



HIGH HESKET CE SCHOOL

ONLINE SAFETY POLICY & PROCEDURES – COVID-19 ADDENDUM

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CONTENTS

1	Introduction.....	1
2	Context.....	1
3	The NHS Covid-19 App	1
3.1	Familiarise staff with the app	1
3.2	The app and how we will manage a positive case or outbreak	2
3.3	The app's 'Trace' feature and existing processes	3
3.4	How the app relates to Online Safety Policy decisions	3
3.5	App use by members of the public.....	4
4	Online Safety and Remote Education	4
4.1	Equality of access to remote education.....	5
4.2	Safeguarding during remote education	6
4.2.1	Check security and privacy settings.....	6
4.2.2	Act regarding unsuitable content	7
4.2.3	Protect against fraud	7
4.2.4	Check the Facts.....	7
4.2.5	Stay physically and mentally healthy online.....	7
4.2.6	Keep talking about staying safe online	8

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1 Introduction

This addendum has been created following DfE guidance [Actions for schools during the coronavirus outbreak \(Full Opening: Schools\)](#), [Actions for Early years and childcare providers](#) and [Actions for Special schools and other specialist settings](#) and applies to all schools (mainstream and alternative provision): primary, secondary (including sixth forms), infant, junior, middle, upper, school-based nurseries and boarding schools. Independent schools are expected to follow the same control measures in the same way as state-funded schools.

It is an addendum to the School's Online Safety Policy and procedures and must be read in conjunction with the Online Safety Policy, Whole School Behaviour Policy and (for staff and other adults) the Code of Conduct for Staff and Other Adults (including the Addendum to these). The school's Online Safety Policy along with this Addendum must be available on request and must be read and understood by all those individuals involved in providing remote education children and young people in the school.

All staff have a responsibility to be aware of systems within their school which support safeguarding and any temporary amendment to these will be explained to them by senior managers. This includes the school's Child Protection Policy and procedures, the school Code of Conduct or Staff Behaviour Policy, the Online Safety Policy and the associated Acceptable Use Agreements.

2 Context

From 20 March 2020 parents were asked to keep their children at home, wherever possible, and for schools to remain open only for those children of workers critical to the Covid-19 response - who absolutely need to attend.

From 01 June 2020, schools were asked to open to more pupils in addition to the children of key workers and those who are deemed vulnerable.

From the beginning of the autumn 2020 term, all pupils, in all year groups, should return to school full-time.

Despite the changes, **our Online Safety Policy is fundamentally the same** with this addendum setting out some of the adjustments we are making in line with the altered arrangements and following advice from government and local agencies.

This Addendum will be reviewed regularly as the nature of the pandemic and local or national responses that involve remote education, or government guidance on how we should operate significantly changes.

Some settings will have additional responsibilities arising from their regulation e.g. EYFS settings, or Special Schools as a result of their responsibility for young people over the age of 18.

Once adopted, this Addendum may be referred to in any disciplinary proceedings following unacceptable action by staff or other adults.

3 The NHS Covid-19 App

The [NHS COVID-19 app](#) ('the app') is available to download by anyone aged 16 or over and is designed to complement the UK's Test and Trace services by automating some aspects of the process of contact tracing and help slow the spread of Covid-19 by alerting people who may have been exposed to infection so that they can take action.

Staff, volunteers, and visitors aged 16 or over will be able to use the app.

In line with DfE guidance: ['Use of the NHS COVID-19 app in schools and further education colleges'](#), we will take steps the following steps.

3.1 Familiarise staff with the app

Staff are not required to download and use the NHS Covid-19 app.

Staff are expected to know what the app is, how it works, and their role in managing school/academy policy about it and the procedures they might need to trigger because an app notification has been received as outlined throughout Section 3.

The app has 6 key features designed to help reduce personal and public risk:

- **Trace** – alerts the individual if they were in close contact with a confirmed case
- **Alert** – provides the individual with the risk level associated with coronavirus (COVID-19) in their local area, based on the postcode district they enter
- **Check in** – allows the individual to check in to locations via the app and official NHS QR codes
- **Symptoms** – allows the individual to check symptoms against government guidance and to get advice
- **Test** – allows the individual to order a free test and to receive results and advice via the app
- **Isolate** – provides an isolation ‘companion’, which counts down how many days they have left to isolate and provides links to useful advice

The app uses Bluetooth low energy to anonymously assess the distance, over time, between people who have downloaded it, so the device needs to be switched on and Bluetooth enabled.

