

# STATEMENT OF OPEN DOOR'S ONLINE SAFETY PRINCIPLES

(July 2020/updated Nov 2020)

Open Door works with adolescents, young adults and parents/carers are part of its activities. We provide therapeutic interventions to support the mental health and wellbeing of young people aged 12-25 and their parents/carers.

The purpose of this statement is to:

- Ensure the safety and wellbeing of children and young people is paramount when young people and adults are using the internet, social media or mobile devices.
- Provide staff, volunteers and trainees 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 statement applies to all staff, volunteers, trainees, young people, parents/carers and anyone involved in Open Door's activities.

## Legal framework

This statement has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England. Summaries of the 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 and young people should never experience abuse of any kind.
- Children and young people 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 and young people safe online, whether or not they are using Open Door' network and devices
- All children, 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.
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety.

### **We will seek to keep children and young people safe by:**

- Appointing an online safety coordinator – Julia Britton, Director, Child Protection Lead
- Providing clear and specific directions to staff, volunteers and trainees on how to behave online through our Remote Working Protocols.
- To establish clear ground rules between therapist and young person/parent/carer for remote sessions to ensure that they are conducted safely.
- 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 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.
- Ensuring that any images of 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, volunteers and trainees about online safety
- In line with our Information Governance Policy we will:
  - Review and update the security of our information systems regularly (in line with our Information Governance Policy).
  - Ensure that user names, logins, email accounts and passwords are used effectively.
  - Examine and risk assess any social media platforms and new technologies before they are used within the organisation.

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

- Having clear and robust safeguarding procedures in place for responding to abuse (including online abuse).

- Providing support and training for all staff, volunteers and trainees on dealing with all forms of 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 statement should be read alongside our organisational policies and procedures including:

- Child protection
- Vulnerable adults – protection from abuse
- Disclosure of abuse guidelines
- Clinical risk management protocols
- Remote working protocols
- Complaints policy
- Disciplinary policy
- Whistleblowing policy
- Information Governance Policy
- Privacy Principles
- Photography and image sharing guidance

### **Online safety co-ordinator, Clinical and Safeguarding Lead:**

**Name:** Julia Britton, Consultant Child & Adolescent Psychotherapist, CEO

**Phone/email:** 020 8348 5947 / out of hours: 077 621 50770 [julia.britton@opendooronline.org](mailto:julia.britton@opendooronline.org)

### **Chair of Clinical sub-Committee/ Safeguarding Lead for Board of Trustees:**

**Name:** Dr Judy Shuttleworth, Consultant Child & Adolescent Psychotherapist

**Email:** [judyshuttleworth@hotmail.com](mailto:judyshuttleworth@hotmail.com)

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