

EDUCATION & YOUTH OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Thursday 23 rd November 2017
Report Subject	Social Media & Internet Safety in Schools
Cabinet Member	Cabinet Member for Education
Report Author	Interim Chief Officer (Education and Youth)
Type of Report	Operational

EXECUTIVE SUMMARY

Being online is increasingly part of children and young people's lives as they grow up in the world of technology and social media. Schools have a responsibility to equip children and young people with the skills to be able to think critically and navigate the digital world, in a safe and responsible way.

Although there are many benefits of the internet, it can also place children and young people at risk. The local authority has a duty to safeguard all children and young people which is supported by a three tiered approach to online safety at a national, regional and local level. An overview of the approach taken is summarised in this report for the Education and Youth Overview and Scrutiny Committee.

This report has been produced in response to members seeking reassurance that children and young people in Flintshire schools are receiving the appropriate support to develop their skills in relation to the use of social media and internet safety.

RECOMMENDATIONS

1	That members receive the report on social media and internet safety and confirm they have received an appropriate level of assurance about the support being provided to children and young people to keep themselves safe.
2	That members acknowledge the support for schools in the ongoing development of the Digital Competence Framework (DCF) and utilising the 360 Degree Safe Cymru tool.

REPORT DETAILS

1.00	EXPLAINING THE E-SAFETY SUPPORT AVAILABLE TO SCHOOLS
1.01	<p>Context</p> <p>Electronic communications encompass internet technologies which include: the world wide web, chat rooms, E-mail, instant messaging, blogs, and social sites. Digital photography, video and sound recording can also be captured. Mobile phones provide similar functions through texting, taking and sending photos and video clips, which also apply to tablet devices. All of these technologies make a positive contribution to the world and education, but all are equally capable of being misused.</p> <p>The Welsh Government's National Survey for Wales: Online safety for Children 2014-2015 (published March 2017) found:</p> <ul style="list-style-type: none">• 95% of children aged 7 to 15 used the internet at home.• The device most commonly used by these children was a tablet (71%).• 64% of children aged 7 to 15, who access the internet outside school, accessed a school learning platform and 67% used the internet to find other information related to schoolwork.• 87% of parents felt that their child knew how to stay safe when using the internet.• 56% of households with children aged 7-15 used parental control filters.• Further analysis showed that the parents are more likely to use a parental control filter if they are more highly educated, if they also use the internet themselves, if they have more children and if their children are younger. <p>The NSPCC have recently published the Net Aware Report 2017 (September 2017) which explores how young people navigate opportunities and risks in their online lives. They consulted children and young people aged 11-18 years about their online experience.</p> <p>Findings demonstrated that young people value opportunities for fun and enjoyment online which includes sharing videos, posting photos and playing games. Social opportunities provided by the internet include keeping in touch with friends and family, school work and building social groups. Young people feel empowered when sites offer effective tools to keep them safe online and praise robust privacy settings and effective reporting / blocking mechanisms.</p> <p>However, these positive experiences are often tainted by negative ones. 25% of young people consulted as part of the survey stated that the platform being reviewed was risky. This was across all sites included in the research.</p> <p>The primary risks identified by young people were: interaction with strangers, inappropriate content, violence and hatred, sexual content and bullying:</p>