If an individual with the app tests positive for Covid-19, the app will ask them to allow those that they have been in contact with to be alerted. If the user allows it to, the app will then alert relevant individuals if they have been in close contact with a positive case. ‘Close contact’ is based on an algorithm, but generally means an individual that has been within 2 metres of someone for 15 minutes or more. Individuals are not informed who the positive case is.

It is possible to pause the contact tracing function (‘trace’) in the app. While paused, the phone and Bluetooth remain on, but the phone does not record contacts. Pausing contact tracing is only recommended in 3 situations:

- when an individual is not able to have their device with them e.g. it is in a locker or communal area (to avoid the app picking up contacts when the individual is not with their phone)
- when an individual is working behind a perspex or equivalent screen, fully protected from other colleagues and members of the public (because they are considered to be adequately protected from contracting Covid-19)
- staff in a health or care setting where they are wearing medical grade PPE e.g. a surgical mask (because they are considered to be adequately protected).

Further information about how the app works is available on the [NHS COVID-19 app support](#) page, alongside frequently asked questions for younger users.

We have information about the app and how it works here in our Policy Addendum with links to government web pages where staff should be able to get any updated information from and we have told staff about it and can remind them by email updates.

3.2 The app and how we will manage a positive case or outbreak

The app does not in any way affect our process for ensuring we are aware of a positive case in line with the DfE [guidance for full opening for schools](#) and as set out in our Full Opening Risk Assessment on the school website.

If we become aware that a pupil or member of staff has received a positive test result for Covid-19, we will contact our local health protection team in the first instance.

We can also use a new Public Health England service, delivered by the NHS Business Services Authority, if we need support on the action we should take. To access this, we call the DfE Covid-19 helpline (Monday to Friday from 8am to 6pm and 10am to 4pm on Saturdays and Sundays) on 0800 046 8687 (option 1).

The app complements, rather than replaces, existing processes.

3.3 The app's 'Trace' feature and existing processes

Use of the app does not replace any requirements of individuals that we already have in place to social distance, report positive cases to us, or any other measure we have implemented to try to reduce the risks of Covid-19 to the school/academy community. Neither does the app change the processes of national or local escalation if there positive cases linked to education settings.

Staff and other adults working with us, could receive a notification via the app that they have been in close contact with a confirmed case and should therefore self-isolate. Close contacts are likely to have taken place at least 1-2 days previously. The app uses the minimum amount of personal data possible, which means it will not know if that contact took place during school/academy activities.

If the affected pupil is a child in care, a care leaver or adopted, we will inform the virtual school head, who can then ensure appropriate professionals are also alerted.

Staff and other adults who work with us using the app are instructed to follow our agreed procedures for making appropriate arrangements for them to go home at the earliest opportunity to begin self-isolation.

There are times when the app's Trace feature should be turned off, but the device and Bluetooth be left on as described in Section 3.1 above.

Staff who manage activities where support staff, visitors, or pupils aged 16+ must not carry their phones on their person e.g. PE, will remind the relevant people to turn off the app's Trace feature for the duration of the session they are not with their phone and to turn it on again when they reunited. This is to avoid the app misidentifying close contacts and because the reminder function on the app can only be set to 4, 8, or 12-hour intervals not the length of a lesson.

We have considered the impact on the continuity of education that we can provide if a number of staff members are informed at the same time that they have been in close contact with a positive case, and the action we will need to take.

When an individual contacted by the app needs to self-isolate because they have been in contact with someone who has received a positive test result and not because they are symptomatic of or have received a positive test result for Covid-19 themselves, we do not need to take any further action (like closing bubbles), unless the student or member of staff goes on to become a confirmed case later.

3.4 How the app relates to Online Safety Policy decisions

The app can only function when the device it is downloaded to is switched on and has Bluetooth enabled. These devices will most commonly be personal mobile phones.

Ordinarily we restrict who is allowed to have their personal mobile phone switched on in school/the academy and at times, whether they can have it on their person at all.

Ordinarily we prohibit the use of Bluetooth functions on all personal or school/academy owned devices during school/academy activities for sound safeguarding reasons. There are very limited exceptions to this outlined in our Policy and there is a process whereby authorisation for a particular reason not outlined in the Policy can be considered and granted.

This addendum makes clear that use of the NHS Covid-19 app is a limited exception to our normal policy on mobile phones being off and Bluetooth being disabled.

