ANTI- BULLYING INCLUDING CYBERBULLYING AND ONLINE SAFETY POLICY

Sep 2023

Glamour Edu Ltd

Glamour Edu Ltd

Address: 10 Kensington Grove, Altrincham, WA14 5AF,

Telephone: 01617678858, Email: v.zhang@glamouredu.com

GLAMOUR EDU LTD ANTI- BULLYING INCLUDING CYBERBULLYING AND ONLINE SAFETY POLICY

This policy should be read in conjunction with Glamour Edu Ltd Behaviour Policy, the Safeguarding and Child Protection Policy and the Code of Conduct. This Policy outlines how we ensure that we maximise the safety of our students when dealing bullying including cyberbullying and online safety. The good practice in the policy content is aligned to the requirements of **Keeping Children Safe in Education 2023** and Government website for Guidance of preventing bullying and NSPCC advice on 'Online Safety'.

An electronic copy of the policy will be given to all students, parents / agents, members of staff, volunteers, homestays and partner schools through email. Hard Copy can be provided when required. Glamour Edu Ltd will go through the appropriate parts of the policy and ensure our students, members of staff and homestays understand the contents properly. Mandatory safeguarding training including this policy will be provided to all host families and staffs and that the training will be reviewed every three years

This policy will be reviewed annually and then updated as necessary. Any changes will be notified immediately to all students, parents / agents, members of staff, volunteers, homestays and partner schools.

Glamour Edu Ltd Prevent Lead & Designated Safeguarding Lead is Vicky Xiaoyan Zhang.
Contact information is:
Telephone: 07825215210,
Email: v.zhang@glamouredu.com,
 Address: 10 Kensington Groce, Altrincham, WA14 5AF, UK

Policy Owner: Glamour Edu Ltd Director
Date updated: Sep 2023   **Next review date:** Sep 2024

1. What is Bullying?

There is no legal definition of bullying. But it is usually defined as repeated behaviour which is intended to hurt someone either emotionally or physically and is often aimed at certain people because of their race, religion, gender or sexual orientation or any other aspect such as appearance or disability.

Bullying can take many forms including:

- physical assault
- teasing
- making threats
- name calling
- cyber bullying

Bullying can happen anywhere: at school, travelling to and from school, in sporting teams, between neighbours or in the workplace.

2. How to Deal with Bullying at School?

If student is being bullied at school tell a friend or your parents, report to a teacher and phone Vicky Xiaoyan Zhang on 07825215210.

Your form tutor needs to know what is going on so try to find a time to tell him or her when it won't be noticeable. You could stay behind on the pretext of needing help with some work. If you don't feel you can do that, then speak to the school nurse. Don't be tempted to respond to any bullying or hit back because you could get hurt or get into trouble.

Bullying includes:

- people calling you names
- making things up to get you into trouble
- hitting, pinching, biting, pushing and shoving
- taking things away from you
- damaging your belongings
- stealing your money
- taking your friends away from you
- posting insulting messages or rumours, in person on the internet
- threats and intimidation
- making silent or abusive phone calls
- sending you offensive phone texts
- bullies can also frighten you so that you don't want to go to school, so that you pretend to be ill to avoid them

Bullying and body language: Body language tells us a lot about other people. Think about the last time you walked into school. How did you feel? Confident and powerful? Or timid and worried? If you're trying not to be noticed and looking at the ground a lot while darting into school it can make you more noticeable. You look defensive and vulnerable. If you step out boldly you send out a quite different message of confidence. You may not be very confident but you'll certainly look it.

Hitting someone is an assault: Try to stay in safe areas of the school at break and lunchtime where there are plenty of other people. If you are hurt at school, tell a teacher immediately and ask for it to be written down. Make sure you tell your parents and Vicky Xiaoyan Zhang.

Bullying is upsetting: Bullying is very upsetting and if you feel you can't cope, tell your parents or Vicky Xiaoyan Zhang and go to see your doctor. Many doctors are very sympathetic about the effects of bullying and yours may be able to write a note for the school explaining the effect that bullying is having on your health.