	<ul style="list-style-type: none"> • 30% of young people’s reviews reported seeing violent and hateful content. This may be in user-generated content, footage from the news or fictional violence in games. • 20% of young people’s reviews reported seeing sexual content including accidentally finding it, being sent sexual messages or being encouraged to share sexual content themselves. • 19% of young people’s reviews reported seeing bullying. Some noted bullying within a social group while others indicated that the opportunity to be anonymous on some platforms was facilitating bullying behaviour.
1.02	<p><u>National Developments</u></p> <p>Welsh Government:</p> <p>As the lead organisation for online safety in Wales, the Welsh Government is responsible for promoting the safe and positive use of technology for children, young people, parents and teachers. The Welsh Government encourages schools to make full use of social technologies to improve learning outcomes, while also supporting learners to engage safely and participate responsibly online.</p> <p>In April 2014, the South West Grid for Learning (SWGfL) were commissioned by the Welsh Government to establish an extensive online safety education and awareness programme across Wales. Online safety practice in education has been strengthened over the last three years by:</p> <p>1. 360 Degree Safe Cymru</p> <p>In October 2014, 360 Degree Safe Cymru, an e-safety self-review tool, was launched. This allows schools to review their e-safety policies and practices against national standards and gives practical suggestions to improve and enhance online safety. It provides template policies, in addition to links to good practice guidance and allows schools to identify areas of strength and weakness and benchmark their progress and improvement against other schools. 85% of all schools in Wales have since taken up the 360 degree Safe Cymru tool. An increase in take-up of the tool has been seen from 196 schools in 2014 to 1,375 in 2017.</p> <p>Schools’ use of this tool is monitored at a regional level and nationally. In Flintshire (August 2017) there were 61 schools (78%) registered with the 360 degree safe Cymru tool and of those, 52 had used the tool within the last 12 months. See Appendix 1 for details of usage.</p> <p>Schools that are able to demonstrate good practice in their Online Safety policy and procedures can apply for the Online Safety Mark upon completion of all 28 aspects of the tool. There is a charge for the assessment (£650-£1000 per school based on pupil numbers) and it is required to be reassessed every three years. Successful schools receive an Online Safety Mark wall plaque, certificate and use of the logo. There is currently one school in Flintshire that have been awarded the Online Safety Mark – Cornist Park Primary School, however 22 schools (36%) have completed the 28 aspects of the tool.</p>

2. Online Safety Zone on Hwb

The Online Safety Zone on Hwb provides a digital learning platform for schools in Wales that can be accessed by teachers, parents and learners. The dedicated area hosts news, articles and a range of resources on various online safety issues to help keep learners safe, which includes case studies, guidance for school professionals, tips for parents and young people and resources on the safe use of social media sites like Facebook, Snapchat, Instagram and Twitter. It also signposts those dealing with the effects of online bullying or any online safety issues towards appropriate support services.

A series of playlists have also been developed which focus on digital literacy topics such as online reputation, images and identity, copyright, relationships and sexting. Each topic includes a playlist for primary and secondary schools, an introductory playlist for teachers and a resource for parents.

Over the past year there has been a significant increase in the numbers of teachers and learners visiting the Hwb platform. Figures from January 2017 demonstrate that there were over 2.6 million page views and over 670,000 log-ins to the platform – this equates to over 21,000 log-ins per day.

3. Online Safety Resource for Wales

The Online Safety Resource for Wales is a programme of 5 lessons and supporting materials for all ages (Foundation Phase - Key stage 4) which develop essential digital literacy skills in learners that can be integrated within the existing school curriculum with flexibility. The Online Safety Resource is designed to empower learners to think critically, behave safely, and participate responsibly in our digital world. The free materials are based on Common Sense Media resources from the United States and the planning provides further opportunities to extend learning.

4. Online Safety Training

Online safety training sessions have been delivered across all 22 local authorities by SWGfL, training approximately 2,300 educational professionals. Training has aimed to raise awareness of e-Safety issues and promote 360 degree safe Cymru and the Online safety Resource to teachers, governors and local authority teams.

GWE has a digital training programme with termly events throughout the region for primary and secondary school staff. This includes online safety training for Newly Qualified Teachers (NQT's) from primary and secondary schools in Flintshire, as part of their induction on October 6th 2017.

Training on 'using social media and its impact on schools' was held on 25th October 2017 in Flintshire coordinated by Governors Wales. There were 23 governors in attendance.

SWGfL have recently provided a series of workshops across Wales for Designated Safeguarding Leads in schools with a focus on online safety. Both the Interim Chief Officer for Education and Youth and the Operational

Safeguarding Lead Officer have also attended.

5. Safer Internet Day

Safer Internet Day is a global awareness day to promote good practice in online safety and gives advice and guidance on the risks posed by new technologies such as social media and how to stay safe while using them.

The day offers us the opportunity to raise awareness of what is being done in Wales to safeguard learners online and highlight responsible use of technology in schools, colleges and the home.

Bilingual Safer Internet Day education packs for teachers with resources to help schools celebrate Safer Internet Day have been developed and made available on Hwb for the annual event in 2016 and 2017. The next Safer Internet day will take place on Tuesday 6th February 2018.