We will allow any app user aged 16 or over to keep their mobile phone on their person (where practical for general safety or damage reasons i.e. not during active PE sessions) and switched on provided it is set to silent and will also not vibrate and disturb learning.

The app is for people aged 16 and over with legal implications for user consent around the use of limited personal data and potentially increased safeguarding risks for children and young people from publicly available Bluetooth connectivity with them. While we understand parental concerns, we already have excellent systems in place to tell us where staff and pupils have been and who they may have been in close contact with and we believe the risks to pupils under the age of 16 using the app at school/the academy outweigh the benefits.

Regardless of any temporary suspension of parts of our ordinary policy, this school cannot accept responsibility or liability for the loss, damage, or theft of personal mobile devices being used for the purpose of Test and Trace.

3.5 App use by members of the public

The app has a [check-in feature](#) which enables a venue to register for an official NHS QR code that allows users to 'check-in' to participating venues on their app by scanning that code. The information stays on the user's phone. It provides the user with a 'digital diary' of where they have been which can support contact tracing if they develop Covid-19 and also means that app users can receive public health advice if necessary if they might have come into contact with Covid-19 at a venue they have visited.

We understand that schools and colleges must use NHS QR codes if there are premises on site that are within the scope of the current guidance for [maintaining records of staff, customers and visitors to support NHS Test and Trace](#), for example leisure facilities, food outlets, beauty therapy facilities etc. open to the members of the public who are not necessarily associated with us and behave like customers.

Schools are not expected to create an NHS QR code for day-to-day activities so we will consider creating one if we:

- host an event with external guests on the premises, such as a nativity or student art show (normally for guests only and not pupils who must 'check-in' live in person with the member of staff responsible for their supervision during the event.
- let out the premises or part of it during evenings, weekends, or holidays to individuals or groups not connected to school/the academy.
- think using NHS QR codes and the app is more effective than our existing process for recording external visitors and providing those visitors' details to UK Test and Trace in the event of a positive case at the premises.

We will get an NHS QR poster for this space or event, in line with the [working safely during coronavirus \(COVID-19\) guidance](#).

When needed, we can [create NHS QR code posters](#) online for free.

4 Online Safety and Remote Education

Although we aim to have all pupils back at school in the autumn, also need to plan for those who might need to self-isolate, the possibility of a local or national lockdown and how we will ensure continuity of education. During periods of lockdown in a pandemic, whether experienced by the whole community if Public Health advises us to close, or by individuals who become ill or receive a positive test result for Covid-19 or must self-isolate because they have come into close contact with someone who has, learning will move substantially online for most pupils.

Our Policies, procedures and supporting documents like our Acceptable Use Agreements have been reviewed to ensure they reflect how we will manage remote education and that they remain appropriate and useful for keeping people safe online during a pandemic.

- For individuals or groups of self-isolating pupils, remote education plans will be in place. These should meet the same expectations as those for any pupils who cannot yet attend school at all due to Covid-19.
- A local lockdown may involve a return to remaining open only for vulnerable children and the children of critical workers and providing remote education for all other pupils – plans will be developed to ensure these can be staffed and managed.
- Where a class, group or small number of pupils need to self-isolate, or there is a local lockdown requiring pupils to remain at home, we will ensure we have the capacity to offer **immediate** remote education.
- Our Emergency/Contingency Plan(s) will be reviewed/updated to reflect our plans should there be a spike in infections and schools are advised to temporarily close (local lockdown) - Refer to [Local lockdowns: guidance for education and childcare settings](#). This will enable us to:

- use a curriculum sequence that allows access to high-quality online and offline resources and teaching videos, and that is linked to the school's curriculum expectations;
 - give access to high quality remote education resources;
 - select the online tools that will be consistently used across the school in order to allow interaction, assessment and feedback, and make sure staff are trained in their use;
 - provide printed resources, such as textbooks and workbooks, for pupils who do not have suitable online access;
 - recognise that younger pupils and some pupils with SEND may not be able to access remote education without adult support, and so schools should work with families to deliver a broad and ambitious curriculum.
- When teaching pupils remotely, we will:
 - set assignments so that pupils have meaningful and ambitious work each day in a number of different subjects;
 - teach a planned and well-sequenced curriculum so that knowledge and skills are built incrementally, with a good level of clarity about what is intended to be taught and practised in each subject;
 - provide frequent, clear explanations of new content, delivered by a teacher in the school or through high quality curriculum resources and/or videos;
 - gauge how well pupils are progressing through the curriculum, using questions and other suitable tasks and set a clear expectation on how regularly teachers will check work;
 - enable teachers to adjust the pace or difficulty of what is being taught in response to questions or assessments, including, where necessary, revising material or simplifying explanations to ensure pupils' understanding;
 - plan a programme that is of equivalent length to the core teaching pupils would receive in school, ideally including daily contact with teachers.
 - We will consider the above in relation to the pupils' age, stage of development and/or special educational needs, e.g. where this would place significant demands on parent's help or support. We will avoid an over-reliance on long-term projects or internet research activities.

