts, hijacking or stealing online identities to embarrass someone or cause trouble using their name
- Discriminatory abuse – this includes all forms of harassment, bullying, or name calling based on a person’s disability, ethnic origin, sexuality, gender or religion. These can be classed as a hate crime.
- Financial abuse – internet scamming or exploitation via online platforms.

Children, young people and adults at risk can also be groomed online. Perpetrators may use online platforms to build a trusting relationship with the individual in order to abuse them. This abuse may happen online or the perpetrator may arrange to meet the child/adult at risk in person with the intention of abusing them. Young adults and adults at risk who are being groomed may also experience financial abuse online.

## **1.2 The purpose of this policy statement**

Let’s Enable works with children, adults, families and carers as part of its activities. The purpose of this policy statement is to:

- help keep children, young people and adults (with care and support needs) safe when using the internet, social media or mobile devices
- provide staff and volunteers with the overarching principles that guide our approach to online safety
- ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices.



We believe that:

- children, young people and adults should never experience abuse of any kind
- children, young people and adults with care and support needs should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times.

We recognise that:

- the online world provides everyone with many opportunities; however it can also present risks and challenges
- we have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online
- we have a responsibility to help keep children, young people and adults with care and support needs safe online, whether or not they are using Let's Enable's network and devices
- working in partnership with children, adults, young people, their parents, carers and other agencies is essential in promoting people's welfare and in helping young people and adults with care and support needs to be responsible in their approach to online safety
- all children and adults, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse.

## **2.0 Procedures for online abuse**

Contact with children, young people and adults with care and support needs will be face to face. Let's Enable will be using social media platforms to inform and educate client's and the public about Let's Enable, as well as to celebrate service users achievements and to show progress. Let's Enable will not tolerate online abuse. This policy statement applies to all staff, volunteers, children, young people, adults and anyone involved in Let's Enable's activities.



### Responding to online bullying:

- staff, volunteers and service users should report the abuse to the online platform and make a written record of what was seen and when – this should be reported to the Designated Safeguarding Lead (DSL) and it may be necessary to disclose this information to the police or social services
- Information sharing – it may be necessary for the DSL to share and refer this information to other organisations and agencies, such as child and adult protection services
- If a staff member, volunteer or service user needs to report online abuse to Let's Enable this should be reported to the DSL (Nina Linzell), concerns can be sent to [nina@letsenable.co.uk](mailto:nina@letsenable.co.uk)
- make sure children and adults know not to retaliate online or reply to any bullying messages
- make sure children and adults understand how they can take steps to prevent online bullying from happening again, for example by changing their contact details, blocking contacts or leaving a chat room
- ask if they have shared the bullying content with anyone else (if so, who)

If bullying content has been circulated online, take action to contain it:

- if appropriate, ask the person responsible to remove the content
- contact the host (such as the social networking site) and ask them to take the content down.
- Contact the police or the anti-bullying helpline: if a person is committing an act of Cyberbullying they may be committing a criminal offence under a number of different laws.

National Bullying Helpline:

<https://www.nationalbullyinghelpline.co.uk/cyberbullying.html>

Helpline: 03003230169



Telephone: 08452255787

Staff, volunteers, service users, parents, carers and anyone associated with Let's Enable must not post or transmit any material which could damage the name or reputation of Let's Enable; associated or former associated people; its representatives, or which is derogatory to the character of or prejudicial to the interests of Let's Enable.

Material relating to Let's Enable that is threatening, defamatory, obscene, indecent, seditious, offensive, pornographic, abusive, liable to incite racial hatred, discriminatory, menacing, scandalous, in amatory, blasphemous, in breach of confidence, in breach of privacy or which may cause annoyance, distress or inconvenience; or which constitutes or encourages conduct that would be in breach of Let's Enable's rules, or constitutes a criminal offence, or which could give rise to civil liability, or otherwise be contrary to the laws of, or infringe the rights of any third party in, the UK or any other country in the world should not be posted or transmitted.

Any breach of this policy will prompt an investigation and results can be used as grounds for dismissal from Let's Enable.

## 2.1 Contact on social media, text, whatsapp and email

If the service user is under 18 contact should be with a parent or carer. Please see below the code of conduct for staff and volunteers for online safeguarding.

Social media text, whatsapp and email:

Do	Do not
✓ Confine communication to purely professional content	✗ Accept children/young people as "friends" on social media
✓ Include parent/carer into communications with members under 18.	✗ Make suggestive comments or innuendos
✓ Keep your professional and private social media sites separate	✗ Put yourself in a vulnerable position
✓ Keep all data safe and secure	✗ Post or send inappropriate videos/pictures on professional social media
✓ Always seek permission from a parent or carer for those under 18	



Staff and volunteers should follow the code of conduct (please see policy). Please see the photographic rights and storing images policy concerning photographic consent and the use and storage of videos and images.

Date: 12/02/2024

Signature: 

Print name: Nina Linzell.