People bully others about perceived differences, including appearance, religion, behaviour, disabilities or illness, family, even how well you are doing at school or how popular you are. It is always best to try and dismiss bullying remarks. If a bully sees that they can upset you then they will keep trying. Many people are the victim of bullying and it is important to remember that no one should be bullied.

3. What is Cyber Bullying?

Being bullied online and advice on what to do

Cyber bullying is any form of bullying which takes place online or through smartphones and tablets. Social networking sites, messaging apps, gaming sites and chat rooms such as Facebook, Instagram, YouTube, Snapchat WeChat and other chat rooms can be great fun and a positive experience. But what do you do when things go wrong?

Cyber bullying is rife on the internet and most young people will experience it or see it at some time. In our recent national bullying survey, 56% of young people said they have seen others be bullied online and 42% have felt unsafe online. Cyber bullying can happen 24 hours a day, 7 days a week and it can go viral very fast.

Types of cyberbullying

There are many ways of bullying someone online and for some it can take shape in more ways than one. Some of the types of cyber bullying are:

Harassment: This is the act of sending offensive, rude, and insulting messages and being abusive. Nasty or humiliating comments on posts, photos and in chat rooms. Being explicitly offensive on gaming sites.

Denigration: This is when someone may send information about another person that is fake, damaging and untrue. Sharing photos of someone for the purpose to ridicule, spreading fake rumours and gossip. This can be on any site online or on apps. We even hear about people altering photos of others and posting in online for the purpose of bullying.

Flaming: This is when someone is purposely using extreme and offensive language and getting into online arguments and fights. They do this to cause reactions and enjoy the fact it causes someone to get distressed.

Impersonation: This is when someone will hack into someone's email or social networking account and use the person's online identity to send or post vicious or embarrassing material to/about others. The making up of fake profiles on social network sites, apps and online are common place and it can be really difficult to get them closed down.

Outing and Trickery: This is when someone may share personal information about another or trick someone into revealing secrets and forward it to others. They may also do this with private images and videos too.

Cyber Stalking: This is the act of repeatedly sending messages that include threats of harm, harassment, intimidating messages, or engaging in other online activities that make a person afraid for his or her safety. The actions may be illegal too depending on what they are doing.

Exclusion: This is when others intentionally leave someone out of a group such as group messages, online apps, gaming sites and other online engagement. This is also a form of social bullying and a very common.

Bullying by spreading rumours and gossip

The worst thing about social networking sites and messaging apps is that anything nasty posted about you can be seen by lots of people and these posts can go viral very fast and be shared by so many people within minutes in some cases. The most vicious gossip and rumours are often spread by people who were once your best friends so it's best to keep secrets and personal information to yourself. Only tell people things if it wouldn't embarrass you if other people found out about them. Posting false and malicious things about people on the internet can be classed as harassment.

Threatening behaviour

Anyone who makes threats to you on the internet could be committing a criminal offence. It's against the law in the UK to use the phone system, which includes the internet, to cause alarm or distress. It could also be against the 1997 Harassment Act. If threats are made against you then it's essential you confide in your parents, or call Vicky Xiaoyan Zhang, she can make a complaint to the police. If you can't print out the threats use the "print screen" button or snipping tool to take a snapshot of the computer screen and then save that somewhere safe. Or if you have a phone or tablet, use the screenshot function and keep these images safe.

Blackmail and grooming

Many complaints from young people that new "friends" online have tried to pressure them into taking their clothes off and filming or taking images of themselves. Threats have been made that their parent will be told embarrassing things if they don't take part or they will send the images to everyone they know if they do not do it.

This is an offence called "grooming" in the UK and people who have been found guilty of "grooming" have been jailed. Remember: everyone you meet on the internet is a stranger and you need to keep personal things personal to you, don't share your secrets with other people and if anyone asks you to do anything that makes you feel uncomfortable then don't do it.

Sometimes people in relationships trying to make their boyfriend or girlfriend send sexting images of themselves to prove they love them or want to be with them. It is against the law for anyone under the age of 18 to take, send or redistribute pictures of anyone under the age of 18.