6. Digital Competence Framework

In September 2016 the Digital Competence Framework (DCF) was published, the first element of the new curriculum to be made available across Wales. Digital competence is the set of skills, knowledge and attitudes that enable the confident, creative and critical use of technologies and systems. It is essential for learners if they are to be informed, capable and have the potential to be successful in today's society.

The DCF sets out the digital skills to be attained by learners aged between 3 and 16-plus across four strands: Citizenship, Interacting and collaborating, Producing, Data and computational thinking.

The Citizenship Strand focuses on developing and applying critical thinking skills and strategies. It includes specific elements focused on online behaviour, cyberbullying together with health and well-being.

For each element there are skill statements which describe the skills a learner would be expected to have attained at a given stage. To help clarify their meaning and purpose, skill statements are supported by examples of 'classroom task ideas' that could be used to demonstrate competence for a particular skill.

Training and support for implementing the new curriculum is being led by the Pioneer Network, working with the regional consortia. The timetable for implementation is as follows:

From September 2016 - Developing understanding and planning

From September 2017 - Refining and integrating the DCF into the new curriculum

From September 2018 - Emerging new curriculum with digital expectations embedded

In the interim, where schools are creative and imaginative in taking forward initiatives for the benefit of learners, including drawing on the DCF to develop

their practice, Estyn inspectors are approaching such innovation in a positive way.

7. National Online Safety Action Plan

A national online safety action plan for children and young people is currently in development and will provide a strategic overview of how the Welsh Government will continue to enhance online safety support in Wales.

8. Guidance

The UK Council for Child Internet Safety (UKCCIS) developed 'Sexting in schools and colleges: Responding to incidents and safeguarding young people' Guidance in September 2016. This has since been updated in 2017 and cascaded to all schools in Flintshire in October 2017. Welsh Government are yet to release guidance for Wales, although this is in development.

The Guidance aims to support schools in developing safeguarding procedures to respond to incidents involving youth produced sexual imagery. It highlights key sources of resources and support that will help schools when incidents take place.

This guidance was produced following an NSPCC study in 2016 which found that 7% of 11-16 year olds had sent a sexual image to someone else. Although most young people are not creating or sharing this type of imagery, the potential risks are significant and there is considerable concern about the issue in schools and amongst parents.

With that in mind the guidance includes:

- How to respond to incidents
- The appropriate way to handle devices and imagery
- Effectively assessing risk
- When to involve other agencies
- How to record incidents
- Whether and when you should involve parents or carers
- Strategies to prevent such incidents from occurring.

9. Education Workforce Council (EWC)

Staff have an influential position in all schools and should act as role models for pupils by consistently demonstrating high standards of behaviour.

Expectations for teachers' professional conduct are set out by the Education Workforce Council (EWC) for Wales with all teachers required to act in accordance with the personal and professional behaviours set out in the Teachers' Standards. Adults working with children and young people should understand that the nature and responsibilities of their work place them in a position of trust and that their conduct should reflect this.

The EWC highlight that teachers should:

'ensure that any communication with learners is appropriate, including communication via electronic media, such as e-mail, texting and social