To identify new or higher risks associated with remote education, people whose risks have changed, and ways risks can be reduced, knowledge of our school was used with information and advice published by the government, our Local Authority and a range of respected regional or national bodies who consult with the [UK Council for Internet Safety](#) regarding online safety like the [Safer Internet UK](#) partners and the [NSPCC](#).

The main issues to address are:

- Equality of access to delivering and receiving remote education (looking at infrastructure, devices, and technical knowledge in homes and how any SEND or home circumstances might affect access); and
- The safeguarding of staff, pupils and others affected by remote education (looking at safe use of technology, safe teaching/learning environments, and safe behaviour especially regarding privacy and security).

4.1 Equality of access to remote education

If we need to participate in the [DfE Laptops for Disadvantaged Children Programme](#) because we have or gain [eligible children who cannot attend school due to Covid-19](#), we will liaise with the named Technical Contact in our Local Authority that manages the devices schools get through the Programme and ensure the [online safety support materials](#) available to buy at the same time (or similar resources of the same quality) will be distributed. We will also take reasonable steps to support as healthy and secure a workstation set-up at home as circumstances allow.

Before distributing devices, we will ensure:

- They are set up to access remote education (through existing systems or through [The Key for School Leaders](#) grant offer for free set up of G Suite for Education or Office 365 and Teams for Education).
- Appropriate [safeguarding controls and support](#) are in place to help children and families use devices safely.
- Help and support with technology is available to us to do all this successfully through DfE guides [Get help with devices](#) and [Get help with technology](#), and the [EdTech Demonstrator Programme](#), which provides access to a network of schools and colleges who are already using remote education technology resources.

Information is or will be made available to parents and carers who need it about:

- How we run our device loan scheme with devices from the DfE Programme, who owns the devices, responsibilities of borrowers, how we deal with loss, theft or damage, and repair or replacement arrangements for faulty devices under warranty.
- Connectivity support available for disadvantaged children through [free BT Wi-Fi hotspots](#) and [increased mobile data allowances](#).
- DfE [online education resources for home learning](#), and other online activities and resources to support remote education.
- DfE [Coronavirus \(COVID-19\): support for parents and carers to keep children safe online when setting up and using technology for remote learning](#).
- [Video Conferencing for Kids: Safeguarding and Privacy](#).

During periods of remote education we will rely on [teaching resources](#) recommended by the [government](#), professional associations and other specialists in education. We will also follow government [examples of remote teaching practice](#) and [guidelines](#) on their use i.e. that they do not replace our properly planned curriculum.

4.2 Safeguarding during remote education

We recognise the additional risks to pupils associated with being online more than before the pandemic helpfully summarised by the South West Grid for Learning (SWGfL) [report](#).

We also recognise additional risks for staff, especially those facilitating remote learning via video links that may impact other people in their household or community as well. As set out in the [Coronavirus \(COVID-19\): safeguarding in schools, colleges and other providers](#) guidance, online education should follow the same principles set out in our staff code of conduct which has been updated to reflect expected good remote education practice.

We will follow relevant government [safeguarding guidelines](#) and make use of recommended technical tools and guides to help us deliver remote education safely from organisations like [The Key for School Leaders](#), and education and child protection specialists like [SWGfL](#), [London GfL](#) and the [NSPCC](#).

In addition to the updated codes of conduct, staff, pupils (or due to their age and ability, the adults supporting them), parents, carers, and to some degree, virtual or in-person visitors using online technology for education purposes or school business are expected to (with examples of support):

4.2.1 Check security and privacy settings

- Adjust privacy and safety settings on all devices, in apps and other online places to control what personal data is shared.
- [Review the security settings](#) on 'smart' devices and [change](#) any default, weak or guessable passwords.;
- [Set up two-factor authentication](#) if devices are capable or available. This is a free security feature to stop unwanted people getting into accounts. Users receive a text or code when they log in to check they are who they say they are.
- [Regularly update devices or apps](#) used for school or work. Using the latest version of software and apps can immediately improve security.