CEOP is **The Child Exploitation and Online Protection Centre** and they investigate cases of sexual abuse and grooming on the internet. You can report incidents to the CEOP website. Although the police can get information from your computer's hard drive, it is helpful if you don't delete anything until the police have decided whether they need it as evidence.

When comments get abusive

There are quite a few instant messaging apps including Snapchat, WhatsApp, Secret, Whisper, Instagram and WeChat. They are a great way of sharing things with your friends and having fun. But if things turn nasty you can block people from seeing you are on line and you can save abusive conversations or print them out as evidence.

It's tempting to have a go back if someone makes a rude posting on your online space, social network or app but don't. This is called flaming and it just makes the problem worse. Abusive comments are very upsetting but the best way to deal with them is to get them removed by the website.

Inappropriate images

It's easy to save any pictures of anyone on any site and upload them to the internet. Make sure that you have the person's permission to take a picture and that they're happy for thousands of people to see it on the internet. Be wary of tagging and hashtags as this will send the picture out to a wider audience then you may have originally intended.

Don't upset people and then upload their pictures for other people to have a laugh. That could be harassment. Don't digitally alter pictures of people either because what you think is funny may be offensive to other people. Don't let anyone take pictures of you that might embarrass you.

Innocent bystander

There is no such thing as an innocent bystander and if you have seen someone being bullied online, you can report it to the online site or app. Ignoring it may feel like the easiest thing to do but the person who is being subjected to that bullying may need your help and support to get it stopped. Most sites now have a report button which is something you can do, and this will send the bullying comments to the site to investigate.

4. Tips and Advice for Cyber Bullying

- If you post abuse about anyone else online or if you send threats, you can be traced by the police without any difficulty. Every time you visit a website or make a posting, your internet service provider has an electronic note of your activity. Even if you create an anonymous email address like Gmail, Hotmail or Yahoo, you can still be traced.
- Keep safe by using unusual passwords. Use a combination of letters, lowercase, uppercase, symbols and numbers. Don't use any part of your name or email address and don't use your birth date either because that's easy for people who know you to guess. Don't let anyone see you signing in and if they do, change the password as soon as you can.
- If you are using a public computer such as one in a library, computer shop, or even a shared family computer, be sure to sign out of any web service you are using before leaving the computer so that you can protect your privacy.
- Being bullied online can affect someone enormously. Being bullied can impact on a person's self-esteem, confidence and social skills. We have supported people affected by this type of bullying, and in many cases, they have had to leave school, work and social networks to escape bullying. Try to consider the impact your words may have and think twice before posting.
- Think twice before you post anything online because once it's out there you can't take it back. It is easy for any comments or posts you make online to be taken out of context and these could be damaging to you in the long term.

5. What can we do when a student has come to me to tell me they're being bullied?

When a young person comes to talk to us about any issue related to bullying remind them that anything they tell us will be kept confidential if they want it to, unless we feel that the information that they tell jeopardises their safety.

1, Firstly thank them for coming to us and speaking out about it and tell them that we are here to listen and help improve the situation. Re-iterate that anyone can be bullied and that they are not alone.

2, As them to tell us what they mean they are being bullied and what has been happening and how this has made them feel. Ask them how frequently it has been happening or whether it is a one off. This will help us establish whether it is bullying. If they do not feel comfortable verbally telling us the story, we might to encourage them to write it in a letter or to draw it.

Advise them:

- Not to retaliate to the bullying, especially in a way that will get them on trouble.
- To set up a positive coping mechanism with them to help them try not to react to the bullying. It may be as simple as counting to ten when the bullying is happening.
- To take themselves out of the situation as quickly as possible and to go somewhere safe even if this means standing next to someone they trust or going to the Anti-Bullying Ambassadors.
- To find out who the Anti-Bullying Ambassadors in their school are and how they can help the student.

3, After they've explained everything to us ask them what they would like to do next. It is important that they feel some sense of ownership over the situation and aren't forced to do anything they don't want to.

