



Beautiful New Beginnings Support Online and Telephone Safeguarding Policy Statement.

Beautiful New Beginnings is committed to the effective safeguarding and protection of all service users and team members. The Beautiful New Beginnings Support Online and Telephone Safeguarding Policy Statement should be read alongside the Beautiful New Beginnings Safeguarding policies and procedures. This guidance is in line with NSPCC guidance.

Beautiful New Beginnings delivers mentoring, advice, support services, counselling and classes to children, young people and adults. Such services are delivered face to face; over the telephone and via online through platforms such as email, Zoom or Skype.

These guidelines will:

- Ensure the safety and wellbeing of all service users is paramount when using the internet or telephone communication for service delivery.
- Provide team members with the overarching principles that guide our approach to online and telephone safety.
- Ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online and telephone devices.

Legal Framework:

This policy 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: www.learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse
- Bullying: www.learning.nspcc.org.uk/child-abuse-and-neglect/bullying
- Child Protection: www.learning.nspcc.org.uk/child-protection-system

Beautiful New Beginnings will seek to keep service users safe by:

- Appointing Online Safety Coordinators (Designated Safeguarding Leads).
- Supporting and encouraging the individuals using our service to use the internet and phones in a way that keeps them safe and shows respect for others.
- Supporting and encouraging parents/carers to do what they can to keep children and adults at risk safe when online.
- Developing an online safety agreement for use with service users and where appropriate their parents/carers.
- 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.
- Reviewing and updating the security of our information systems regularly.
- Ensuring that usernames, 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.
- Providing supervision and support for staff and volunteers about online safety.
- Examining and risk assessing any online platforms and new technologies before they are used within the organisation.
- Uploading e-books to individual groups about online safety and providing them as email downloads on request
- Putting waiting room information on zoom meetings regarding online safety.

If online abuse occurs, Beautiful New Beginnings 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 and volunteers 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 policy statement should be read alongside our organisational policies and procedures, including:

- Beautiful New Beginnings Safeguarding Policy.
- Beautiful New Beginnings Code of Ethics.
- Beautiful New Beginnings E-book online safety for parents