**Review date:**

**12/02/2025**



## Anti Bullying policy

### 1.0 The purpose and scope of this policy statement

Let's Enable works with children, adults with care and support needs, carers and families as part of its activities. The purpose of this policy statement is:

- to prevent bullying from happening between children, young people and adults who are a part of our organisation or take part in our activities
- to make sure bullying is stopped as soon as possible if it does happen and that those involved receive the support they need
- to provide information to all staff, volunteers, children, adults, carers and their families about what we should all do to prevent and deal with bullying
- Prevent bullying in the workplace.

This policy statement applies to anyone working on behalf of Let's Enable, including senior managers and the board of trustees, paid staff, volunteers, sessional workers, agency staff and students.

Separate documents set out:

- our code of behaviour for children, young people and adults
- our policies and procedures for preventing and responding to bullying and harassment that takes place between adults involved with our organisation.
- See our information about behaviour management and codes of conduct.

### 1.1 Definition of Bullying

Bullying includes a range of abusive behaviour that is repeated and intended to hurt someone verbally, physically or emotionally. Bullying is generally targeted at an individual or a group. Vulnerable individuals are more likely to be the targets of bullying due to the attitudes and behaviours some young people and adults may have towards those who are different from themselves.

The aim of the policy is to prevent bullying of any sort and to ensure that everyone can operate in a supportive, caring, and safe environment without fear of being bullied. All members of the Let's



Enable community should have an understanding of what bullying is and be familiar with the School policy on bullying. The aim of this policy is to help service users, parents, carers and anyone working within Let's Enable to deal with bullying when it occurs and, more importantly, to prevent it. Bullying is an anti-social behaviour which affects everyone; it is unacceptable, and it will not be tolerated. It is not acceptable to discriminate against age, disability, ethnicity, religion, gender, sexual identity. This is covered under UK law under the Equality Act 2010.

Everyone in the community has a responsibility to report any incident of bullying that comes to their attention and these reports will always be taken seriously. Let's Enable will continuously work towards preventing acts of bullying, harassment and other forms of aggression and violence. These behaviours are unacceptable and can impact the individual both physically and psychologically which negatively affects their wellbeing. If such a case arises, Let's Enable will follow the anti-bullying guidelines laid out in this policy.

This will enable staff and volunteers to:

- Identify children or adults displaying unacceptable behaviour and how to support them – this may be through a referral to another agency
- Keep all other children and adults safe, happy, and confident.

## **1.2 Legal Framework**

This policy has due regard to all relevant legislation including, but not limited to, the following:

- Keeping Children Safe in Education 2021
- Education and Inspections Act 2006
- Equality Act 2010
- Protection from Harassment Act 1997
- Malicious Communications Act 1988
- Public Order Act 1986
- Communications Act 2003
- Human Rights Act 1998





- Crime and Disorder Act 1998
- Education Act 2011
- NSPCC – Exemplar Anti-bullying policy guidance
- Obscene Publications Act 1959
- Computer Misuse Act 1990
- Cyberbullying in the Workplace
- Health and Safety and Duty of Care laws.

### 1.3 Reporting

If you think a child or adult with care and support needs is in immediate danger, contact the police on 999. If you're worried a child or adult is at risk of serious harm, but they are not in immediate danger, you should share your concerns.

- Children – NSPCC helpline: 0800 800 5000 or by emailing [help@nspcc.org.uk](mailto:help@nspcc.org.uk). They will talk you through your concerns with you and give you expert advice or adult social care services.
- Stop Hate Crime: for reporting and supporting victims, witnesses and third parties 0800 138 1625
- Contact your local social services:
- Children's advice and support service (CASS) Telephone: 0121 303 1888
- Emergency out-of-hours Telephone: 0121 675 4806
- Adult - Adult Social Care:
- Out of Hours team 0121 464 9001 or email [AMHPoutofhours@birmingham.gov.uk](mailto:AMHPoutofhours@birmingham.gov.uk).
- You can also report a concern in the following ways:
- Email: [CSAdultSocialCare@birmingham.gov.uk](mailto:CSAdultSocialCare@birmingham.gov.uk)
- Telephone: 0121 303 1234
- Services will risk assess the situation and take action to protect the child as appropriate either through statutory involvement or other support. This may include making a referral to the local authority.
- Let's Enable will prevent bullying in nearby external areas. For example, Summerfield Stables is an established riding school so other adults/young people/staff/volunteers may be on site during sessions. If bullying occurs with an individual from Summerfield Stables this will be reported to them as well as through Let's Enable and appropriate action taken.



#### **1.4 When responding to incidents or allegations of bullying it's important for staff and volunteers to:**

- listen to all the children/adults involved to establish what has happened
- record details of the incident and any actions you've taken, in extreme cases this may result in the perpetrator being dismissed or the incident being reported to the police
- inform your nominated DSL
- inform parents and carers (unless doing so would put a child/adult at risk at further risk of harm)
- provide support to the individual being bullied, those who witnessed the bullying and the child/children/adults who have been accused of bullying
- ask the child/children/adult who have been bullied what they would like to happen next
- continue to monitor and review the situation even if the situation has been resolved. If the content is illegal, contact the police who can give advice and guidance.
- Members of staff must be alert to social dynamics and be alert to possible bullying situations, particularly exclusion from friendship groups and that they report concerns to the DSL. Members of staff will do all they can to eradicate bullying; they will ensure they follow the anti bullying and online safety policy.
- sanctions are applied in appropriate proportion to the event, this may be a discussion with parents/carers and monitoring or in extreme cases dismissal.