4, Report it to our DSL Vicky Xiaoyan Zhang, she will keep an eye on the student

5, When dealing the with the student who has done the bullying act according to their school's Anti-Bullying Policy and what the student being bullied wants to do.

Depending on the situation Glamour Edu Ltd will consider:

- Setting up weekly or daily meetings with them to check they are ok until the situation improves. It is important that they feel strongly supported by someone and that they are continuing to talk to someone and not suffering in silence.
- Telling the student where they can go where there will always be someone to talk to or they can stay for a while if they want to go somewhere they feel safe.
- Depending on the severity of the bullying report the bullying to their parents.
- Encouraging them not to be alone and buddy them up with a trusted student. Don't tell the student the full story but ask them to make sure they keep an eye on the student and include them, especially at break times.
- Encourage the student to keep a diary or log of events related to the bullying.
- Find out what they enjoy doing to take their mind off it and encourage them to do it.
- Get them involved in a club at lunchtimes related to this interest to keep them away from the bully and encourage them to have some fun. You may want to consider giving them a mini project yourself.

6. Online Safety – Areas of risk

An effective approach to online safety empowers a school, college, guardian or host family to protect and educate children in their use of technology and establishes mechanisms to identify, intervene in and escalate any incident where appropriate.

The breadth of issues classified within online safety is considerable, but can be categorised into three areas of risk:

content: being exposed to illegal, inappropriate or harmful material, for example web pages, indecent images of children or pro-eating disorder or self-harm websites

contact: being subjected to harmful online interaction with other users, for example cyberbullying or grooming; and

conduct: personal online behaviour that increases the likelihood of, or causes, harm.

What is online abuse?

The NSPCC define online abuse as any type of abuse that happens on the web, whether through social networks, playing online games or using mobile phones. Children and young people may experience cyberbullying (bullying that takes place using technology including social media sites, mobile phones, gaming sites), grooming (building an emotional connection with a child to gain their trust for the purposes of sexual abuse, sexual exploitation or trafficking), sexual abuse, 'sexting' or youth produced imagery, sexual exploitation or emotional abuse from people they know as well as from strangers.

Glamour Edu Ltd clearly has a role to play in reporting signs of possible online abuse early so that prompt action can be taken to protect any children who are found to be at risk.

Possible signs of online abuse:

The NSPCC list possible signs of a child experiencing abuse online if they demonstrate a change in behaviour or unusual behaviour:

- Being upset after using the internet or their mobile phone;
- Unwilling to talk or secretive about their online activities and mobile phone use.
- Spending much more or much less time texting, gaming or using social media.
- Many new phone numbers, texts or e-mail addresses show up on their mobile phone, laptop or tablet.
- After texting or being online they may seem withdrawn, upset or outraged.
- Not wanting to go to school and/or avoiding meeting friends and school mates.
- Avoiding formerly enjoyable social situations.
- Difficulty sleeping.
- Low self-esteem

The possible signs of abuse could be seen through reports from students or schools, incident reporting by staff, and/or Local Co-ordinator reports. In response to a safeguarding report the matter would be dealt with in accordance with the Glamour Edu Ltd Child incident reporting procedure.

7. Responsibilities of Glamour Edu Ltd staff, host families and students for Online Safety

Glamour Edu Ltd Staff

Glamour Edu Ltd staff have been trained with the DSL Vicky Xiaoyan Zhang who circulates weekly NSPCC updates to staff which contains news and guidance on online safety. The Code of Conduct Policy for Staff has also been made available and trained to staff to ensure that there is an awareness of how to minimise the risks attached to digital and video images of students.

Glamour Edu Ltd Host Families

Host families play a crucial role in ensuring that the students who stay with them use the internet and mobile devices in accordance with the guidance contained within the Host Family Handbook. Our website contains the link to the NSPCC weekly updates containing online safety news and advice will allow host families to get more knowledges regarding to online safety.