- Think about physical privacy when appearing live online e.g. the appropriate adult supervision of children at home, appropriate clothing, distractions like noise and interruptions, what other people nearby can hear.

4.2.2 Act regarding unsuitable content

- Prevent unwanted content from appearing i.e. set filters and [parental controls](#) on home broadband and mobile networks and not disable or bypass them (the [UK Safer Internet Centre has advice](#) on how).
- Block unsuitable contact (with support as necessary)
- Report harmful activity, to the website, platform or app, a trusted adult and the Designated Safeguarding Lead. [Report Harmful Content](#) to Safer Internet UK if not satisfied with the result of a report to a service provider.

4.2.3 Protect against fraud

- Beware of fraud and scams online including Covid-19 related phishing emails and text messages and use appropriate [cyber security](#) and “[stop, challenge, protect](#)” information to avoid becoming a victim.
- Forward suspicious emails to report@phishing.gov.uk, a service run by the National Cyber Security Centre (NCSC) Suspicious Email Reporting Service to get them removed automatically if they fail NCSC validity tests.
- Never give out personal information to websites or in response to emails/text messages not recognised or trusted
- Report being scammed, defrauded or experiencing cyber-crime to [Action Fraud](#), the UK’s national reporting centre.

4.2.4 Check the Facts

Use the [SHARE checklist](#) to make sure they are not contributing to the spread of harmful content e.g.

- Source - make sure information comes from a trusted source
- Headline - always read beyond the headline (use the NewsGuard [free tool](#) to help identify fake news).
- Analyse - check the facts (use the Ofcom [Cutting Through the COVID-19 Confusion](#) webpages, check claims about COVID-19 at [Full Fact](#) and find reliable information from www.gov.uk/coronavirus).
- Retouched - does the image or video look as though it has been doctored?
- Error - look out for bad grammar and spelling

4.2.5 Stay physically and mentally healthy online

Whether staff or pupils are working, learning or playing online, they should take regular breaks and use tools like [Apple’s Screen Time](#), [Google’s Family link](#), [Xbox One](#), [Playstation 4](#), [Nintendo Switch](#) if necessary to manage screen time, especially:

- if they’re feeling overwhelmed, perhaps limiting the time spent watching, reading, or listening to coverage of the outbreak, checking in at set or just a few times a day
- if they’re feeling physical discomfort like aches, pins and needles, pain, strain, headaches; or
- if they need to be more physically active outdoors.

Parents and carers will be given [guidance](#) on supporting their child’s mental health and wellbeing during COVID-19 as well as [screen time advice](#) from the Chief Medical Officer. We will also provide practical guidance on making the home environment a good and safe one to learn in with a sensitive appreciation for people’s different home circumstances and what is reasonable.

Staff are also expected to:

- Provide information about their temporary home working environment insofar as it might impact on their physical health, or the safeguarding of learners or their own household.
- Act appropriately on feedback and use any necessary online or cyber tools provided.

- Provide information about the technology they use at home to get online i.e. to ensure compatibility with school systems, especially cyber security measures involved in accessing sensitive data like medical, behaviour or performance information on school servers remotely.
- Implement relevant guidance on safe teaching and pastoral care from their home e.g. what is in the background of recorded or live streams, what is visible on shared screens, what can be heard by others in a household etc.
- Pay special attention to how they protect personal data at home.

4.2.6 *Keep talking about staying safe online*

Which we can do by:

- Ensuring staff have the tools to promote a healthy balance between the positive and negative aspects of life online.
- Signposting parents and carers to tools to explain and reduce risks, and help them talk to their child (e.g. [UKCIS guidance](#) on minimising children's exposure to risks; Childnet International's [conversation starters](#) and specific guidance on [under 5s](#); [Ditch the Label](#) teacher resources that can be helpful for parents to discuss cyberbullying; the government's [helpful advice](#); and where there are concerns about specific serious harms, the [guidance on how to protect your child](#) from child sexual abuse online, 'sexting' or radicalising, pornographic or suicide content).
- Reiterating behaviour expectations and ways to handle and report problems, especially encouraging children to speak to a trusted adult if they come across content online that makes them uncomfortable.
- Supporting critical thinking and promoting resources like Parent Zone's [guide](#) and Childnet's [advice and top tips](#) which provide ways parents and carers can help their child develop these skills.