	<p><i>networking websites;</i></p> <p>Staff members who harass, cyberbully, discriminate on the grounds of sex, race or disability or who defame a third party may render the school or local authority liable to the injured party. Reasonable steps to prevent predictable harm must be in place.</p> <p>A workshop for head teachers has been held in Flintshire on September 21st 2017 delivered by EWC, with input from the Council’s Human Resources department. The workshop was very well attended and received positive feedback.</p>
1.03	<p><u>Regional Developments</u></p> <p>The Regional School Improvement service (GwE):</p> <p>Within the successful futures team at GwE there is a lead advisor for the DCF remit supporting all phases and all schools in the region.</p> <p>Across North Wales there are 4 Digital Leaders in post since September 2016. They were seconded from schools to provide support for the DCF and HWB. Two of the Digital Leaders come from Flintshire schools:</p> <ul style="list-style-type: none"> • Kellie Williams - (Cornist Park School, also a Digital Pioneer School) • Alex Clewett - (Flint High School, former Digital Leader WG) <p>The Digital Leaders work with the regional DCF Network group in the delivery of a wide range of DCF related activities across the region and sub-regional hubs. The Digital Leaders mainly work in schools with teachers, pupils, schools leaders and teaching assistants, to raise standards of teaching and learning through effective use of Digital Technologies, in addition to supporting the “Pioneer Schools” initiative across the region within the context of Digital Competence. Increasing the number of schools actively engaged with the 360 Degree Safe Cymru e-Safety Framework is also identified within their remit.</p> <p>GwE have established Lead Online Safety schools across the region that are receiving support this academic year (17-18) to enable them to complete the 360 Degree Safe tool and apply for assessment Quality Mark. In Flintshire, Southdown Primary School are the lead online safety school.</p>
1.04	<p><u>Flintshire Developments</u></p> <p>IT Infrastructure Services (Corporate Services):</p> <p>The requirement to ensure that children and young people are able to use the internet and related communications technologies appropriately and safely is addressed as part of the wider duty of care to which all who work in schools are bound.</p> <p>Following discussion and consultation with schools, Library and Youth services, the county’s approach to Internet filtering was changed in February</p>

	<p>2016 from being risk averse, to a risk managed approach. Pupils were given the skills and strategies to help keep themselves stay safe online and develop into responsible digital citizens.</p> <p>This was in line with developments initiated by the Welsh Government and the basis of our Internet filtering will be implementation of the Welsh Government age-related standards for web filtering. The filtering policies are reviewed regularly in line with national guidance. Welsh Government have recently began a review of their standards. Schools have the ability to modify the filtering standards for their own school (and have done so) and accept any risk in doing so.</p> <p>Alongside the new internet filtering technology developments, in April 2016 the following were reviewed:</p> <ul style="list-style-type: none"> • Internet filtering policy (to reflect the Welsh Government Standards for Internet Filtering) • Schools Acceptable Use Statement <p>And the development of a:</p> <ul style="list-style-type: none"> • Policy for the Maintenance of a Suitable Environment for use of Electronic Communications. <p>An Acceptable Use Policy identifies constraints and practices that a school will adopt, review and maintain to ensure all members of the school community are able to use the Internet and related communications technologies appropriately and safely. The Acceptable Use Policy should be seen in a whole school context and be linked with other relevant policies such as the Safeguarding, Behaviour and Anti-Bullying policies.</p> <p>Due to the ever changing nature of digital technologies, it is best practice that the school reviews its policy at least annually and, if necessary, more frequently in response to any significant new developments in the use of the technologies, new threats to e-safety or incidents that have taken place.</p> <p>An Acceptable Use Statement is a summative declaration of a school's commitment to ensure all users of its ICT systems are able to use the Internet and related communications technologies appropriately and safely. It is an overarching commitment that identifies key expectations within the provision that a school will make to provide an e-safe environment. This commitment is recognised formally through the signatures of the Head teacher and Chair of Governors.</p> <p>Schools were required to submit signed Acceptable Use Statements to Flintshire IT Infrastructure Manager, by the end of the summer term 2016.</p>
1.05	<p>Schools participating the Welsh Network of Healthy Schools Schemes (WNHSS) working towards the National Quality Award are required to develop and evidence a whole school approach towards seven health themes, one of those is safety (which includes e Safety).</p> <p>The national Healthy Schools criteria addresses: policy, training, participation in local and national initiatives, curriculum delivery, pupil voice,</p>

	<p>the environment, parent engagement and working with outside agencies.</p> <p>Among the local initiatives which are recognised as part of the scheme is eCadets, which provides peer-peer education for pupils and the school community about e Safety, delivered via training and interactive challenges through the website. There are 39 schools in Flintshire that currently participate in this initiative (November 2017).</p> <p>The All Wales School Liaison Core Programme (Police) also provides a valuable contribution to Curriculum delivery (as part of Personal and Social Education) in all primary and secondary schools. The Police School Liaison Officer provides support for schools in addressing online safety issues relating to social media.</p>
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2.00	RESOURCE IMPLICATIONS
2.01	The provision for support for schools comes predominately through the regional school improvement service, GwE and through free online resources via the Hwb.
2.02	The potential barrier to schools undertaking the Online Safety Mark is the cost involved (£650-£1000 per school based on pupil numbers), in particular when there is also a cost for the reassessment every three years.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Extensive consultation has been undertaken at a national and regional level in this field.