Glamour Edu Ltd Students

Students are responsible for using the internet and mobile devices in accordance with the guidance in the Student Handbook. Students must know the importance of adopting good online safety practice and reporting misuse, abuse or access to inappropriate materials and know how to report these concerns. Glamour Edu Ltd supports students in raising their awareness of how to stay safe online through our social media updates, policies and website.

8. How Can We Keep Online Safety?

Set Boundaries

Glamour Edu Ltd encourage staff and host families to set an appropriate agreement with students in order to supervise internet access and set boundaries about what they can and cannot do online. If a child breaks the rules, we would ask the host family to restrict internet access for an agreed period of time.

Host families are asked to use privacy settings, parental controls and built in internet safety features provided by the major internet service providers. The UK Safer Internet Centre has guides for parental controls (host families) http://www.saferinternet.org.uk/advice-and-resources/parents-andcarers/parental-controls.

For parents and carers (host families) experiencing any internet safety issues with their children, The Parent Zone provides a national helpline service at: https://parentzone.org.uk/article/help-and-support

Use Filters and Monitoring

Glamour Edu Ltd asks host families to reasonably limit children's exposure to the above risks from the IT systems at the home. Host families should ensure appropriate filters and monitoring systems

are in place. Whilst considering their responsibility to safeguard and promote the welfare of children and provide them with a safe environment in which to learn, host families should consider the age range of their pupils, the number of pupils, and how often they access the IT system.

The NSPCC website 'Online Safety' outlines controls that host families can implement to filter and monitor what a child in their house can see, including checking that parents know how to use privacy settings and reporting tools https://www.nspcc.org.uk/keeping-children-safe/online-safety/

The NSPCC provide advice for host families on parental controls which allow several different things to happen including filtering and blocking content, setting different profiles so that each family member can access age appropriate content and restricting information that can be shared: https://www.nspcc.org.uk/keeping-children-safe/online-safety/parental-controls/

Staying safe on mobiles, smartphones and tablets

The NSPCC advice for tracking children's online activity via devices includes: Location tracking, taking and sending pictures, setting up parental controls, public Wi-Fi, parent protection apps. Full details can be found on the website: https://www.nspcc.org.uk/keeping-children-safe/online-safety/

Social network sites

Children and young people connect online with friends, make new friends and browse the internet for information, chat with others and play games. This may include using search engines, sharing images, watching videos, using social network sites, playing games and chatting with people through online gaming.

Host families are advised to ensure that their own children and/or Glamour Edu Ltd students know where the reporting functions are on each of the sites they use, how to block someone and how to keep information private.

The NSPCC encourage talking to children about social networks using 'Net Aware' to stay up to date with the social network sites and what you need to know about for example reporting and privacy settings: https://www.net-aware.org.uk/ The NSPCC encourage talking to children about online privacy and being 'Share Aware': https://www.nspcc.org.uk/keeping-children-safe/online-safety/

9. Procedure for dealing with an incident which involves online safety:

1, Glamour Edu Ltd staff member receives the report of suspected online abuse from a student, parent or other source by face to face disclosure, email or telephone call.

2, Glamour Edu Ltd staff member adheres to the Safeguarding and Child Protection Policy including contemporaneously recording the disclosure in the most appropriate format (using the 'Tell Explain Describe' model if the information is being given by a student).

3, The record of the disclosure is reported verbally as soon as practicable to the Designated Safeguarding Lead (DSL) Vicky Xiaoyan Zhang.

4, The staff member must submit a written record of the disclosure on Child Incident Reporting form or an email to Vicky Xiaoyan Zhang at v.zhang@glamouredu.com

5, The DSL will hold an emergency strategy meeting to discuss the incident, assess the alleged threat and risk to the child (including any relevant facts about the child which may affect their vulnerability including age and ability), implement an action plan and continue to review the situation until a resolution has been achieved.

6, The meeting will be recorded with timed and dated entries within a Student Record – Child Incident Record to record all actions and updates.