#### **2.0 Bullying in the workplace**

Bullying in the Workplace Incidents, where it has been deemed that a member of staff/volunteer has been bullying a child or adult with care and support needs will be taken very seriously. The board of directors will deal with this and formal action will be taken where necessary. Such action will also be taken if it is deemed that a member of staff is bullying other members of staff. Bullying UK defines Bullying as *'A form of abusive behaviour where an individual or a group of people, create an intimidating or humiliating work environment for another. This is with the purpose of harming their dignity, safety and well-being. This can make those subjected to it anxious, depressed and it might*



*affect their family life too' <https://www.anncrafttrust.org/bullying-and-harassment-in-the-workplace/>*

Workplace bullying will not be tolerated and this applies to all staff, volunteers and directors. Incidents of workplace bullying should be reported to the board of directors and appropriate action taken. If organisational bullying is suspected, please see whistleblowing section in the safeguarding procedures.

## **2.1 The role of the board of directors**

The board for Let's Enable support staff with the evaluation, review and implementation of this policy and ensures Let's Enable adopts a tolerant and open-minded policy towards differences and promotes an inclusive culture. The board also supports staff in all attempts to eliminate bullying and will not condone bullying in any form. Any incidents of bullying that do occur will be taken seriously and dealt with appropriately. Let's Enable monitors incidents of bullying that do occur and reviews the effectiveness of this policy regularly. Accurate records of all incidents of bullying will be kept and reported to the board and antibullying strategies reviewed. A parent/carer who is dissatisfied with the way the staff have dealt with a bullying incident can make a complaint to the board of directors. The complaint will be dealt with in accordance with the complaints policy.

## **2.2 The role of staff and volunteers**

Staff, volunteers and anyone working with Let's Enable has a responsibility to be able to recognise, report and record bullying and deal with bullying by following the procedures outlined in this policy. Staff will have safeguarding training, so they can recognise the signs of bullying. Accurate records of all incidents will be kept, including the type of bullying that has occurred. Let's Enable will set a climate of mutual support and praise for success, so making bullying less likely. When children feel they are important and belong to a friendly and welcoming environment, bullying is far less likely to be part of their behaviour. Let's Enable will not tolerate bullying. Children/adults will be supervised during sessions.



## 2.3 The Role of Parents/Carers/service users

Parents/carers should be watchful of their child's behaviour, attitude and characteristics and inform relevant staff of any changes. Parents/carers, who are concerned that their child might be being bullied or who suspect that their child may be the perpetrator of bullying, should contact the DSL. If they are not satisfied with the action taken, they should contact the board of directors. If they remain dissatisfied, they should follow the escalation procedures detailed in the complaints policy.

Parents/carers have a responsibility to support Let's Enable's anti-bullying policy by actively encouraging their child to be a positive member of Let's Enable. Service users are encouraged to tell somebody they trust if they are being bullied, and if the bullying continues, they must continue to let people know; so the appropriate action can be taken. Service users are encouraged to not make 'counter threats' if they are the victims of bullying and are encouraged to walk away from dangerous situations and avoid involving other individuals in incidents. Service users are encouraged to keep any evidence of cyber bullying and inform a member of staff should they fall victim to cyber bullying.

## 3.0 Legislation

Let's Enable understands, under the Equality Act 2010, it has responsibility to:

- Eliminate unlawful discrimination, harassment, victimisation, and any other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it.
- Foster good relations between people who share a protected characteristic and people who do not share it.

Although bullying itself is not a criminal offence, some types of harassment, threatening behaviour and/or communications may be considered criminal offences:

- Under the Malicious Communications Act 1988, it is an offence for a person to electronically communicate with another person with the intent to cause distress or anxiety, or in a way which conveys a message which is indecent or grossly offensive, a threat, or contains information which is false and known or believed to be false by the sender.



- The Protection from Harassment Act 1997 makes it an offence to knowingly pursue any course of conduct amounting to harassment.
- Section 127 of the Communications Act 2003 makes it an offence to send, by means of a public electronic communications network, a message, or other matter, that is grossly offensive or of an indecent, obscene or menacing character. It is unlawful to disseminate defamatory information through any media, including internet sites.
- Other forms of bullying which are illegal and should be reported to the police include: violence or assault, theft, repeated harassment or intimidation and hate crimes.

This policy will be reviewed annually to assess its implementation and effectiveness number of incidents recorded.

Date: 12/02/2024

Signature: 

Print name: Nina Linzell (DSL).

Policy review date: 12/02/2025



## References

Ann Craft Trust bullying and harassment

<https://www.anncrafttrust.org/bullying-and-harassment-in-the-workplace/>

Gov UK workplace bullying

<https://www.gov.uk/workplace-bullying-and-harassment>

NSPCC anti bullying policy template

<https://learning.nspcc.org.uk/research-resources/templates/anti-bullying-policy-statement>