



Tyne & Wear Archives & Museums Online Safeguarding Policy Statement

Date of approval by TWAM Strategic Board: September 2021

Date for review: September 2024

Online Safeguarding Policy Statement

This policy statement has been created as a supplementary document to Tyne & Wear Archives & Museums' (TWAM) overall [Policy and Procedures for Safeguarding of Children, Young People and Adults at Risk](#)

The purpose of this policy statement

TWAM works with children, families, and vulnerable adults as part of its activities. These include: Programmes for schools, public family programmes, work experience placements and work we deliver with communities.

The purpose of this policy statement is to:

- ensure the safety and wellbeing of children and young people and adults at risk is paramount, when adults, young people or children are 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.

The policy statement applies to all staff, volunteers, children and young people and anyone involved in TWAM's activities.

TWAM recognises the opportunities and challenges new technology brings to those working with children and young people and vulnerable adults. TWAM advocates applying the same principles and standards for interacting with children and adults online as in other areas of practice, and in accordance with Policy and Procedures for Safeguarding of Children, Young People and Adults at Risk.

Online safety is the process of limiting the risks to children, young people and adults at risk when using the internet, digital and mobile technology.

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect all children, young people, and vulnerable adults in England. This includes The Information Commissioner's Office's (ICO) Children's Code - <https://ico.org.uk/for-organisations/childrens-code-hub> which came into force in September 2021 and sets out 15 standards that providers of online products or services likely to be accessed by children should comply with.

Summaries of other key legislation and guidance are available on:

- [online abuse - learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse](https://learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse)
- [bullying - learning.nspcc.org.uk/child-abuse-and-neglect/bullying](https://learning.nspcc.org.uk/child-abuse-and-neglect/bullying)
- [child protection - learning.nspcc.org.uk/child-protection-system](https://learning.nspcc.org.uk/child-protection-system)

We believe that:

- Children, young people and vulnerable adults should never experience abuse of any kind
- Children, young people and vulnerable adults 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:

- Online learning provides everyone with many opportunities; however, it can also present risks and challenges.
- All TWAM representatives have a duty of care to take all precautions, to ensure that all children, young people, vulnerable adults involved with our organisation are protected from potential harm online.
- It is essential to promote online welfare for all children, young people, and vulnerable adults and support their teachers, parents, carers and other stake holders to be responsible in their approach to online safety.
- All participants accessing TWAM's online programmes, regardless of age, disability, gender, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse.

We will seek to keep all children, young people, and vulnerable adults safe by:

- Ensuring relevant staff and managers are appropriately trained and ensure they are aware of the processes for reporting issues via Designated Protection Officer
- providing clear and specific directions to staff and volunteers on how to behave online through our behaviour code for adults
- supporting and encouraging the young people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- supporting and encouraging parents and carers to do what they can to keep their children safe online
- developing an online safety agreement for use with young people and their parents/carers

- Continue to review and develop clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child/young person
- reviewing and updating the security of our information systems regularly
- ensuring that user names, logins, email accounts and passwords are used effectively
- ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate
- ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- providing supervision, support and training for staff and volunteers about online safety
- examining and risk assessing any social media platforms and new technologies before they are used within the organisation.

If online abuse occurs, we will respond to it by:

- Following our clear and robust safeguarding procedures, for responding to abuse, providing support and training for all staff and volunteers on dealing with all forms of online abuse, including bullying/cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
- making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
- reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term.

Related policies and procedures

This policy statement should be read alongside our related organisational policies and procedures, including:

- Policy and Procedures for Safeguarding of Children, Young People and Adults at Risk -
<https://twmuseums.sharepoint.com/:f/r/Policies%20%20Procedures/Corporate%20Policies/Safeguarding?csf=1&web=1&e=wml6NG>
- Diversity, Equality and Access Policy
<https://twmuseums.sharepoint.com/:f/r/Policies%20%20Procedures/Corporate%20Policies/Diversity,%20Equality%20and%20Access?csf=1&web=1&e=MRirsA>