7, The DSL will arrange for the young person to be helped and supported in recognition of the pressures (and possible vulnerabilities) they may have been under as a result of the suspected abuse. This could include helping them to understand how to recognise the early signs of online abuse, the wider issues and motivations of online abuse and making available relevant information and material. This help and support could be provided through the Glamour Edu Ltd or from accredited organisations such as the school, National Society for the Prevention of Cruelty to Children (NSPCC), ChildLine and National Crime Agency (NCA) – Child Exploitation and Online Protection Centre (CEOP) websites and helplines.

8, The DSL will ensure that viewing of the images or other content is only made where there are good and clear reasons to do so (unless unavoidable because the student has willingly shown a member of staff), basing incident decisions on what the DSL has been told about the content of the imagery or other content. The DSL will ensure that staff members do not search through devices and delete imagery unless there is a good and clear reason to do so.

9, The DSL will consider the need to ask for the student to produce the device as evidence. The viewing of any images, other content or seizing of any devices will be recorded including those present, date and time to meet Glamour Edu Ltd standards set out for recording incidents.

10, The DSL will consider the need to contact another school, college, setting or individual and whether to contact the parents or carers of the children involved. In most cases parents should be involved unless there is good reason to believe that involving these parties would put the young person at risk of harm.

11, The incident will be referred to a statutory agency (Children's Services on the Local Authority telephone number or the police by dialling 101) immediately if there is a concern a young person has been harmed or is at immediate risk of harm (telephone the police by dialling 999). This would include information coming to light if at the initial stage:

The incident involves an adult

There is reason to believe that a young person has been coerced, blackmailed or groomed, or if there are concerns about their capacity to consent (for example owing to special educational needs)

What you know about the imagery or other content suggests the content depicts sexual acts which are unusual for the young person's developmental stage, or are violent

The imagery or other content involves sexual acts and any pupil in the imagery is under 13

You have reason to believe a pupil or pupil is at immediate risk of harm owing to the sharing of the imagery, for example, the young person is presenting as suicidal or self-harming

Where the material or activities found or suspected are illegal and there is no immediate risk to the child, The Child and Exploitation Online Paedophile Unit should be informed.

If none of the above apply, the DSL may decide to respond to the incident without involving the police or children's social care. The DSL can choose to escalate the incident at any time if further information/concerns come to light. The decision should be recorded in line with the Safeguarding and Child Protection Policy, and regularly reviewed throughout the process of responding to the incident.

The decision to respond to the incident without involving the police or children's social care would be made in cases when the DSL is confident that they have enough information to assess the risks to pupils involved, and the risks can be managed within Glamour Edu Ltd support framework and network for the child.

12, The DSL will advise to the young person to delete imagery or other content, and to confirm they have deleted the imagery. Young people should be given a deadline for deletion across all devices, online storage or social media sites on the basis that possession of youth produced sexual imagery is illegal. Where a young person refuses or is later discovered to have not deleted the images or other content, they are committing a criminal offence and the police may become involved. A record will be made of these decisions as per the Safeguarding Policy including decisions, times, dates and reasons. Glamour Edu Ltd may wish to invoke their own measures to discourage young people sharing, creating or receiving images in line with behaviour policies.

13, Where the DSL is aware that youth produced sexual imagery or other content has been unavoidably viewed by a member of staff, the DSL should ensure that the staff member has appropriate support. Viewing youth produced sexual imagery or other content can be distressing for both young people and adults and appropriate emotional support may be required.

14, Where police action has been instigated for an incident involving a member of staff or volunteer, Glamour Edu Ltd internal procedures will take place at the conclusion of the police action. A suspension will be likely to take place before the internal procedures begin.

10.   Awareness Training for Staff and Host families

The following sites provide support information for staff and host families who can regularly self-brief on how to anti- bullying and deal with Online-safe. Staff and host families are expected to use these tools annually to complement the safeguarding training provided by Glamour Edu Ltd.

NSPCC Online Safety: https://www.nspcc.org.uk/keeping-children-safe/online-safety/

Government website: https://www.gov.uk/government/publications/preventing-and-tackling-bullying

UK Safer Internet Centre: http://www.saferinternet.org.uk/

Supplementary reading: https://www.thinkuknow.co.uk/,   https://www.bullying.co.uk/,