4.00	RISK MANAGEMENT
4.01	<p>Risk for Pupils</p> <p>If precautions are not taken, these technologies can expose pupils to hostile individuals, including sexual predators, who can form relationships with pupils, sometimes using false identities or posing as a child. This is known as grooming. The technologies can expose pupils to pornography and pornographers, to materials extolling violence, drugs or prejudice hatred. The technologies can also enable bullying. This risk is mitigated against by schools involving pupils in a development programme of training and support suitable for their age through a range of different opportunities and also by providing information and support for parents.</p>
4.02	<p>Risk for School Staff</p> <p>The school environment can provide some adults with the opportunity to exploit technologies for their own inappropriate purposes unless appropriate safeguarding measures are in place. These include downloading or publishing offensive or illegal materials and initiating improper contacts with young people. Staff are also vulnerable if they are singly responsible for the</p>

	administration of passwords and filtering. This is mitigated against by having clear policies and procedures within schools that are monitored regularly and by having regular training for staff.
4.03	<p>Risks for Local Authorities</p> <p>The risk for Local Authorities is the potential to breach statutory legislation related to safeguarding and the welfare of children e.g. The Children Act (2004) All Wales Child Protection Procedures (2008) The Rights of Children and Young Persons (Wales) Measure 2011 School Standards and Organisation (Wales) Act 2013 The Prevent Duty – Counter Terrorism & Security Act (2015)</p> <p>There is also potential for reputational damage and negative press coverage if there are significant breaches of policy involving pupils or staff in relation to internet or social media activity.</p> <p>This is mitigated by the Council having named officers with specific responsibilities for safeguarding who co-ordinate the dissemination of information to schools, organise training for staff and governors, produce model policies for schools to adopt and monitor the implementation of those policies. The Council also provides firewall and web filtering services to schools via a service level agreement.</p>

5.00	APPENDICES
5.01	Appendix 1 - Flintshire LA Comparative 360 Safe Cymru data – GwE

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p><i>Welsh Government Keeping Learners Safe 2015</i> http://learning.gov.wales/docs/learningwales/publications/150114-keeping-learners-safe-en.pdf</p> <p><i>Welsh Government Digital Competence Framework Guidance</i> http://learning.gov.wales/docs/learningwales/publications/160831-dcf-guidance-en-v2.pdf</p> <p><i>UKCCIS Sexting in Schools and Colleges 2017</i> https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/609874/6_2939_SP_NCA_Sexting_In_Schools_FINAL_Update_Jan17.pdf</p> <p><i>NSPCC Net Aware Report 2017</i> https://www.nspcc.org.uk/globalassets/documents/research-reports/net-aware-freedom-to-express-myself-safely.pdf</p> <p>Contact Officer: Claire Sinnott, Learning Advisor – Health, Wellbeing & Safeguarding Telephone: 01352 704054</p>

E-mail: Claire.sinnott@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	<p>DCF The Digital Competence Framework (DCF) is the first element of the new curriculum for Wales to be made available. http://learning.gov.wales/resources/browse-all/digital-competence-framework/?lang=en</p> <p>EWC Education Workforce Council https://www.ewc.wales/</p> <p>GwE School Effectiveness and Improvement Service for North Wales. www.gwegogledd.cymru</p> <p>Hwb <i>Hwb</i> is a website and national collection of online tools and resources to support education in Wales. https://hwb.gov.wales/</p> <p>ICT Information and Communication Technology</p> <p>Safer Internet Day https://www.saferinternet.org.uk/safer-internet-day/2018</p> <p>SWGFL South West Grid For Learning https://swgfl.org.uk</p> <p>UKCCIS United Kingdom Council for Child Internet Safety https://www.gov.uk/government/groups/uk-council-for-child-internet-safety-ukccis</p> <p>WNHSS Welsh Network of Healthy Schools Schemes</p> <p>360 degree safe Cymru The 360 degree safe self-review tool is free to use and is intended to help schools review their online safety policy and practice. https://360safe.org.uk</p>